



Australian Government

FNSBNK513 Provide business advisory services within a financial services context

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with the FNS Financial Services Training Package Version 8.0. Supersedes and is equivalent to FNSBNK503 Provide business advisory services within a financial services context.

Application

This unit describes the skills and knowledge required to provide advisory services to small businesses with the intent of stimulating community and business development. It involves the provision of business advice, including the business planning, marketing and opportunity seeking processes required to identify and capitalise on business opportunities and develop financing proposals.

The unit applies to individuals who provide specialised knowledge and services and have managerial responsibilities for building business and clients.

Work functions in the occupational areas where this unit may be used are subject to regulatory requirements. Users are advised to check with the relevant regulatory authorities to confirm those requirements.

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. Contribute to identification of business opportunities	1.1 Foster business relationships with community members and business developers 1.2 Identify attributes, and service needs and wants, of business clients as basis for tailoring communications and services 1.3 Provide support and advice to potential client in evaluating potential business opportunities and in identifying market

ELEMENT	PERFORMANCE CRITERIA
	potential of business opportunity 1.4 Provide support and advice to potential client in identifying financial, infrastructure and human resources required to realise business opportunity
2. Provide advice about development of business plans and financing proposals	2.1 Explain requirements and structure of business plan to client 2.2 Provide advice regarding development of comprehensive business plan and its implementation 2.3 Provide advice regarding development of proposal for financing of business initiative that meets guidelines and requirements of organisation 2.4 Provide advice about benefits of accessing other relevant business professionals regarding appropriate business venture structure and compliance with relevant legislation
3. Provide high level and tailored business banking solutions and service	3.1 Analyse potential or current usage patterns of business and identify effective service and product options 3.2 Determine and evaluate business banking needs to identify products to manage business cash flow, and negotiate rates 3.3 Identify, model and sell products to support range of business needs and financial transactions, borrowing and leasing needs 3.4 Identify and implement banking services that assist with efficient management and statutory reporting of business 3.5 Coordinate service delivery to client by other departments or units across organisation

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

SKILL	DESCRIPTION
Numeracy	Calculates, compares and analyses a range of numerical and financial data to determine trends and produce models using appropriate tools
Oral communication	- Articulates clearly using language appropriate to audience and adapts tone and pace to engage and present information to others - Uses collaborative and inclusive techniques, including active listening and questioning techniques, to elicit and convey information to a range of personnel - Uses sophisticated interpersonal communication techniques

SKILL	DESCRIPTION
	and strategies to instil confidence in advice and ideas
Reading	Analyses complex textual information from a range of sources and relates specific aspects of information to requirements
Writing	- Develops material for a specific audience using formats appropriate to purpose - Uses clear and concise language, incorporating correct grammar and spelling, to convey accurate customised information and recommendations
Problem solving	- Identifies issues that have the potential to impact on the business and develops options to resolve them when they arise - Applies systematic and analytical decision-making processes for complex and non-routine situations client and business needs
Self-management	Accepts responsibility for managing, planning and sequencing complex tasks and workloads of self and others, negotiating and coordinating key aspects with stakeholders
Technology	Uses the main features and functions of digitally-based technologies and software packages, including spreadsheets, databases and the internet

Unit Mapping Information

Supersedes and is equivalent to FNSBNK503 Provide business advisory services within a financial services context.

Links

Companion Volume Implementation Guide is found on VETNet -

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

Assessment Requirements for FNSBNK513 Provide business advisory services within a financial services context

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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:

- provide business advisory services to at least two clients.

In the course of the above, the candidate must:

- develop a business relationship with each client
- advise client on potential business opportunities using client usage patterns, market and community data
- assist client to develop business plans, manage cash flow and negotiate service rates
- match financial products, solutions and services to meet the specific business needs of client.

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:

- methods to create and maintain business relationships with individuals, organisations and communities
- methods to identify business opportunities using client usage patterns, market and community data
- methods to develop business plans, manage cash flow and negotiate service rates
- key financial products, solutions and services that meet client needs
- methods of seeking client referrals for future business opportunities.

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 and service information
- clients requiring business advisory services
- organisational policies, procedures and process documentation.

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

Links

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