

FNSINC301

Work Effectively in the Financial Services Industry

Contents

Module 1: Industry Legislation, Regulation and Codes of Practice	9
Module 2: Work with Company Policies and Procedures	35
Module 3: Communicate in the Workplace	79
Module 4: Safety in the Workplace	105
Assessment 1: Presentation	135
Assessment 2: Final Exam	139

Overview

The financial services industry is diverse and covers a wide range of financial products and services. Financial services include providing financial advice and dealing with or selling a financial product. Financial products consist of more than investments such as shares; they also include bank accounts, superannuation, credit cards and insurance.

A wide range of financial institutions provide these products and services. They include banks, building societies, credit unions, financial planners and advisors, insurance brokers and companies, stockbrokers and superannuation providers.

Financial services are the third largest sector in the economy, after manufacturing and combined property/business services. Their contribution to GDP is approximately twice that of mining and one and a half times greater than agriculture. Due to their service nature, growth and importance, they are a large provider of exciting employment opportunities.