Financial Services Curriculum Framework - HSC Content overview - FINANCIAL SERVICES STREAM

Associated units of competency:
- FNSACM303A Process payment documentation
- FNSRTS301A Provide customer service in a retail agency
- FNSRTS308A Balance cash holdings
- BSBRKG304B Maintain business records

Employability skills:
- Communication
- Problem-solving
- Planning and organizing
- Technology

Define:
- Agency
- Financial services institution
- Role

Range:
- Benefits
- Application
- Revised documentation

Financial services institution:
- Products and services
- Procedure
- Scope of capacity to offer advice
- Level of authorisation
- Protocols for referrals
- Maintaining up-to-date knowledge
- Agreed time frame
- Standard operating procedures for processing transactions

Relationship with the institution:
- Quality service
- Characteristic
- Benefit
- Customers
- Need, preferences and expectations
- Customer interaction
- Handing difficult or abusive customers
- Seeking assistance
- Customer dissatisfaction and complaints
- Complaints-handling policy and procedures
- Common complaints
- Effective responses to complaints
- Seeking assistance

Processing transactions:
- Method
- Manual
- Electronic
- Authority
- Competencies
- Accuracy
- Reconciliation
- Cash transactions
- Non-cash transactions
- Deposit, withdrawal and transfer
- Cash float
- Budget
- Cash holdings

Payment system:
- Balance
- Periodic
- Opening cash
- Cash received
- Cash given out

Cash and non-cash transactions:
- Name and general features
- Purpose and limitations
- Working knowledge
- Maintenance

Range of equipment common across the financial services industry:
- Opening, closing and clearing the terminal
- Cash and non-cash handling procedures
- Recording payments
- Transferability of lender
- Maintenance of cash float
- Cash and non-cash balancing calculations
- Reconciling payments
- Common discrepancies
- Correction of discrepancies

Processing and proofing:
- Balance cash holdings
- Reconcile payments
- Common discrepancies
- Correction of discrepancies

Workplace documentation:
- Workplace/enterprise policy and procedures
- Traceability
- Storage
- Access and release
- Standard procedures
- Workplace enterprise policy
- Industry standards
- Legislative requirements

Workplace requirements:
- Time frame
- Accuracy
- Facilitate documentation
- Verification
- Authorization

Client and payee database:
- Security
- Privacy
- Integrity
- Access
- Time frame
- System controls
- Accuracy
- Data entry

Financial transactions, reporting rules and requirements:
- What is/what is not a record
- When a record should be made
- Types
- Characteristics
- Purposes and use
- Records

Record-keeping:
- Access
- Security
- Organisation/enterprise policy and procedures

Record management:
- Creation of records
- Maintenance of records
- Records continuum
- Disposal of records

Understanding of:
- Business/records system
- Importance of business/records system
- Purpose and limitations of business/records system
- Range of equipment common across the financial services industry

Maintenance:
- Opening, closing and clearing the terminal
- Accuracy
- Cash and non-cash handling procedures
- Common discrepancies
- Correction of discrepancies

Archival organisation:
- Workplace/enterprise policy and protocols
- Legislative and regulatory requirements

Complaints-handling policy and procedures:
- Disposal of records
- Common complaints
- Customer dissatisfaction and complaints
- Effective responses to complaints
- Seeking assistance

Systems and accounts related systems:
- Client and payee database
- Payment system
- Systems and accounts
- Related systems

Workplace/enterprise policy and procedures:
- Workplace records
- Workplace enterprise policy
- Industry standards
- Legislative requirements

Importance of information management:
- Importance of business/records system
- Access and release
- Standard procedures
- Workplace enterprise policy
- Industry standards
- Legislative requirements

Understanding of:
- Financial transactions, reporting rules and requirements
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