



FNS60622 ADVANCED DIPLOMA OF BANKING SERVICES MANAGEMENT

CRICOS Course Code: 109944B

Duration: 78 weeks (54 weeks study & 24 weeks holidays)

Study Mode: 13.5 hours face-to-face on campus and 6.5 hour
online per week.

COURSE DESCRIPTION

This qualification is designed to flexibly reflect senior management and/or sales and service job roles with team and business result responsibilities in banking or other deposit-taking institutions' customer contact centers or retail financial services environments.

At this level, individuals are expected to apply specialist skills and knowledge in a range of situations to deal with complex situations and issues. They work across a broad range of technical or management functions with accountability for personal outputs and for team outcomes.

TARGET GROUP

- Individual seeking to pursue higher education qualifications.
- Individual seeking to pursue a career in the banking services sector.
- Individual seeking to enter a new industry sector.

ENTRY REQUIREMENTS

- Must be at least 18 years of age or older at course commencement.
- Students must have completed Australian Year 12 or equivalent or have completed AQF Diploma qualification or relevant qualifications.
- An overall valid academic IELTS score of at least 6 or equivalent with no band less than 5.5 unless exempted (please refer to the DOHA website for Acceptable English Evidence and Exemptions); or an English proficiency of Advanced level from an approved ELICOS provider; or have completed Certificate IV level course in an Australian RTO within the last 2 years; or have successfully passed Western Sydney College's English Placement Test.
- For Packaged courses, student must (successfully) complete the lower qualification to progress to the higher qualification.
- International Students must meet the Student Visa (SC500) requirements.

CAREER OUTCOMES

- Various banking service roles, including; Bank Manager
- Regional Executive (Banking)

FUTURE PATHWAY

Students who complete this course may pursue higher level qualifications within and/or across the accounting and finance sector including Bachelor of Finance/Banking or a range of other qualifications.

UNITS OF COMPETENCY

CORE UNITS

BSBESB404	Market new business ventures
BSBLDR522	Manage people performance
BSBLDR602	Provide leadership across the organisation
BSBOPS505	Manage organisational customer service
BSBSTR601	Manage innovation and continuous improvement
FNSINC411	Conduct work according to professional practices in the financial services industry
FNSSAM611	Monitor performance of financial products and services in meeting client needs
FNSSAM612	Identify and evaluate marketing opportunities in the financial services industry

ELECTIVE UNITS

FNSINC514	Apply ethical frameworks and principles to make and act upon decisions
BSBSUS511	Develop workplace policies and procedures for sustainability
BSBTWK503	Manage meetings
BSBLDR601	Lead and manage organisational change
FNSINC513	Identify and apply complex ethical decision making to workplace situations
BSBAUD601	Establish and manage compliance management systems