



Australian Government

Assessment Requirements for FNSBNK501 Manage banking and service strategy for small business customers

Release: 1

Assessment Requirements for FNSBNK501 Manage banking and service strategy for small business customers

Modification History

Release	Comments
Release 1	This version first released with FNS Financial Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- undertake high level planning and human resource development to manage services for small business customers
- establish and monitor team performance measures and provide feedback and coaching as required
- clearly articulate role and team requirements, and organisational policy and procedures to support performance
- effectively manage a team of small business customer service officers
- review and report on product and service offerings, including the development of appropriate solutions.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- analyse and describe the key characteristics of customer motivations, needs and wants
- analyse the key features of and discuss issues relating to the small business market segment
- compare and contrast the benefits and applications of a range of financial products and services
- describe the key features of legislation and regulation relevant to:
 - financial services
 - company law
 - competition and consumers
- outline the key features of organisational systems, policy, procedures and protocols related to managing services for small business customers

- analyse and discuss the key principles of business management
- analyse and discuss the key principles of human resource management.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the banking field of work and include access to:

- office equipment, technology, software and consumables
- financial services product information
- organisational policy, procedures and process documentation.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet -

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