



Advanced Diploma of Banking Services Management

FNS60615



**SALES AND CULTURAL CHANGE
MANAGEMENT SKILLS FOR AN UP AND
COMING LEADER IN BANKING SERVICES**

About This Course

The Advanced Diploma of Banking Services Management will help you develop high level skills in managing people performance and the co-ordinating the sale of financial products and services. These are key skills in the ever changing banking sector. Other subjects include organisational change and continuous improvement with a focus on customer service management.

On completion of the Advanced Diploma of Banking Services Management you will understand the key business drivers that impact the world of banking. This qualification will therefore suit those looking at moving into senior management and service management roles within the retail banking sector. Learn the importance of quality customer service and how to plan to achieve key product sales targets, while applying the principles of continuous improvement planning techniques. An elective option allows choice between subjects on strategic planning or safety and sustainability.

Subject Choices

1 - 2 Electives are required

- Manage Team Performance and Communication
- Organisational Change
- Quality Planning Strategies
- Quality Management Strategies
- Client and Third Party Relationships
- Evaluate Sales Results
- Professional Conduct in Finance
- Strategic Planning (E)
- Sustainability Policy and Strategies (E)

Key Course Facts

Start Date:

Start immediately

Duration:

Complete within 24 months

Delivery Options:

On-line/Correspondence

Group Training:

Contact the College for Availability

Course Fees: \$10,000 All materials provided at no extra cost

The course fees may vary if you are a trainee or if the state that you reside in has a subsidised training opportunity. Refer to the tables below.

New Entrant Traineeship Fees for this Qualification:

NSW	ACT	NT	QLD	SA	TAS	VIC	WA
N/A	N/A	N/A	N/A	\$10,000	N/A	N/A	N/A

Existing Worker Traineeship Fees for this Qualification:

NSW	ACT	NT	QLD	SA	TAS	VIC	WA
N/A	N/A	N/A	N/A	\$10,000	N/A	N/A	N/A

School Based Traineeship Fees for this Qualification:

NSW	ACT	NT	QLD	SA	TAS	VIC	WA
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

Subsidised Training Options for this Qualification *

NSW	ACT	NT	QLD	SA	TAS	VIC	WA
N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

* NSW fee listed is for the Smart and Skilled category 'no prior qualification'. A fee increases of 15-17% applies to those who have completed a qualification previously. This training is subsidised by the NSW Government.

** Subject to eligibility and availability at the time of enrolment

Entry Requirements

This Course Has Been Replaced - Transition Rules

This qualification has been replaced by FNS60610 - Advanced Diploma of Banking Services Management. It is recommended that you enrol in that qualification unless there is a specific reason where we agree that this qualification is more suited to your circumstances.

ACCM College is in the process of offering that qualification. If you wish to enrol immediately you can enrol in this qualification and we will transition you to the newer one as soon as we can and at no cost.

The “transition date” for this qualification is **29 June 2021**.

This means that you must have been assessed as competent in all required units/subjects by this date.

If you do not finish by this date your enrolment must be closed and a Statement of Attainment issued for any completed units.

ACCM College does not have any discretion on this rule.

Existing students in this qualification may have the option to transition to the newer qualification.

The ACCM Transition Policy outlines this process and the considerations taken in determining if this is the best outcome for each student and if any fees apply. Go to the Policy page for details.

Prior Diploma level studies

It is recommended that you have prior Diploma level qualifications; and as a minimum Certificate IV level qualifications.

Past Work Background

This qualification is not suited to people who do not have a past or current work background in banking or finance. A minimum of 3 years experience is required and in addition this should include an exposure to products sales management. Completion of the Diploma level qualification is also advised.

Reading and Writing Skills

The course is an online correspondence course so you need to have strong English reading and writing skills, or higher. As a guide - you should have completed a formal course after having completed Year 12 schooling, or have proven workplace written communication skills.

Spoken English Skills

The course has practical components where students will be required to demonstrate persuasive verbal communication and rapport building skills. Above average to strong spoken English skills are necessary to complete these components successfully.

Numeracy Skills

Numeracy skills are required at an average level eg completion of Year 10 maths and the ability to use a calculator.

Computer and Internet

- Access to a Desktop Computer or Laptop
- Internet access with Internet Explorer 8+, Chrome or Firefox
- Microsoft Office 2010 Word and Subject specific Office products for chosen electives (ie Excel, Powerpoint, Publisher)

Subject Descriptions

Core Subjects:

Manage Team Performance and Communication

This hands on subject covers strategies required to present and negotiate persuasively, lead and participate in meetings and make presentations required to manage the performance of staff who report directly to you. Understanding and developing key result areas, key performance indicators and standards, coupled with regular and timely coaching and feedback, is the basis for performance management.

Unit(s):

BSBMGT502 - Manage people performance

BSBLDR513 - Communicate with influence

Organisational Change

Change impacts all businesses. The way it is managed can impact the success of the changes. This subject covers the cycle of change, and techniques for introducing and promoting organisational change. The subject topics also examine normal staff responses to change, as well as important tools to overcome resistance to change.

Unit(s):

BSBMGT605 - Provide leadership across the organisation

BSBINN601 - Lead and manage organisational change

Quality Planning Strategies

This diploma level task goes beyond theory and asks learners to apply the principles of operational planning and continuous improvement in a realistic workplace scenario. Learners will carefully analyse business results to build an improved operational plan that takes into account the key elements consultation and communication, goal setting , monitoring, training, recruitment, resource procurement and embedding continuous improvement opportunities.

Unit(s):

BSBCUS501 - Manage quality customer service

BSBMGT516 - Facilitate continuous improvement

BSBMGT517 - Manage operational plan

Quality Management Strategies

The philosophy of Quality Management (TQM) as a style of management is based around an organisational need to make continual improvements to its processes and products to meet, and even exceed, the needs of its customers.

This subject covers both theoretical and practical things we can do to help make continual improvements in the workplace with the goal of achieving a competitive advantage and fostering a culture where all employees strive to continuously improve activities and outputs.

Unit(s):

BSBMGT608 - Manage innovation and continuous improvement

Client and Third Party Relationships

This subject covers the skills and knowledge required to communicate and network with a wide range of people, internal and external to the organisation, to increase efficiency, build continuing relationships and improve sales. It has a focus on relationship building and prospecting for business referrals.

Unit(s):

BSBSMB409 - Build and maintain relationships with small business stakeholders

Evaluate Sales Results

This subject looks in depth at developing and evaluating the performance of a Sales Plan including developing and managing a sales budget. As a key component of this a marketing plan is developed for a specific financial product or service.

Unit(s):

FNSSAM601 - Monitor performance in sales of financial products or services

FNSSAM602 - Identify and evaluate marketing opportunities in the financial services industry

FNSORG501 - Develop and manage a budget

Professional Conduct in Finance

To build a successful career in the financial services industry you need a range of skills and knowledge . This subject covers skills to work effectively in a team, manage your time, apply specific legislation that affects your role, to identifying how your organisation can be more sustainable. You will develop your own professional development plan to ensure that you continue to progress in your chosen field in financial services.

Unit(s):

FNSINC401 - Apply principles of professional practice to work in the financial services industry

Elective Subjects: 1 - 2 Electives are required

Strategic Planning

Even if your role doesn't involve strategic planning, it is important for managers to understand strategic plans and how they evolve. This requires an examination of the business environment, collecting and analysing data and understanding a business's 'Values, Vision and Mission'. Also addressed are how to prioritise needs and how to create tactical and communication plans to implement your future strategic plans.

Unit(s):

BSBMGT616 - Develop and implement strategic plans

BSBMGT615 - Contribute to organisation development

Sustainability Policy and Strategies

Businesses are now, more than ever, focused on achieving improvements in sustainability practices. Learn to develop and implement a workplace sustainability policy and to modify the policy to suit changed circumstances. Sustainability is an essential business tool for achieving cost savings as well as meeting social responsibilities.

Unit(s):

BSBSUS501 - Develop workplace policy and procedures for sustainability

Service Guarantees

Quality Training Provider

ACCM has a history of satisfied students and clients and repeat business. Our testimonials on our website are genuine and the type of feedback we receive daily. We are so confident that you will be pleased with the College service, that we guarantee it.

Speedy Paper-less Enrolment

Enrolment Applications are accepted 24/7 online. Be fully enrolled in your course in 7 minutes! For customised or employment based courses and traineeships contact us and we will send you a customised enrolment page by email.

Start Anytime - Immediate Enrolment

Within 30 minutes of applying to enrol, your personal log-on details are emailed to you. This gives you access to our on-line system Webclass. Login to Webclass and complete the administrative items. Once you have completed these items a College Student Adviser will phone you to discuss your needs, course requirements, suitability and electives. You will then have access to the first study module via WebClass.

Industry Expert Student Adviser

You will be allocated your own industry experienced Student Adviser. While they will personally manage your program; you will also benefit from the College team around them to provide expert assistance in all subject areas.

Prompt Results and Feedback

All assessments are promptly returned (via Webclass) with detailed feedback and encouragement. Our goal is to have them back to you in a week or less. In the meantime you can progress to your next subject.

Personal Contact for the Right Start

Your College Student Adviser will phone you to welcome you to the course and ensure that you understand the best way to make progress in your course. They will also assist you with any questions you may have.

They will be in regular contact with you, especially at the start of your course, to offer motivation, support and guidance.

For employment based enrolments they will also make contact with your work supervisors to address any questions they may have.

Pro-active Learner Support

The support won't stop! Contact from your College Student Adviser will continue every month, based on the level of help you need.

Of course, at any time you can call us to get help. Get immediate assistance over the phone and by email. If immediate assistance is unavailable for any reason, we will make sure a qualified Student Adviser is in contact with you no later than the next business day.

Quality Course Materials

Our step by step course materials have been written by industry experts specifically for the College. They will give you all of the relevant learner information you need to succeed in your course.

The resources simplify industry jargon and concepts, give you industry insight and understanding, and focus on current real world business practices.

Employer Progress Updates

For employment based enrolments all supervisors will have access to an online progress report showing the current status of all learners. We understand that it's essential to keep you up to date so we will prompt you each month to access your report.
