

Training Package

FNS04 Financial Services

Qualifications

FNS30104 Certificate III in Financial Services

Competencies

- FNSASIC301A Establish client relationships and analyse needs
- FNSASIC302A Develop, present and negotiate client solutions
- FNSICACC302A Administer financial accounts
- FNSICGEN301A Communicate in the workplace
- FNSICGEN302A Use technology in the workplace
- FNSICGEN304A Apply OH&S policies in the workplace
- FNSICIND301A Work in the financial services industry
- FNSICPRO401A Develop and maintain in-depth knowledge of products and services used in your organisation or industry sector
- FNSICPRO402A Match financial products to customer needs
- FNSICSAM401A Sell financial products and services



Description

The Financial Services Toolbox has been developed to support Certificate III in Financial Services and to meet the requirements for Tier II accreditation under the Financial Services Reform Act. The Toolbox has been developed for students at TAFE and also to be used as part of the induction program for new recruits within RTOs in the Financial Services Industry.

It is anticipated that the Toolbox will be used with the support of a supervisor/assessor. The assessor will specify the evidence required to establish competence against the standards and will conduct assessment.

The Toolbox is set within a fictitious company called Virtual Financial Services (VFS). VFS is a full service financial services company in the Australian market.

The Toolbox is organised into four collections of learning resources: Induction, Establish client relationship, Financial accounts and Apply product knowledge. Each of these collections supports one to four units of competency. The collections direct learners into scenarios called workplace interactions where they need to complete tasks to assist clients or colleagues. As they complete these tasks, learners are supported by resources including: an online mentor, the VFS intranet, short courses for underpinning knowledge and skills, links to websites, brief items of advice from fictitious colleagues and a discussion forum where they can share their understanding with other learners.

Elective units have been selected for broad applicability across the financial services industry and are not confined to the banking sector.

Toolbox Website

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