



Australian Government

**Assessment Requirements for FNSBNK511
Manage banking and service strategy for
small business customers**

Release: 1

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Modification History

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

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- manage banking and service strategy for at least two different small business customers.

In the course of the above, the candidate must:

- support and manage a team of small business customer service officers to achieve expected outcomes and standards
- undertake high level planning and implement identified strategies.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- customer motivations, needs and expectations
- issues relating to the small business market segment and related strategic business activities
- benefits and applications of a range of financial products and services applicable to small businesses
- legislation and regulation applicable to:
 - financial services
 - company law
 - competition and consumers
- key features and relationship between organisational systems, policy, procedures and protocols related to managing services for small business customers
- key inputs for automated processes or decisions in the process of servicing small business customers
- key principles of human resource management, including leadership and team management strategies.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- office equipment, technology, software and consumables
- financial services product information
- organisational policy, procedures and process documentation.
- regulations governing the financial services industry required to demonstrate the performance evidence and knowledge evidence.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume Implementation Guide is found on VETNet -

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