



RTO #31254

# CLET TRAINING

*Where experience is acknowledged!*

**FNS30415**

Certificate III in Mercantile Agents



NATIONALLY RECOGNISED  
TRAINING



## Studying with CLET Training?

- Our mission is your success
- Australian family owned and operated
- Access study resources and submit assessments online 24/7 using Study Cloud
- Our learning material is developed and written in house by industry professionals
- Our trainers are all highly experienced in the industry relevant to your course
- Dedicated Student Support staff waiting to answer your questions
- All qualifications are Nationally Recognised
- In the CLET online study cloud there are real people, working just for you

### Modern Learning

#### Teaching with technology

The CLET Training is an Australian family owned and operated Registered Training Organisation RTO#31254 with a true passion to offer our students the most modern education experience possible using the most current web development, online technologies and training techniques.

#### Study experience

These technologies now drive the CLET online study experience, the Study Cloud. Your computer, tablet and mobile phone are now your classroom. Using the Study Cloud, you can study in the environment that you choose, free from travel, distractions and deadlines. This means no assessment due dates, so less pressure. You have access to your study resources 24/7, can access all training, administration and accounts college staff using the online Student Hub.

#### Support System

Receive one on one support using CLET's Study Cloud Student HUB, Message your trainer via the online message system or chat over the phone. Hang out in the online library, read through frequently asked questions, or simply hit the logout button to finish your study for the day.



## FNS30415 - Certificate III in Mercantile Agents



### **Build your knowledge and skills in debt collection, process serving and repossessions.**

The CLET FNS30415 Certificate III in Mercantile Agents is the ideal qualification to develop skills and knowledge in the areas of process serving, debt collection and repossessions. Designed to support a role in private investigations, the FNS30415 Certificate III in Mercantile Agents is a great addition to the CPP30707 Certificate III in Investigative Services. It widens the scope of tasks that can be undertaken in accordance with licensing requirements.

The CLET FNS30415 Certificate III in Mercantile Agents is an entry level course and can be completed fully online, in your own time. Study resources are made available through CLET's online comprehensive Study Cloud allowing you to complete your studies from any location at any time.

Enrol today and enhance your investigative abilities.



## Course Overview

Certificate III in Mercantile Agents			
Course Code:	FNS30415	Application Completion Time:	2 Years
Delivery Mode:	RPL ONLY	Attendance:	No
Entry Requirements:	No	Study Option:	Not available
Awards for RPL:	Certificate III or Statement of Attainment	GAP Training:	Not available
Units Recognised:	12	Nationally Recognised Training:	Yes 
Fees for RPL:	\$995	Payment Plans:	Yes
Work Outcome:		Application Open:	Yes
RPL Assessment:	Evidence required	Candidate Support:	7 Days
VET STUDENT LOAN:	No	Awarded By:	CLET

RPL Review and assessment can take a minimum of 28 days to complete



## Units of competency

Upon successful completion of this course, you will receive a nationally recognised qualification FNS30415 - Certificate III in Mercantile Agents

### Units Studied: FNS30415 - Certificate III in Mercantile Agents



Code	Unit name
BSBFIA301	Maintain financial records
BSBFIA401	Prepare financial reports
BSBWOR204	Use business technology
FNSCUS402	Resolve disputes
FNSINC301	Work effectively in the financial services industry
FNSMCA301	Collect debts
FNSMCA303	Serve legal process
FNSMCA304	Locate subjects
BSBWHS201	Contribute to health and safety of self and others
FNSMCA302	Repossess property
FNSMCA401	Develop and document case recommendations
FNSMCA402	Initiate legal recovery of debts



## What you need to know about this course.

This is an online course that you can study at your own pace. This means that you will login to Study Cloud where you are provided with all your study resources and support on your computer, tablet and smartphone.

### What learning materials are included with this course?

Following your enrolment into this course, our administration staff will provide you with your username and password to access the CLET Online Study Cloud. You will then have the opportunity to go through the comprehensive course overview and induction area and complete a pre-course self-assessment. If you have not studied to at least the level of this course, you will also be asked to complete a short online Language, Literacy and Numeracy (LLN) activity that will be emailed to you. Results from both of these will help CLET staff get to know you and to ensure you are enrolled into the correct course for you.

Inside the CLET Study Cloud you will also have access to all your study resources, submit assessments, assessment feedback, student support, online meeting area, news, library areas and much more.

Examples of resources:

- unit guide for each unit of study
- study plan
- learning instructional videos
- assessment instructional videos
- audio instructions
- relevant websites
- industry videos
- relevant unit readings
- message your trainer button
- access to ALL CLET support staff



## What are the assessment methods?

This course is assessed using a diverse range of assessment strategies to ensure we cover the assessment conditions for each unit of study and provide our students with interesting and flexible assessment experiences.

All assessments are completed in your own time and submitted online, with no assessment due dates. This modern and flexible approach is designed to reduce the uncomfortable pressure and unnecessary stress that traditional assessment testing is so famous for. Marking feedback is provided online usually within 3 weeks of submission.

Many assessments will include researching, reading and analysing information on your computer, laptop or tablet (Internet required), however each unit of study provides assessment instructions and benchmarks you can easily follow to successfully complete each assessment task.

Click here to read in full: how we assess (<https://clet.edu.au/how-we-assess/>) our courses.

## Looking for a job?

### Possible job titles relevant to this qualification include:

RPL is a great way for experienced personnel to receive Nationally Recognised Qualification/s that are assessed to match to their knowledge and skills in recognition of years of service. The award is a formal testament, appreciating the value of these attained knowledge and skills that can then be easily recognised by both the private and public sectors for a smoother transition into new employment.

Job roles and titles vary across different industry sectors. Possible job titles relevant to this qualification include:

- Collections Officer/Agent
- Process Servicing
- Repossessions Officer/Agent
- Banking Industry
- Security Officer (Certificate II in Security Operations may also be required)
- Receptionist - Accounting
- Administrative Officer - (public or private sector)



## Admission requirements

### What are the admission requirements for the course?

#### Formal Entry Requirements:

There are no formal entry requirements for this qualification, however please read through the following information to assess if you have the English language and literacy skills necessary to successfully complete this course.

#### Suggested Entry Pathways:

Due to the [ASCF core skills](#) of learning, reading, writing, oral communication and numeracy involved in this course, it is suggested that:

Education: you have successfully completed year 10.

Employment: you are currently working in or you have an interest in working in a security or similar role that requires process serving and/or collections.

Is this course right for me?: to assist with your decision, click on the 'Is this course right for me' button positioned at the top of the right hand side of this page and it will ask you questions to assist you in making your decision to enrol.

Technical Requirements: please see the technical requirements below, as you will need access to a modern personal computer and the internet to study this course. In addition, you will need to be able to use this computer, including basic word processing, use of Microsoft Office software and electronic communication platforms and internet search engines.

Enrolment Language, Literacy and Numeracy (LLN) testing: if you cannot meet any of the above suggested entry requirements, which are a guide only and not mandatory, and you would still like to enrol into this course, it is a procedure during our enrolment process to email everyone a link to participate in a short online LLN test that will check your current learning, reading, writing, oral communication and numeracy skills and from these results, allow us to offer you the necessary support needed, if any, to help you successfully complete this course.





## What is online learning? Your Study Cloud is available 24/7

- no more visiting the library, it is all online
- student news and FAQ's all available 24/7
- assessment results and feedback provided online
- access to all student support services via the student hub
- access learning resources and assessments online 24/7
- complete and upload assessments online
- absolute flexibility and you choose when to study
- your classroom goes everywhere with you

### Language, literacy and numeracy testing

This is provided as part of the enrolment and induction process to allow us to check your core skills learning, reading, writing, oral communication and numeracy skills entering the course. This will allow our support staff to build a profile against your selected course and offer you a support plan if needed. This is designed to increase your ability to successfully complete your course in a timely manner that best suits your personal needs.

### What core skills will I be expected to use and at what level during this course?

Each core skill is ranked between (low) level 1 – 5 (high) levels of performance:

- Learning
- Reading
- Writing
- communication
- Numeracy

CLET provides you with an amazing amount of online study resources and support staff to answer your questions and provide assistance when necessary.

The following table allows you to see what level of the core skills you will need to successfully complete this course, with assistance from CLET support staff.



Core skill	Level	What is expected during this course?
Learning	Level 4	<p>Your learning at level 4 will be achieved by working alongside CLET training and support staff asking questions and your willingness to follow instructions when required. You will need to have access to a suitable place for independent study.</p> <p>Success will also be achieved if you regularly access your study material in Study Cloud and save them to a dedicated folder for each unit of study. It is best if you use a diary or a study planner to record study, family, work and social commitments, login details and course progress and identify potential barriers to learning and some possible solutions if needed.</p> <p>There will be some learning challenges that involve moving outside your personal comfort zone that includes participating in online collaborations where appropriate, e.g. discussion boards and may be asked to work with a partner or group on a short research project using the CLET online meeting area and independent research and referencing will be part of your study requirements.</p>



<b>Reading</b>	Level 3	<p>At level 3 requirements identifies some explicit who/what/when/why/how questions to be answered by reading course content. The information in your study resources will provide familiar texts of limited complexity that may incorporate graphs, tables and charts that separates fact from opinion.</p> <p>Understands texts requiring integration of a number of ideas and pieces of information and some inference. These are available 24/7 from the CLET online Study Cloud area. You may be required to use a dictionary or online resource to check word meanings to aid comprehension, e.g. identifies some key words, chunks information and searches surrounding text.</p> <p>Study Cloud also provides most text with the support of an audio reader.</p>
<b>Writing</b>	level 3	<p>At level 3 you will produce a range of documents (familiar and some unfamiliar) and interrelate ideas and information and some support material when writing about familiar topics.</p> <p>Uses layout consistent with CLET assessment conditions and review writing, incorporating teacher/student support comments into the drafting process and use a dictionary and/or spell checker to vocabulary choices, and an English thesaurus (hard copy or online) to extend own vocabulary bank.</p> <p>You will check writing by re-reading to check for consistency and accuracy.</p>



<b>Oral communication</b>	Level 3	<p>At level 3 you may be required to select and use appropriate strategies to establish and maintain spoken communication in familiar and some unfamiliar contexts. You may derive meaning from a range of oral texts in familiar and some unfamiliar contexts.</p> <p>This may be achieved in many ways including listening to and following assessment audio and/or video instructions, talking over the phone or attending a scheduled CLET online course induction and study and assessment meetings conducted using either audio only and/or using live video with a CLET trainer or student support.</p>
<b>Numeracy</b>	Level 2	<p>At level 2 you may be required to read and discusses data from simple charts or tables provided as part of course materials/handouts in a course of study, and comments on the data, and/or identify and name common uses of shapes in a familiar environment, e.g. compares use of the shapes used for road or OHS danger signs.</p>



## Equipment and Software requirements

### What are the computing requirements for the course?

#### Equipment required:

- Modern computer (PC, Mac or tablet) with speakers, webcam and microphone (smart phones and tablets are permitted as they have built in camera and microphone)
- Internet (see the technical requirements below for more information on computer and browser requirements)

#### Software required:

- Microsoft Office software with Word and PowerPoint, or equivalent for Mac or tablet
- PDF documents are permitted for submission if using tablet applications such as 'Pages' to create your documents



## Windows PC / Laptop

- Windows 7 (or higher)
- Latest version of Chrome
- Microsoft Office (2010 or higher)
- Latest Flash Player
- Latest Adobe PDF Reader

## Apple Mac PC's

- Mac OS X 10.6 (or higher)
- Latest version of Chrome or Safari
- Microsoft Office for Mac (2010 or higher)
- Latest Flash Player
- Latest Adobe PDF Reader

## Android

- Android (latest)
- Latest version of Chrome

## iPhone & iPad

- iOS (latest)
- Latest version of Chrome or Safari

## Software requirements

- Adobe PDF Reader
- Microsoft Office 2010 or higher
- Skype
- Microphone or smartphone, tablet to record audio

\* Students using an iPad or iPhone will need to upload documents from a Laptop, PC or have a Dropbox account.

Firefox Browser does not support all software provided inside CLET online Study Cloud

CLET technical staff are available if any assistance is required.



## Enrolment Process

### What happens when I wish to enrol and complete the enrolment form?

- go through the 'Is this course right for me' quiz on this course page
- after completing this quiz and looking through all course information provided, if you decide this course is right for you, complete enrolment form by clicking on the Enrol Now button on this course page
- your enrolment is processed by CLET staff
- email confirmation of your enrolment is sent to you, including an invitation to complete your short language, literacy and numeracy (LLN) support assessment online prior to your course start date
- access to the CLET online study area is provided
- participate in your student induction
- access a full overview of your course
- complete additional informal self-assessment questionnaire
- feedback and support plan provided, if needed
- on the course commencement date and completion of the online LLN assessment you will be provided with your first unit of study and/or support activities where you can get started
- work through your course, study and complete assessments, ask questions when needed
- complete your course and receive your certificate

### What are my payment options?

#### Study Online FEES - By Payment Plan: \$1995 (Full Fee)

- Payment Option: \$500 on enrolment plus remaining amount divided in up to 3 Monthly payments
- Payment Option: Approved credit assessment payment plan: \$500 deposit and payment plan as per CLET credit assessment (for people with relevant previous study or work experience: - call us, email us or live chat with questions)
- Payment Option: \$1000 on enrolment plus remaining amount divided in up to 1 Monthly payments



## What funding support options exist?

All CLET Courses have payment plan options.

Austudy/Abstudy: This course is eligible for approval for Austudy/Abstudy, however you will need to apply directly to Centrelink who will then contact us to complete the process.

## How to enrol?

Simply go to the course page and click on the Enrol Now button. Complete the enrolment form and pay the course deposit. This automatically sets up your monthly payment plan where payments are deducted from your nominated credit card on the 10th of each month.

For other payment methods, please contact our accounts staff on 1300 760 605 during business hours to request the option to pay by direct debit. You will then be provided with a bypass code you will insert into the enrolment form to bypass the need to use a credit card.





## Student Support

### What support services are available?

The CLET Study Cloud delivers all study resources 24/7. Many students tell us that because everything is at their fingertips they can just study through their course one step at a time and are happy to be left alone to work at their pace, but are comfortable to know that support is just a click away if needed.

Other students like to ask questions and engage with trainers and support staff regularly.

### You control the support you need, with full access to:

#### Student hub

Ask study, admin and accounts questions and submit requests 24/7.

#### Library - study and support resources

Lots of professional videos and online support resources available when needed.

#### Ask Your Trainer

Answers to your study questions from the people who mark your assessments

#### Assessment Feedback Area

Access your assessment results and trainer feedback 24/7.

#### Send a message 24/7

Ask Student Support a question, anytime and they will reply during business hours.

#### Profile

Access your course unit list and progress report.

#### SMS notifications

Receive SMS and email notifications when your assessments are marked and when a message is sent to you by support staff and trainers.

#### Phone support

Call 1300 760 605 during business hours to chat to student support officers.



## Contact Us

### Postal Address

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### Phone

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### Email

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