
Current FNS42020 Certificate IV in Banking Services

Packaging Rules

Total number of units = 12

5 core units plus

7 elective units of which:

- 3 units must be selected from one of the following elective groups:
 - Group A Customer services, or
 - Group B Lending, or
 - Group C Mobile banking.
- Of the remaining electives, 2 must be selected from the remaining elective units and up to 2 may be selected from a Certificate III, Certificate IV or Diploma in any currently endorsed training package or accredited course.

Elective units must be relevant to the work environment and the qualification, maintain the overall integrity of the AQF alignment and contribute to a valid vocational outcome.

Core Units

BSBCUS403 Implement customer service standards

FNSINC411 Conduct work according to professional practices in the financial services industry

FNSINC402 Develop and maintain in-depth knowledge of products and services used by an organisation or sector

FNSINC503 Identify situations requiring complex ethical decision making

FNSRSK411 Apply risk management strategies to own work

Elective Units

Group A - Customer services

FNSSAM401 FNSSAM411 Sell financial products and services

FNSSAM402 Implement a sales plan

FNSSAM403 Prospect for new clients

Group B - Lending

FNSCRD401 Assess credit applications

FNSCRD402 Establish and maintain appropriate security

FNSCRD503 Promote understanding of the role and effective use of consumer credit

Group C - Mobile Banking

FNSBNK414 Promote mobile banking services

FNSBNK415 Provide mobile banking sales and service

FNSBNK416 Manage mobile lending services

Group D - General

BSBCUE301 Use multiple information systems

BSBCUE407 Administer customer engagement technology

BSBCUS301 Deliver and monitor a service to customers

BSBCUS401 Coordinate implementation of customer service strategies

BSBMGT405 Provide personal leadership

BSBSMB407 Manage a small team

BSBWOR501 Manage personal work priorities and professional development

FNSBNK401 Coordinate a small business customer portfolio

FNSBNK403 Provide services in a Business Transaction Centre

FNSCUS402 Resolve disputes

FNSFLT501 Assist customers to budget and manage own finances

FNSFMB402 Identify client needs for broking services

FNSFMB403 Present broking options to client

FNSINC504 Apply ethical frameworks and principles to make and act upon decisions

FNSMCA402 Initiate legal recovery of debts



ACCM Recommended Suggestions – 13/07/2020

Recommended Packaging Rules

Total number of units = 12

4 core units plus

8 elective units of which:

- 3 units must be selected from one of the following elective groups:
 - Group A Customer services, or
 - Group B Lending, or
 - Group C Mobile banking.
- Of the remaining 5 electives,
 - 2 must be selected from the FNS Training Package at Certificate IV level and
 - up to 3 may be selected from any currently endorsed training package or accredited course at Certificate III, Certificate IV or Diploma level.

Core Units

FNSCUS403 Deliver a professional service to customers

FNSINC411 Conduct work according to professional practices in the financial services industry

FNSINC412 Develop and maintain in-depth knowledge of products and services used by an organisation or sector

FNSINC503 Identify situations requiring complex ethical decision making

Elective Units

Group A - Customer services

FNSSAM411 Sell financial products and services

FNSSAM402 Implement a sales plan

FNSSAM403 Prospect for new clients

ACCM recommends adding these elective choices to Group A to allow customisation of the qualification to different service roles in banking:

- FNSASIC301 Establish client relationship and analyse needs
- FNSASIC302 Develop, present and negotiate client solutions
- FNSIAD511 Provide appropriate services, advice and products to clients
- FNSSAM511 Apply advanced selling techniques to selling of financial products and services
- FNSSAM301 Cross sell financial products
- BSBBNK402 Align banking products with the needs of small business customers
- FNSBNK403 - Provide services in a Business Transaction Centre
- FNSCUS505 Determine client requirements and expectations


Group B - Lending

FNSCRD401 Assess credit applications

FNSCRD402 Establish and maintain appropriate security

FNSCRD503 Promote understanding of the role and effective use of consumer credit

ACCM recommends adding these elective choices to Group B to add more credit / lending units to allow customisation:

-  FNSBNK511 Assess complex loans
- FNSCRD503 Manage the credit relationship
- FNSCRD311 Process applications for credit

Group C - Mobile Banking

FNSBNK414 Promote mobile banking services

FNSBNK415 Provide mobile banking sales and service

FNSBNK416 Manage mobile lending services

ACCM recommends adding these elective choices to Group C to suit a wider range of vocational outcomes:

-  FNSBNK503 - Provide business advisory services within a financial services context
- BSBTWK401 Build and maintain business relationships
-  FNSSAM403 Prospect for new clients
- FNSSAM402 Implement a sales plan



Group D - General

ACCM Recommends deleting the current list of Elective choices. This will simplify the Packaging Rules and prevent future/regular updates for minor Unit changes by eliminating Group D and allowing selection of electives via a more flexible Packaging Rules as suggested

ACCM Notes/Explanation:

Core Changes

- We recommend replacing the Core requirement for *BSBCUS403* with *FNSCUS403*, as the *FNSCUS403* units is more suited to a Finance qualification given the personal service offered in these roles
- Delete *FNSRSK411 Apply risk management strategies to own work* as Core, as this unit does not suit the role requirements for learning undertaking this qualification.
- If an additional Core is needed, *FNSORG411 Conduct individual work within a compliance framework* is a better fit for the Industry. Adding this unit to Core will also require one less elective to be chosen for Packaging Rule purposes.

Elective Changes

- Requirements for elective options have been changed to allow all FNS Units at the Cert IV level, versus restricting Unit from this list
- Additionally, other elective options have been added to Groups A, B and C to allow greater flexibility and more options to tailor to the specific role/organisation.

Current FNS50920 Diploma of Banking Services Management

Packaging Rules

Total number of units = 12

5 core units plus

7 elective units of which:

- 4 units must be selected from the electives listed below,
- 3 units may be selected from the remaining listed electives or from a Certificate IV, Diploma or Advanced Diploma in any currently endorsed training package or accredited course

Elective units must be relevant to the work environment and the qualification, maintain the overall integrity of the AQF alignment and contribute to a valid vocational outcome.

Core Units

BSBINM401 Implement workplace information system

BSBMGT502 Manage people performance

BSBSMB420 Evaluate and develop small business operations

FNSCUS501 Develop and nurture relationships with clients, other professionals and third party referrers

FNSINC411 Conduct work according to professional practices in the financial services industry

Elective Units

Customer relationship building

BSBCUS501 Manage quality customer service

FNSCUS502 Monitor client requirements

FNSCUS503 Review business performance

FNSCUS504 Manage premium customer relationships

FNSCUS505 Determine client requirements and expectations

Market analysis

BSBMKG501 Identify and evaluate marketing opportunities

BSBSLS502 Lead and manage a sales team

FNSSAM501 Apply advanced selling techniques to selling of financial products and services

FNSSAM502 Assess market needs

FNSSAM503 Monitor market opportunities

Commercial and retail lending

FNSBNK502 Manage services in a Business Transaction Centre

FNSBNK511 Manage banking and service strategy for small business customers

FNSCRD402 Establish and maintain appropriate security

FNSCRD503 Promote understanding of the role and effective use of consumer credit

General business

BSBINN502 Build and sustain an innovative work environment

BSBMGT516 Facilitate continuous improvement

BSBMGT605 Provide leadership across the organisation

BSBSUS501 Develop workplace policy and procedures for sustainability

BSBWHS308 Participate in WHS hazard identification, risk assessment and risk control processes

BSBWOR501 Manage personal work priorities and professional development

FNSBNK402 Align banking products with the needs of small business customers

FNSBNK503 Provide business advisory services within a financial services context

FNSCUS506 Record and implement client instructions

FNSINC503 Identify situations requiring complex ethical decision making

FNSINC504 Apply ethical frameworks and principles to make and act upon decisions

FNSORG503 Develop a resource plan

FNSRSK612 Determine and manage risk exposure strategies

ACCM Recommended Suggestions – 13/07/2020

Recommended Packaging Rules

Total number of units = 12

5 core units plus

7 elective units of which:

- 4 units must be selected from the FNS Training Package at Diploma level,
- 3 units may be selected from a Certificate IV, Diploma or Advanced Diploma in any currently endorsed training package or accredited course

Elective units must be relevant to the work environment and the qualification, maintain the overall integrity of the AQF alignment and contribute to a valid vocational outcome.

Core Units

BSBLDR522 Manage people performance

FNSCUS501 Develop and nurture relationships with clients, other professionals and third party referrers



FNSINC411 Conduct work according to professional practices in the financial services industry

 FNSORG401 Conduct individual work within a compliance framework

 FNSINC503 Identify situations requiring complex ethical decision making

ACCM Notes/Explanation:

Core Changes Explained

- *BSBINM401 Implement workplace information system* and *BSBSMB420 Evaluate and develop small business operations* are not suitable Core units for a banking qualification, and should be deleted
-  *FNSORG411 Conduct individual work within a compliance framework* is more appropriate is another Core is required
- Additionally, *FNSFMK515 Comply with financial services legislation and industry codes of practice* would be suitable (if desired) as a Core unit
- Adding *FNSINC503 Identify situations requiring complex ethical decision making*  would be suited to this qualification as a core

Elective Changes

- To simplify the packaging rules and allow greater flexibility while maintaining the integrity, the requirements for elective options have been changed to allow all FNS Units at the Diploma level to be used, versus restricting Units from the previous list

FNS60620 Advanced Diploma of Banking Services Management

Packaging Rules

Total number of units = 14

8 core units plus

6 elective units of which:

- 6 units must be selected from the electives listed below,
- 2 units may be selected from the remaining listed electives or any currently endorsed training package qualification or accredited course at Diploma or above.

Elective units must be relevant to the work environment and the qualification, maintain the overall integrity of the AQF alignment and contribute to a valid vocational outcome.

Core Units

BSBCUS501 Manage quality customer service

BSBMGT502 Manage people performance

BSBMGT605 Provide leadership across the organisation

BSBMGT608 Manage innovation and continuous improvement

BSBSMB409 Build and maintain relationships with small business stakeholders

FNSINC411 Conduct work according to professional practices in the financial services industry

FNSSAM601 Monitor performance in sales of financial products or services

FNSSAM602 Identify and evaluate marketing opportunities in the financial services industry

Elective Units

BSBCOM602 Develop and create compliance requirements

BSBCOM603 Plan and establish compliance management systems

BSBCUE504 Integrate customer engagement within the organisation

BSBINN601 Lead and manage organisational change

BSBLDR803 Develop and cultivate collaborative partnerships and relationships

BSBMGT616 Develop and implement strategic plans

BSBSUS501 Develop workplace policy and procedures for sustainability

FNSINC503 Identify situations requiring complex ethical decision making

FNSINC504 Apply ethical frameworks and principles to make and act upon decisions

FNSORG501 Develop and manage a budget

FNSORG602 Develop and manage financial systems

FNSPRM605 Establish or review marketing, client services and supplier relationships

FNSPRM606 Establish or review human resources, administration and information support

FNSRSK611 Develop and implement financial risk mitigation plan

FNSSAM603 Tailor financial products to meet customer needs

FNSSAM604 Establish agreements with intermediaries for product distribution

ACCM Recommended Suggestions – 13/07/2020

Entry Requirements

 Diploma level qualifications from the FNS Training Package or 4 years relevant leadership experience in a banking sector.

Packaging Rules

Total number of units = 14

5 core units plus

9 elective units of which:

- 4 units must be selected from the FNS Training Package at Advanced Diploma level
- 2 units must be selected from the FNS Training Package at Diploma level or higher
- 3 units may be selected from any currently endorsed training package qualification or accredited course at Diploma level or above.

Core Units

BSBOPS505 Manage organisational customer service

BSBLDR522 Manage people performance

BSBLDR602 Provide leadership across the organisation

BSBST601 Manage innovation and continuous improvement

 INC504 Apply ethical frameworks and principles to make and act upon decisions

ACCM Notes/Explanation:

Entry Level Requirements

Recommend addition of entry requirements as there must be banking sector experience and leadership experience in the vocational roles this qualification is suited to build upon.

Core Changes

- Delete *BSBSMB409 Build and maintain relationships with small business stakeholders* as it is not suited to this qualification
- Delete *FNSINC411 Conduct work according to professional practices in the financial services industry* as a Core and require as a prerequisite to the Qualification
- Delete *FNSSAM601* and *FNSSAM602* as Core, and offer as elective options
- Add *FNSINC504 Apply ethical frameworks and principles to make and act upon decisions* as Core to address Leadership with ethical practices
- Remaining BSB Core units were updated to reflect most recent Unit code changes

Elective Changes

- To simplify the packaging rules and allow greater flexibility while maintaining the integrity, the requirements for elective options have been changed to allow all FNS Units at the appropriate AQF level to be used