



FNS50922 DIPLOMA OF BANKING SERVICES MANAGEMENT

CRICOS Course Code: 111701C

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

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

COURSE DESCRIPTION

This qualification is designed to reflect a range of the job roles with team and business result responsibilities in banking or other deposit-taking institutions' customer contact centers or retail and/or commercial financial services environments.

Individuals in these roles have autonomy in performing technical operations, apply solutions to a range of often complex problems, and research, analyze and evaluate information from a variety of sources. They apply initiative to plan, coordinate, and evaluate their work and provide guidance to others.

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 Certificate IV qualification or other 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;
- Team leader or manager roles in branch environments
- Commercial and legal lending
- Customer contact service centre management etc

FUTURE PATHWAY

Students who complete this course may pursue higher level qualifications within and/or across the accounting and finance sector including FNS60615-Advanced Diploma of Banking Services Management or a range of other qualifications.

UNITS OF COMPETENCY

CORE UNITS	
BSBLDR522	Manage people performance
FNSCUS511	Develop and maintain professional relationships in financial services industry
FNSFMK515	Review business performance
BSBSMB420	Comply with financial services regulation and industry codes of practice
FNSINC411	Conduct work according to professional practices in the financial services industry
ELECTIVE UNITS	
BSBLDR602	Provide leadership across the organisation
BSBMKG541	Identify and evaluate marketing opportunities
BSBSUS511	Develop workplace policies and procedures for sustainability
BSBPFE501	Manage personal and professional development
BSBWHS521	Ensure a safe workplace for a work area
BSBTWK503	Manage meetings
BSBSTR502	Facilitate continuous improvement