Certificate II in Financial Services

FNS20115

A STRONG FOUNDATION TO START A CAREER IN THE FINANCE SECTOR
About This Course

This Certificate II in Financial Services is the perfect starting point for a career in banking. You will develop a greater understanding of the skills and traits needed to work in an office / branch role. In addition, by looking at personal budgeting and savings plans, you will have the basic financial literacy for a future role as a customer service officer, teller, cashier, lending or administration officer.

This qualification has a focus on the skills to work effectively in a financial services environment, and key subjects will develop your financial literacy and understanding of the sector. Completing the Certificate II in Financial Services will give you the knowledge to be able to make excellent work contributions.

Subject Choices

No Electives are required (but you may request an additional subject)

- Starting a New Job in Business
- Workplace Safety in Banking
- Savings Plans and Budgets
- Technology and Compliance in Finance
- Customer Engagement (E)
- Process Banking Transactions (E)
- Account and Customer Maintenance (E)
Key Course Facts

Start Date:  
Start immediately

Duration:  
Complete within 8 months

Delivery Options:  
On-line/Correspondence

Group Training:  
Workshops available

Course Fees: $2,900  
All materials provided at no extra cost

The course fees may vary if you are a trainee or if the state that you reside in has a subsidised training opportunity. Refer to the tables below.

New Entrant Traineeship Fees for this Qualification:

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Existing Worker Traineeship Fees for this Qualification:

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School Based Traineeship Fees for this Qualification:

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Subsidised Training Options for this Qualification:

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* NSW fees depend on previous qualification levels
** Subject to eligibility and availability at the time of enrolment
Entry Requirements

Reading and Writing Skills
The course is an online correspondence course so you need to have basic English reading and writing skills, or higher. As a guide - you should have completed Year 10 schooling, or have proven workplace written communication skills.

Spoken English Skills
To ensure successful completion of this course you must have sufficient English speaking skills to be able to communicate with your Student Adviser over the phone.

Numeracy Skills
Numeracy skills are only required to a basic level eg calculations with calculators.

Computer and Internet
- Access to a Desktop Computer or Laptop
- Internet access with Internet Explorer 8+, Chrome or Firefox
- Microsoft Office 2010 Word and Subject specific Office products for chosen electives (ie Excel, Powerpoint, Publisher)

Other
- Ability to study and conduct assessments in a safe environment
Subject Descriptions

Core Subjects:

Starting a New Job in Business
This subject addresses the skills and knowledge required to work effectively in a business environment. It includes identifying and working to organisational standards, managing workload, and working as part of a team. A number of practical workplace activities are undertaken and used as assessment evidence to ensure the new employee gets started in the right way.

Unit(s):
BSBWOR203 - Work effectively with others
BSBWOR202 - Organise and complete daily work activities
BSBWOR201 - Manage personal stress in the workplace

Workplace Safety in Banking
This subject covers the skills and knowledge required to work in a healthy and safe manner. You will learn to recognise hazards, the importance of safety signs and how to raise safety issues within a workplace. This is a great entry level subject to help you act and respond in a safe manner and it also covers how to respond to emergency incidents.

Unit(s):
BSBWHS201 - Contribute to health and safety of self and others

Savings Plans and Budgets
This subject addresses the skills and knowledge required to develop and implement a personal budget and a savings plan to achieve identified goals. It includes understanding the role of savings and loans, the risk/return relationship, and understanding the range of financial tools and products that can help. This subject will also prepare people for working in a role that assists customers to save and budget.

Unit(s):
FNSFLT202 - Develop and use a savings plan
FNSFLT201 - Develop and use a personal budget

Technology and Compliance in Finance
All roles in the financial services sector require skills to correctly interpret and apply industry and organisation procedures, guidelines and policies. Professional and ethical standards as well as the application of practices relating to sustainability and the efficient use or workplace technology also have a significant role to play.

Unit(s):
BSBWOR204 - Use business technology
FNSINC301 - Work effectively in the financial services industry

Elective Subjects: No Electives are required (but you may request an additional subject)

Customer Engagement
Customer engagement is a key function in many job roles. This subject covers customer service delivery, with emphasis on telephone communication skills and etiquette. The practical activities in the course provide an opportunity to develop key customer communication techniques.

Unit(s):
BSBCUS201 - Deliver a service to customers
BSBCUE203 - Conduct customer engagement

Process Banking Transactions
In this "retail banking" subject you will learn the practices behind processing cash transactions, cash reconciliation including detecting errors, and processing cheque transactions. Procedures for Teller Cash Dispensers are also touched upon. A relevant workplace is required and to achieve competency in balancing cash holdings a history of balancing outcomes is required. This unit may be removed if not applicable or where that history cannot be achieved.

Unit(s):
FNSRTS306 - Process customer transactions
FNSRTS308 - Balance cash holdings
FNSRTS301 - Provide customer service in a retail agency

Account and Customer Maintenance
A "retail banking" subject - this looks at the different types of savings accounts and how to determine the correct account for your customer. You will also learn how to open, modify and close accounts. A relevant workplace is required for you to be able to select this elective.

Unit(s):
FNSRTS305 - Process customer accounts
Service Guarantees

Quality Training Provider
ACCM has a history of satisfied students and clients and repeat business. Our testimonials on our website are genuine and the type of feedback we receive daily. We are so confident that you will be pleased with the College service, that we guarantee it.

Speedy Paper-less Enrolment
Enrolment Applications are accepted 24/7 online. Be fully enrolled in your course in 7 minutes! For customised or employment based courses and traineeships contact us and we will send you a customised enrolment page by email.

Start Anytime - Immediate Enrolment
Within 30 minutes of applying to enrol, your personal log-on details are emailed to you. This gives you access to our on-line system Webclass. Login to Webclass and complete the administrative items. Once you have completed these items a College Student Adviser will phone you to discuss your needs, course requirements, suitability and electives. You will then have access to the first study module via WebClass.

Industry Expert Student Adviser
You will be allocated your own industry experienced Student Adviser. While they will personally manage your program; you will also benefit from the College team around them to provide expert assistance in all subject areas.

Prompt Results and Feedback
All assessments are promptly returned (via Webclass) with detailed feedback and encouragement. Our goal is to have them back to you in a week or less. In the meantime you can progress to your next subject.

Personal Contact for the Right Start
Your College Student Adviser will phone you to welcome you to the course and ensure that you understand the best way to make progress in your course. They will also assist you with any questions you may have. They will be in regular contact with you, especially at the start of your course, to offer motivation, support and guidance. For employment based enrolments they will also make contact with your work supervisors to address any questions they may have.

Pro-active Learner Support
The support won’t stop! Contact from your College Student Adviser will continue every month, based on the level of help you need. Of course, at any time you can call us to get help. Get immediate assistance over the phone and by email. If immediate assistance is unavailable for any reason, we will make sure a qualified Student Adviser is in contact with you no later than the next business day.

Quality Course Materials
Our step by step course materials have been written by industry experts specifically for the College. They will give you all of the relevant learner information you need to succeed in your course. The resources simplify industry jargon and concepts, give you industry insight and understanding, and focus on current real world business practices.

Employer Progress Updates
For employment based enrolments all supervisors will have access to an online progress report showing the current status of all learners. We understand that it’s essential to keep you up to date so we will prompt you each month to access your report.