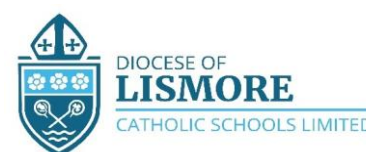


FINANCIAL SERVICES

Statement of Attainment towards
FNS30120 Certificate III in Financial Services



RTO 45649

This qualification is designed to reflect the job role of entry level employees working across the entire financial services industry who perform duties relating to administrative, clerical and customer service roles in banking, credit management, insurance and retail financial services. Individuals at this level apply knowledge and skills to demonstrate autonomy and judgement and to take limited responsibility in known situations under general supervision

Hours	240 hr + 120 hr	Training Package	FNS
Type	Board Developed Course	Work Placement	Mandatory 70 hours
Unit Value	2 unit Preliminary 2 unit HSC	SBAT	Opportunity to complete a School Based Traineeship and gain credit towards the HSC
Specialisation	Yes	Recognition	National AQF and HSC Qualification
HSC Exam	Yes	ATAR	Yes

ASSESSMENT

This course is competency based and the student's performance is assessed against prescribed industry standards. Assessment methods may include:

- Observation
- Student demonstration
- Questioning
- Written tasks
- Tests

DUTIES AND TASKS IN FINANCIAL SERVICES

This qualification is designed to reflect the job role of entry level employees working across the entire financial services industry who perform duties such as:

- Responding to customer enquiries
- Sales and service
- Maintaining financial records
- Performing clerical duties
- Applying fundamental skills in banking, credit management, insurance and retail financial services

PERSONAL REQUIREMENTS

- Able to work methodically, accurately and neatly
- Good oral and written communication skills
- Able to work as part of a team
- Neat personal appearance

FURTHER STUDY

- Certificate IV in Accounting and Bookkeeping
- Diploma of Accounting

JOB ROLES IN THE FINANCE INDUSTRY

- Bank Officer
- Credit and Loans Officer
- Customer Service Officer (Financial Services)
- Insurance Officer
- Trust and Estate Officer
- Loan Assistant

