



Australian Government

FNSBNK522 Manage services in a Business Transaction Centre

Release: 1

FNSBNK522 Manage services in a Business Transaction Centre

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 FNSBNK502 Manage services in a Business Transaction Centre.

Application

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

The unit 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 a timely manner

ELEMENT	PERFORMANCE CRITERIA
	1.3 Implement processes to determine and monitor range of products and services required by local community
2. Manage centre's external relationships	2.1 Prepare proposals for government funding submissions in forms and timeframes that meet funding body requirements 2.2 Manage sustainable business relationships with external agencies supported by centre 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 centre 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 centre delivery of services 3.5 Identify training strategies that enable staff to provide required products and services 3.6 Manage implementation of identified training strategies
4. Lead centre staff	4.1 Provide instructions and directions to staff in line with stated performance indicators and identified needs 4.2 Establish processes for conducting regular team and individual appraisals 4.3 Identify and reward efforts and contributions of individuals and teams for meeting centre goals

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	Interprets numerical and statistical information to determine trends and relevance to requirements
Oral communication	Participates in verbal exchanges of information using

SKILL	DESCRIPTION
	- language, tone and pace appropriate to audience and purpose • Uses active listening and questioning to obtain required information and confirm understanding with a range of staff
Reading	• Accesses and analyses information from a range of sources to address specific criteria and determine requirements
Writing	• Uses formats appropriate to 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
Teamwork	• Adopts appropriate communication strategies when directing and leading others • Draws on a range of strategies for dealing with conflict, including moderating own responses
Problem solving	• Makes critical decisions quickly and intuitively in complex situations, taking into consideration a range of variables, including the outcomes of previous decisions
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 FNSBNK502 Manage services in a Business Transaction Centre.

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 FNSBNK522 Manage services in a Business Transaction Centre

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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:

- manage service delivery of a Business Transaction Centre (BTC) or a Rural Transaction Centre (RTC) during at least two different service delivery periods.

In the course of the above, the candidate must:

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

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:

- key features of policies, procedures and protocols of BTC or RTC described in performance evidence
- methods for the preparation of government funding proposals
- key features of business management strategies and processes that can be applied to BTCs or RTCs, including client satisfaction
- key features and stages in business planning and budgeting processes relevant to managing BTC or RTC service delivery
- communication and reporting strategies in relation to engaging BTC or RTC stakeholders

- leadership strategies applicable to managing services in a BTC or RTC environment
- organisational authorities and delegations in BTCs or RTCs
- performance indicators relevant to BTC or RTC service provision
- organisational training strategies relating to BTCs or RTCs
- key features of legislation and regulation relating to the operation of BTCs and RTCs.

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
- 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>