
CERTIFICATE III IN FINANCIAL SERVICES (FNS30104)

Course Overview

This course is designed to provide participants with a range of financial service skills including maintaining financial records, responding to customer enquiries, sales and service. In addition, participants study a range of administrative skills in the areas of information technology, communication and occupational health and safety.

Underpinning Skills

Equivalent to Year 12 English and Mathematics

Course Length

Full-time participants: Up to a maximum of 20 weeks

Average contact hours: 24 hours per week

Study Pathways

As a graduate of this course, you are eligible to enrol in:

- Certificate IV in Financial Services
- Certificate IV in Business
- Certificate IV in Business Administration

Career Opportunities

Graduates are equipped to undertake roles in a finance department or general office administration roles such as:

- ◆ Accounts Clerk
- ◆ Customer Service Officer
- ◆ Administrative Assistant
- ◆ Receptionist
- ◆ Sales Support
- ◆ Office Assistant

Course Accreditation

All units are accredited and aligned with national competency standards. Full-time students may apply for Youth Allowance, AUSTUDY or ABSTUDY

Course Content

The suggested Certificate III in Financial Services program consists of four industry core units, nine elective units, plus an optional one week of work experience.

Core Units		Nominal Study Time
FNSICIND301B	Work in the financial services industry	30 hours
FNSICGEN30BA	Communicate in the workplace	20 hours
FNSICGEN302B	Use technology in the workplace	50 hours
FNSICGEN304B	Apply health and safety practices in the workplace	25 hours

Elective Units		Nominal Study Time
FNSASIC301B	Establish client relationship and analyse needs	50 hours
FNSASIC302B	Develop, present and negotiate client solutions	50 hours
FNSICACC302B	Administer financial accounts	30 hours
FNSICPRO401B	Develop and maintain in-depth knowledge of products and services used by your organisation or sector	40 hours
FNSICPRO402B	Match financial products to customer needs	40 hours
FNSICSAM401B	Sell financial products and services	40 hours
BSBADM308A	Process payroll	20 hours
BSBADM309A	Process accounts payable and receivable	40 hours
BSBADM310A	Maintain a general ledger	20 hours
	Work Experience	30 hours
