



Australian Government

FNS60620 Advanced Diploma of Banking Services Management

Release 1

FNS60620 Advanced Diploma of Banking Services Management

Modification History

Release	Comments
Release 1	This version first released with FNS Financial Services Training Package Version 4.0.

Qualification Description

This qualification is designed to flexibly reflect senior management and service job roles with team and business result responsibilities in banking or other deposit taking institutions, customer contact centres or retail financial services environments. At this level individuals are expected to apply specialist skills and knowledge in a range of situations to deal with complex situations and issues. They work across a broad range of technical or management functions with accountability for personal outputs and for team outcomes.

Licensing/Regulatory Information

Work functions in the occupational areas where this qualification is used may be subject to regulatory requirements. Refer to the relevant regulator for specific guidance on requirements.

Entry Requirements

Nil

Packaging Rules

Total number of units = 14

8 core units plus

6 elective units of which:

- 6 units must be selected from the electives listed below,
- 2 units may be selected from the remaining listed electives or any currently endorsed training package qualification or accredited course at Diploma or above.

Elective units must be relevant to the work environment and the qualification, maintain the overall integrity of the AQF alignment and contribute to a valid vocational outcome.

Core Units

BSBCUS501 Manage quality customer service

BSBMGT502 Manage people performance

BSBMGT605 Provide leadership across the organisation

BSBMGT608 Manage innovation and continuous improvement

BSBSMB409 Build and maintain relationships with small business stakeholders

FNSINC411 Conduct work according to professional practices in the financial services industry

FNSSAM601 Monitor performance in sales of financial products or services

FNSSAM602 Identify and evaluate marketing opportunities in the financial services industry

Elective Units

BSBCOM602 Develop and create compliance requirements

BSBCOM603 Plan and establish compliance management systems

BSBCUE504 Integrate customer engagement within the organisation

BSBINN601 Lead and manage organisational change

BSBLDR803 Develop and cultivate collaborative partnerships and relationships

BSBMGT616 Develop and implement strategic plans

BSBSUS501 Develop workplace policy and procedures for sustainability

FNSINC503 Identify situations requiring complex ethical decision making

FNSINC504 Apply ethical frameworks and principles to make and act upon decisions

FNSORG501 Develop and manage a budget

FNSORG602 Develop and manage financial systems

FNSPRM605 Establish or review marketing, client services and supplier relationships

FNSPRM606 Establish or review human resources, administration and information support

FNSRSK611 Develop and implement financial risk mitigation plan

FNSSAM603 Tailor financial products to meet customer needs

FNSSAM604 Establish agreements with intermediaries for product distribution

Qualification Mapping Information

No equivalent qualification. Supersedes and is not equivalent to FNS60615 Advanced Diploma of Banking Services Management.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c7200cc8-0566-4f04-b76f-e89fd6f102fe>