



Australian Government

FNS60615 Advanced Diploma of Banking Services Management

Release 4

FNS60615 Advanced Diploma of Banking Services Management

Modification History

Release	Comments
Release 4	This version released with FNS Financial Services Training Package version 3.0 Release 4 created to update elective unit list
Release 3	This version released with FNS Financial Services Training Package version 2.0 Release 3 created to correct typographical error
Release 2	This version released with FNS Financial Services Training Package version 1.1 Release 2 created to correct typographical error
Release 1	This Qualification first released with FNS Financial Services Training Package version 1.0

Qualification 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. 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 may be used are subject to regulatory requirements. Refer to the FNS Implementation Guide Companion Volume or 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

The elective units consist of:

- up to 6 from the electives below
- up to 2 may be from a Diploma or Advanced Diploma in the Financial Services Training Package or 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 the FNS Financial Services or BSB Business Services Training Packages.

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

FNSINC401 Apply principles of professional practice to work 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

BSBCUE504 Integrate customer engagement within the organisation

BSBCOM602 Develop and create compliance requirements

BSBCOM603 Plan and establish compliance management systems

BSBINN601 Lead and manage organisational change

BSBMGT616 Develop and implement strategic plans

BSBLDR803 Develop and cultivate collaborative partnerships and relationships

BSBWHS303 Participate in WHS hazard identification, risk assessment and risk control

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

FNSRSK601 Develop and implement risk mitigation plan

FNSSAM603 Tailor financial products to meet customer needs

FNSSAM604 Establish agreements with intermediaries for product distribution

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
FNS60615 Advanced Diploma of Banking Services Management (Release 4)	FNS60615 Advanced Diploma of Banking Services Management (Release 3)	Updates to unit elective list	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=c7200cc8-0566-4f04-b76f-e89fd6f102fe>