



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **FNS60610 Advanced Diploma of Banking Services Management**

**Revision Number: 2**

## FNS60610 Advanced Diploma of Banking Services Management

### Modification History

Release	Comments
Release 2	Release 2 of this Qualification first released with <i>FNS10 Financial Services Training Package version 2.0</i> .  Updated suffix of unit to BSBCUS501B.

### Description

This qualification is designed to flexibly reflect senior management and/or sales 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.

### Pathways Information

#### Qualification Pathway

Preferred pathways for candidates entering this qualification include:

- FNS50910 Diploma of Banking Services Management

or relevant FNS10 Financial Services Training Package qualifications from other industry sectors.

The primary pathway from this qualification is employment in banking and related organisations managing:

- branch environments
- sales and marketing
- commercial and retail lending
- customer contact service centres.

A further learning pathway could be study in relevant higher education programs. Learners should establish relevant qualifications and any credit arrangements that may apply in order to make appropriate elective choices in this qualification.

## **Licensing/Regulatory Information**

Not applicable.

## **Entry Requirements**

Not applicable.

## Employability Skills Summary

The following table contains a summary of the employability skills required by industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Employability Skill	Industry/enterprise requirements for this qualification include:
Communication	<ul style="list-style-type: none"> <li>• developing a rapport with clients and communicating ideas and information cognisant of clients' social and cultural diversity and special needs</li> <li>• fostering business relationships and providing a high level of customer service and relationship management</li> <li>• negotiating with clients to develop tailored products and services</li> <li>• possessing excellent presentation skills with an ability to 'read' verbal and non-verbal body language</li> <li>• presenting information to clients in plain language and using a range of techniques including questioning, clarifying and evaluating information to elicit feedback</li> <li>• researching and consulting with a wide range of users internal and external to the organisation</li> </ul>
Teamwork	<ul style="list-style-type: none"> <li>• lead and develop team members to build performance</li> <li>• acting as a role model for others</li> <li>• coaching and mentoring staff on new products, services and sales techniques</li> <li>• delegating and briefing sales team members on their roles, responsibilities and targets</li> <li>• producing a positive and productive workplace that encourages maximum participation</li> </ul>
Problem solving	<ul style="list-style-type: none"> <li>• using analytical, evaluative and deductive reasoning skills to assess the impact of trends on product performance</li> <li>• developing innovative sales strategies aligned to client's needs and organisational goals</li> <li>• treating new and emerging challenges as opportunities to develop approaches to capitalise on them</li> </ul>
Initiative and enterprise	<ul style="list-style-type: none"> <li>• monitoring the external environment and identifying emerging practices and trends</li> <li>• demonstrating leadership in evaluating policies and procedures</li> <li>• developing action and sales plans to meet timelines and priorities</li> <li>• undertaking complex market research and developing complex product and services-based solutions</li> </ul>
Planning and organising	<ul style="list-style-type: none"> <li>• coordinating people, resources and/or equipment to achieve optimum results</li> <li>• setting own plans for meeting targets and KPIs</li> </ul>

	<ul style="list-style-type: none"> <li>establishing and maintaining client databases, documentation and records</li> </ul>
Self-management	<ul style="list-style-type: none"> <li>managing own time and priorities and dealing with contingencies</li> <li>taking responsibility as required by work role and ensuring all organisational policies and procedures are followed</li> <li>working ethically and complying with all industry codes of practice and legislative requirements</li> </ul>
Learning	<ul style="list-style-type: none"> <li>adapting to change in technology and/or work practices</li> <li>contributing to the learning of others by providing coaching, conducting team meetings and supplying information</li> <li>developing and maintaining personal competency</li> <li>identifying opportunities for professional development</li> <li>maintaining currency of knowledge of financial products and services</li> </ul>
Technology	<ul style="list-style-type: none"> <li>using online help for self-learning purposes</li> <li>operating computers and using word processing, spreadsheet and database skills to produce workplace documentation</li> <li>using business technology to access, organise and monitor client and product information</li> <li>using research data devices and telecommunication devices and equipment</li> </ul>

## Packaging Rules

### Packaging Rules

**14 units** must be achieved:

#### **9 core units**

*plus 5 elective units*

- a minimum of 2 of the required elective units of competency must be selected from the elective bank below
- a maximum of 2 electives may be selected from units aligned to other Diploma or Advanced Diploma qualifications in the FNS10 Financial Services Training Package
- a maximum of 2 electives may be selected from Diploma or Advanced Diploma qualifications in another endorsed Training Package or accredited course.

Elective units must be relevant to the work outcome, local industry requirements and the qualification level.

Units selected from other Training Packages or accredited courses must not duplicate units selected from or available within the FNS10 Financial Services or BSB07 Business Services Training Packages.

***Core units of competency:***

- BSBCUS501B Manage quality customer service
- BSBMGT502B Manage people performance
- BSBMGT605B Provide leadership across the organisation
- BSBMGT608C Manage innovation and continuous improvement
- BSBREL701A Develop and cultivate collaborative partnerships and relationships
- BSBSMB409A Build and maintain relationships with small business stakeholders
- FNSSAM601A Monitor performance in sales of financial products or services
- FNSSAM602A Identify and evaluate marketing opportunities in the financial services industry
- FNSINC401A Apply principles of professional practice to work in the financial services industry

***Elective units of competency:***

- BSBCCO609A Integrate customer contact operations within the organisation
- BSBCOM602B Develop and create compliance requirements
- BSBCOM603B Plan and establish compliance management systems
- BSBINN601A Manage organisational change
- BSBMGT605B Provide leadership across the organisation
- BSBMGT616A Develop and implement strategic plans
- BSBOHS303B Contribute to OHS hazard identification and risk assessment
- BSBSUS501A Develop workplace policy and procedures for sustainability
- FNSSAM603A Tailor financial products to meet customer needs
- FNSSAM604A Establish agreements with intermediaries for product distribution
- FNSORG501A Develop and manage a budget
- FNSORG602A Develop and manage financial systems
- FNSPRM605A Establish or review marketing, client services and supplier relationships
- FNSPRM606A Establish or review human resources, administration and information support
- FNSRSK601A Develop and implement risk mitigation plan

**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.