

Training Package

FNB99 Financial Services

Qualifications

FNB30199 Certificate III in Financial Services

Competencies

- FNARFS14A Deliver a service to customers
- FNACRMO2B Administer accounts
- FNBCOM08A Collect, assess and use information
- FNBCOM07A Respond to customer enquiries
- FNARFS06A Process loan applications
- FNARFS09A Process customer accounts
- FNARFS12A Process specialist services
- FNARFS07A Settle Loans
- FNARFS19A Prepare statistical and ad hoc reports
- FNARFS16A Sell/cross-sell products and services
- FNBGDS80A Convert single line product enquiry to maximise sales
- FNBGDS82A Provide ongoing sales service
- FNBLIF31A Receive and process service requests



Description

The Financial Services Toolbox covers the underpinning, theoretical knowledge for many of the competencies in the Certificate III in Financial Services (Retail Financial Services). The competencies covered in this Toolbox are aimed at Tellers, Customer Service Officers, Frontline Staff and trainees working in the Financial Services sector. The learners are presented with the content through a series of five holistic "customer" learning scenarios at VFS: Virtual Financial Services. Learners adopt the role of a VFS Customer Service Officer (CSO) to assist five virtual customers through a series of tasks and activities. The activities in the Toolbox have been designed to encourage collaboration between learners. There are also a number of assignments that students can complete to demonstrate their comprehension of the subject matter to a trainer or assessor.

Toolbox Website

For further information, online previews, support and purchasing, visit:
<http://www.flexiblelearning.net.au/toolbox>