



Australian Government

FNSBNK502 Manage services in a Business Transaction Centre

Release: 1

FNSBNK502 Manage services in a Business Transaction Centre

Modification History

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

Application

This unit describes the skills and knowledge required to provide leadership in, and management of, Business Transaction Centres (BTCs) and Rural Transaction Centres (RTCs) in regional and remote Australia and covers service design, staff support and management, setting performance targets, reporting and liaison with local communities. Services may be provided for a range of agencies.

It applies to individuals who use a range of managerial techniques and leadership skills to plan and monitor the work of the team while taking responsibility for implementing and promoting strategic business activities.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Banking

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Manage centre's community relations	1.1 Recognise and communicate role and purpose of BTC or RTC in providing services to local community, and its relationship to the organisation in which it is hosted, to staff, clients and community groups 1.2 Support reporting, decision making and communication needs of centre's community-based committee in effective and timely manner 1.3 Establish and implement processes to determine and monitor range of products and services required by local community

ELEMENT	PERFORMANCE CRITERIA
2. Manage centre's external relationships	2.1 Prepare funding proposals for submission to the Australian Government in forms and timeframes that meet funding body requirements 2.2 Manage sustainable business relationships with external agencies supported by centre in effective manner 2.3 Prepare reports specified in funding agreement contracts and submit in required forms and timeframes 2.4 Conduct communication and reporting processes with agencies supported through centre to agreed standards
3. Manage delivery of services	3.1 Establish, implement and monitor processes to ensure compliance with legislative and regulatory environment relevant to centres 3.2 Develop, implement and monitor budgets and operational plans in line with agreed organisational procedures 3.3 Determine and monitor performance indicators for service provision, and seek and respond to feedback from staff about service provision and process improvements 3.4 Identify and effectively manage facilities, support systems and resources required for delivery of services 3.5 Identify training strategies to ensure staff are able to provide required products and services, and effectively manage their implementation
4. Lead centre staff	4.1 Provide clear, unambiguous and concise instructions and directions to team members in line with stated performance indicators and identified needs 4.2 Encourage, value and reward efforts and contributions of individuals to meeting centre goals 4.3 Conduct regular team and individual appraisals

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description

Reading	1.1, 1.3, 3.4	Accesses and analyses information from a range of sources to address specific criteria and determine requirements
Writing	1.1, 1.2, 2.1, 2.3, 2.4, 3.1, 3.2, 3.3, 4.1, 4.2	- Uses formats appropriate to the audience and purpose to report and present information logically and sequentially - Uses clear and concise language, incorporating correct spelling, grammar and terminology, to convey accurate information
Oral Communication	1.1, 1.2, 2.4, 3.3, 4.1-4.3	- Participates in verbal exchanges of information using language, tone and pace appropriate to the audience and purpose - Uses active listening and questioning to obtain required information and confirm understanding with a range of personnel
Numeracy	2.1, 2.3, 2.4, 3.2, 3.3	Interprets numerical and statistical information to determine trends and relevance to requirements
Navigate the world of work	2.4, 3.1, 3.2, 4.1, 4.2, 4.3	- Takes full responsibility for following policies, procedures and legislative requirements relevant to own role - Recognises and follows business rules and protocols in the leadership and appraisal of team members
Interact with others	1.1, 2.2, 2.4, 3.3, 3.5, 4.1-4.3	- Recognises the importance of building rapport to establish and maintain effective working relationships - Adopts appropriate communication strategies when directing and leading others and draws on a range of strategies for dealing with conflict, including moderating own responses - Uses collaborative techniques to provide and share advice gained from experience
Get the work done	1.1-1.3, 2.1-2.4, 3.1-3.5, 4.1-4.3	- Accepts responsibility for managing, planning and sequencing complex tasks and workloads of self and others, negotiating key aspects with others and taking into account capabilities, efficiencies and effectiveness - Makes critical decisions quickly and intuitively in complex situations, taking into consideration a range of variables including the outcomes of previous decisions - Identifies issues that have the potential to impact on the business and develops options to resolve these issues when they arise - Monitors and reviews performance outcomes and modifies them to meet new demands and priorities, and to improve outcomes - Uses a range of digitally based technologies and

		software packages, including spreadsheets, databases and the internet
--	--	---

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
FNSBNK502 Manage services in a Business Transaction Centre	FNSBNK502A Manage services in a Business Transaction Centre	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet -

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

Assessment Requirements for FNSBNK502 Manage services in a Business Transaction Centre

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:

- manage the provision of a wide range of information, advice and transaction processing services for selected agencies
- liaise and consult with community members, groups and external agencies
- assist to identify, develop and manage processes to ensure compliance with all regulatory and organisational obligations
- manage budgets, operational plans and reporting aligned to organisational requirements and funding agreements or contracts
- lead and manage team members to meet performance indicators.

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 features of the Business Transaction Centre (BTC) or Rural Transaction Centre (RTC) policy, procedures and protocols
- compare and contrast the key features of business management strategies and processes, including client satisfaction
- outline the key features and stages in business planning and budgeting processes
- compare and contrast leadership strategies
- explain organisational authorities and delegations
- describe the key features of legislation relating to BTCs and RTCs.

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