



**Australian Government**

# **FNS50910 Diploma of Banking Services Management**

**Release 3**

## FNS50910 Diploma of Banking Services Management

### Modification History

Release	Comments
Release 3	<p>This version released with <i>FNS10 Financial Services Training Package version 5.0</i>.</p> <p>Updated imported units: <i>BSBSMB405A</i> to <i>BSBSMB405B</i>; <i>BSBCUS501B</i> to <i>BSBCUS501C</i>; <i>BSBMGT516A</i> to <i>BSBMGT516B</i>; <i>BSBWOR501A</i> to <i>BSBWOR501B</i>.</p> <p>Qualification outcomes remain unchanged.</p>
Release 2	<p>Release 2 of this Qualification first released with <i>FNS10 Financial Services Training Package version 2.0</i>.</p> <p>Updated suffix of unit to <i>BSBCUS501B</i>.</p>
Release 1	<p>This Qualification first released with <i>FNS10 Financial Services Training Package version 1.0</i>.</p>

## Description

This qualification is designed to flexibly reflect the job roles with team and business result responsibilities in banking or other deposit taking institutions' customer contact centres or retail financial services environments.

## Pathways Information

### Pathways into the qualification

Preferred pathways for candidates entering this qualification include:

- Certificate IV in Banking Services
- Certificate IV in Mobile Banking
- or relevant FNS10 qualifications from other industry sectors.

### Pathways from the qualification

The primary pathway from this qualification is employment in banking and related organisations involving:

- team leader or manager roles in branch environments
- sales and marketing
- small business banking
- commercial and retail lending
- customer contact service centre management.

A further learning pathway utilising qualifications such as Advanced Diploma of Banking Services Management would support career progression. A further learning pathway could be study in relevant higher education programs.

## Licensing/Regulatory Information

There is no direct link between this qualification and licensing, legislative and/or regulatory requirements. However, where required, a unit of competency will specify relevant licensing, legislative and/or regulatory requirements that impact on the unit.

## Entry Requirements

Not applicable.

## Employability Skills Summary

The following table contains a summary of the employability skills required by industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Employability Skill	Industry/enterprise requirements for this qualification include:
Communication	<ul style="list-style-type: none"> <li>• managing small sales teams</li> <li>• consulting with stakeholders on sales management policies and procedures</li> <li>• building relationships within and outside the organisation</li> <li>• liaising with clients on financial needs</li> <li>• using effective telephone techniques and negotiate solutions with clients and colleagues</li> </ul>
Teamwork	<ul style="list-style-type: none"> <li>• monitoring and working with staff to implement policies and procedures</li> <li>• supervising work practices and adapting to change in technical and work practices</li> <li>• supporting staff to implement systems and sell products and services</li> </ul>
Problem solving	<ul style="list-style-type: none"> <li>• aligning client requirements with products and services provided</li> <li>• analysing and synthesising information and determining levels of risk</li> <li>• comparing risk exposure levels with industry and statutory obligations</li> <li>• providing strategies on improving sales performance</li> <li>• solving problems in respect to risk and knowledge management systems</li> </ul>
Initiative and enterprise	<ul style="list-style-type: none"> <li>• applying referral skills and implementing continuous improvement practices</li> <li>• identifying and investigating sales opportunities and new business</li> <li>• identifying improvements to product design and organisation</li> <li>• sales processes to inform future activity</li> <li>• researching and analysing competitor products and services</li> </ul>
Planning and organising	<ul style="list-style-type: none"> <li>• contributing to the sales process by researching and validating information</li> <li>• monitoring sales team performance against KPIs</li> <li>• researching, developing, trialling, implementing, monitoring and reviewing policies and procedures</li> </ul>
Self-management	<ul style="list-style-type: none"> <li>• acting as a role model for others</li> <li>• applying time management strategies to own work schedule</li> <li>• monitoring and evaluating own work performance</li> </ul>

	<ul style="list-style-type: none"> <li>• presenting a positive organisational image</li> <li>• working ethically and complying with all industry codes of practice and legislative requirements</li> </ul>
Learning	<ul style="list-style-type: none"> <li>• ensuring evidence of training undertaken to meet sales targets is maintained</li> <li>• evaluating and reviewing sales strategies</li> <li>• facilitating internal training to ensure staff have the knowledge and skills to implement quality systems and meet targets</li> <li>• maintaining personal competency and identifying professional development opportunities</li> </ul>
Technology	<ul style="list-style-type: none"> <li>• operating computers and using word processing, spreadsheet and database skills to produce workplace documentation</li> <li>• establishing security and complying with regulatory and industry codes of practice for customer data management</li> <li>• using business technology to access, organise and monitor information of products and clients</li> <li>• using research data devices and telecommunication devices and equipment</li> </ul>

## Packaging Rules

**12 units** must be achieved:

**5 core units**  
*plus 7 elective units*

- the required elective units of competency may be selected from the elective Groups A, B, C or D with 3 selected from Group B
- A maximum of 2 electives may be selected from units aligned to other Diploma qualifications in the FNS10 Financial Services Training Package
- A maximum of 2 electives may be selected from units aligned to Certificate IV qualifications and 1 elective may be selected from units aligned to Advanced Diploma qualifications in the FNS10 Financial Services Training Package
- A maximum of 2 electives may be selected from units aligned to Certificate IV, Diploma or Advanced Diploma qualifications in another endorsed Training Package or accredited course.

Elective units must be relevant to the work outcome, local industry requirements and the qualification level.

Units selected from other Training Packages or accredited courses must not duplicate units selected from or available within the FNS10 Financial Services or BSB07 Business Services Training Packages.

***Core units of competency:***

- BSBINM401A Implement workplace information system
- BSBMGT502B Manage people performance
- BSBSMB405B Monitor and manage small business operations
- FNCSUS501C Develop and nurture relationships with clients, other professionals and third party referrers
- FNSINC401A Apply principles of professional practice to work in the financial services industry

***Elective units of competency:******Group A (Customer relationship building)***

- BSBCUS501A Manage quality customer service
- FNCSUS502A Monitor client requirements
- FNCSUS503A Review business performance
- FNCSUS504A Manage premium customer relationships
- FNCSUS505A Determine client requirements and expectations

***Group B (Sales and marketing)***

- BSBMKG501B Identify and evaluate marketing opportunities
- **BSBSLS502A Lead and manage a sales team**
- FNSBNK501A Manage banking and service strategy for small business customers
- FNSSAM501A Apply advanced selling techniques to selling of financial products and services
- FNSSAM502A Assess market needs
- FNSSAM503A Monitor market opportunities

***Group C (Commercial and retail lending)***

- FNSBNK501A Manage banking and service strategy for small business customers
- FNSBNK502A Manage services in a Business Transaction Centre
- FNSCRD402A Establish and maintain appropriate securitisation
- FNSCRD503A Promote understanding of the role and effective use of consumer credit

***Group D (General business)***

- BSBINN502A Build and sustain an innovative work environment
- BSBMGT516B Facilitate continuous improvement
- BSBMGT605B Provide leadership across the organisation
- BSBOHS303B Contribute to OHS hazard identification and risk assessment

- BSBSUS501A Develop workplace policy and procedures for sustainability
- BSBWOR501B Manage personal work priorities and professional development
- FNSBNK402A Align banking products with the needs of small business customers
- FNSBNK503A Provide business advisory services within a financial services context
- FNSCUS506A Record and implement client instructions
- FNSORG503A Develop a resource plan
- FNSRSK602A Determine and manage risk exposure strategies

**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.