



**Australian Government**

# **FNS50922 Diploma of Banking Services Management**

**Release 1**

# FNS50922 Diploma of Banking Services Management

## Modification History

Release	Comments
Release 1	<p>This version first released with the FNS Financial Services Training Package Version 8.0.</p> <p>Supersedes and is not equivalent to FNS50920 Diploma of Banking Services Management.</p>

## Qualification Description

This qualification reflects a range of roles with team and business result responsibilities in customer contact centres or retail and/or commercial financial services environments within banking or other deposit-taking institutions. Individuals in these roles have autonomy in performing technical operations; apply solutions to a range of often complex problems; and research, analyse and evaluate information from a variety of sources. They apply initiative to plan, coordinate and evaluate their own work and provide guidance to others.

Licensing, legislative, regulatory or certification considerations

Work functions in the occupational areas where this qualification is used may be subject to regulatory requirements. Refer to the relevant regulator for specific guidance on requirements.

## Entry Requirements

Nil

## Packaging Rules

**Total number of units = 12**

**5 core units** plus

**7 elective units**, of which:

- at least 4 must be from the elective units listed below
- up to 3 may be from the remaining listed elective units or from any currently endorsed Certificate IV or above training package qualification or accredited course.

Elective units must be relevant to the work environment and the qualification, maintain the overall integrity of the AQF alignment, not duplicate the outcome of another unit chosen for the qualification, and contribute to a valid industry-supported vocational outcome.

**Core units**

BSBLDR522 Manage people performance  
FNSCUS511 Develop and maintain professional relationships in financial services industry  
FNSCUS513 Review business performance  
FNSFMK515 Comply with financial services regulation and industry codes of practice  
FNSINC411 Conduct work according to professional practices in the financial services industry

**Elective units****Commercial and retail lending**

FNSBNK412 Align banking products with the needs of small business customers  
FNSBNK511 Manage banking and service strategy for small business customers  
FNSCRD412 Establish and maintain appropriate security options for credit facilities  
FNSCRD413 Manage and recover bad and doubtful debts  
FNSCRD513 Promote client understanding of the role and effective use of consumer credit  
FNSFMB511 Implement credit contracts in preparation for settlement  
FNSFMB514 Implement complex loan structures  
FNSMCA413 Identify and manage individuals experiencing hardship

**Customer relationship building**

BSBOPS505 Manage organisational customer service  
FNSCUS504 Manage premium customer relationships  
FNSCUS512 Monitor clients' financial requirements  
FNSCUS515 Determine client financial requirements and expectations

**Market analysis**

BSBMKG541 Identify and evaluate marketing opportunities  
FNSPIM410 Collect assess and use information  
FNSSAM503 Monitor market opportunities  
FNSSAM512 Assess market needs and identify opportunities for new financial products and services  
FNSSAM521 Apply advanced techniques to provide financial products and services

**General business**

BSBINS402 Coordinate workplace information systems  
BSBLDR602 Provide leadership across the organisation  
BSBPEF501 Manage personal and professional development  
BSBSTR501 Establish innovative work environments  
BSBSTR502 Facilitate continuous improvement  
BSBSUS511 Develop workplace policies and procedures for sustainability  
BSBWHS308 Participate in WHS hazard identification, risk assessment and risk control processes

FNSBNK513 Provide business advisory services within a financial services context  
FNSCUS516 Record and implement client instructions  
FNSINC513 Identify and apply complex ethical decision making to workplace situations  
FNSINC514 Apply ethical frameworks and principles to make and act upon decisions  
FNSORG503 Develop a resource plan  
FNSRSK411 Apply risk management strategies to own work  
FNSRSK612 Determine and manage risk exposure strategies

## **Qualification Mapping Information**

No equivalent qualification. Supersedes and is not equivalent to FNS50920 Diploma of Banking Services Management.

## **Links**

Companion Volume Implementation Guide is found on VETNet -

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