



Australian Government

FNS50915 Diploma of Banking Services Management

Release 1

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Modification History

Release	Comments
Release 1	This qualification first released with FNS Financial Services Training Package version 1.07

Qualification Description

This qualification is designed to reflect a range of the job roles with team and business result responsibilities in banking or other deposit taking institutions' customer contact centres or retail and/or commercial financial services environments. Individuals in these roles have autonomy in performing technical operations, apply solutions to a range of often complex problems, and research, analyse and evaluate information from a variety of sources. They apply initiative to plan, coordinate and evaluate their own work and provide guidance to others.

Licensing/Regulatory Information

No licensing or certification requirements apply to this qualification at the time of publication. However, some units will specify relevant licensing, legislative and/or regulatory requirements that impact on the unit. Refer to the FNS Implementation Guide Companion Volume for guidance on requirements.

Entry Requirements

Nil.

Packaging Rules

Total number of units = 12

5 core units plus

7 elective units

The elective units consist of:

- up to 7 from Group A, Group B, Group C or Group D
- maximum of 3 may be from Group B
- up to 3 may be from a Certificate IV, Diploma or Advanced Diploma in any currently endorsed training package or accredited course.

The elective units chosen must be relevant to the work outcome and meet local industry needs.

Units selected from other Training Packages or accredited courses must not duplicate units selected from or available within FNS Release 1 or BSB Release 1 Training Packages.

Core Units

BSBINM401 Implement workplace information system

BSBMGT502 Manage people performance

BSBSMB405 Monitor and manage small business operations

FNSCUS501 Develop and nurture relationships with clients, other professionals and third party referrers

FNSINC401 Apply principles of professional practice to work in the financial services industry

Elective Units

Group A - Customer relationship building

- BSBCUS501 Manage quality customer service
- FNSCUS502 Monitor client requirements
- FNSCUS503 Review business performance
- FNSCUS504 Manage premium customer relationships
- FNSCUS505 Determine client requirements and expectations

Group B - Sales and marketing

- BSBMKG501 Identify and evaluate marketing opportunities
- BSBSLS502 Lead and manage a sales team
- FNSSAM501 Apply advanced selling techniques to selling of financial products and services
- FNSSAM502 Assess market needs
- FNSSAM503 Monitor market opportunities

Group C - Commercial and retail lending

- FNSBNK501 Manage banking and service strategy for small business customers
- FNSBNK502 Manage services in a Business Transaction Centre
- FNSCRD402 Establish and maintain appropriate security
- FNSCRD503 Promote understanding of the role and effective use of consumer credit

Group D - General business

- BSBINN502 Build and sustain an innovative work environment
- BSBMGT516 Facilitate continuous improvement
- BSBMGT605 Provide leadership across the organisation
- BSBSUS501 Develop workplace policy and procedures for sustainability
- BSBWHS303 Participate in WHS hazard identification, risk assessment and risk control
- BSBWOR501 Manage personal work priorities and professional development
- FNSBNK402 Align banking products with the needs of small business customers
- FNSBNK503 Provide business advisory services within a financial services context
- FNSCUS506 Record and implement client instructions
- FNSORG503 Develop a resource plan
- FNSRSK602 Determine and manage risk exposure strategies

Note: Certain elective units may be required to progress to membership of relevant professional organisations. Learners should establish such requirements where they apply in order to make appropriate choices.

Qualification Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status

Code and title current version	Code and title previous version	Comments	Equivalence status
FNS50915 Diploma of Banking Services Management	FNS50910 Diploma of Banking Services Management	Updated to meet Standards for Training Packages. Packaging rules simplified.	Equivalent unit

Links

Companion volumes available from the IBSA website:

http://www.ibsa.org.au/companion_volumes - http://www.ibsa.org.au/companion_volumes