



# Diploma of Banking Services Management

FNS50915

STEP UP TO MANAGEMENT IN BANKING  
SERVICES



# About This Course

If you are a branch manager, team leader, or branch supervisor then this Diploma of Banking Services qualification will play a big part in the success of your sales and service program. Practical activities allow you to get immediate benefit from the qualification.

The Diploma of Banking Services Management lets you choose subjects that cover managing people performance in a sales environment, as well as sales planning to improve sales results, and making the most out of networking opportunities. A range of electives allow you to suit the program to your needs.

---

## Subject Choices

- Cornerstones in Finance: Ethics, Compliance and Risk Management
- Building Strong Customer Relationships
- Professional and Effective Work Practices
- Establish Operational Strategies
- Sales, Service and Advice for Financial Services Clients
- Inspiring Improved Performance
- Professional and Ethical Practices in Finance

# 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: \$7,500 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	\$7,500	\$3,750	\$7,500	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	\$7,500	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
\$3,600	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.

\* Jobs & Skills WA courses are subsidised by the Department of Training and Workforce Development. The Student tuition fees are indicative only and are subject to change given individual circumstances at enrolment. Additional fees may apply such as Student service and resource fees.

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

# Entry Requirements

## Prior Qualifications

This qualification level is best positioned for students who have completed at least a Certificate IV level qualification in banking or financial services or have knowledge of leadership and management principles in a banking, finance or credit related industry. Access to actual workplace policies and procedures will assist with the following subjects, Performance Management, Selling Financial Products, Loan Securities and Risk Management and Understanding Consumer Credit.

## 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.

## Past Work Experience

Access to actual workplace policies and procedures will assist with the following subjects, Performance Management, Selling Financial Products, Loan Securities and Risk Management and Understanding Consumer Credit.

## Computer and Internet

- Access to a Desktop Computer or Laptop; some course work may be completed via mobile devices
- 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)

## Other

- Ability to study and conduct assessments in a safe environment

# Subject Descriptions

## Core Subjects:

### Cornerstones in Finance: Ethics, Compliance and Risk Management

Ethics, compliance and risk, form the foundation of financial institutions. This subject discusses the skills required to apply ethical principles to decision making and to act in line with ethical principles, and to ensure that work practices are compliant and within business risk strategies. Case studies are used to show individuals how to apply ethical frameworks to decide on, carry out, and evaluate the effectiveness of a course of action in response to an ethical and compliance situation in their workplace.

Unit(s):

FNSFMK505 - Comply with financial services regulation and industry codes of practice

FNSRSK401 - Implement risk management strategies

FNSPIM410 - Collect, assess and use information

---

### Building Strong Customer Relationships

This subject has been structured to progressively develop the students skill and knowledge in the building, managing and maintaining of customer relationships to support business outcomes. It explains the difference between customer service and customer relationship building; with an emphasis on the skills required for longer term relationship building. This includes considering a range of client relationship strategies and also how to use networking effectively.

Unit(s):

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

BSBCUS402 - Address customer needs

---

### Professional and Effective Work Practices

Being able to organise personal work priorities is an essential job skill. Learn how to set and meet work priorities through time management and planning your work schedule. Skills to identify potential problems and prevent stress in the workplace are also covered. Also learn the importance of professional development activities.

Unit(s):

BSBWOR501 - Manage personal work priorities and professional development

---

### Establish Operational Strategies

Long term success in business is a direct result of sound operational planning. This subject teaches how to set realistic operational goals, effectively plan activities and prepare for contingencies while creating sound monitoring stages to improve operational performance throughout the execution phase. It also looks at the importance of information management and information systems.

Unit(s):

BSBINM401 - Implement workplace information system

BSBSMB420 - Evaluate and develop small business operations

---

## Sales, Service and Advice for Financial Services Clients

Unit(s):

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

---

## Inspiring Improved Performance

Unit(s):

BSBMGT502 - Manage people performance

---

## Professional and Ethical Practices in Finance

This subject examines industry professional approaches to procedures, guidelines, policies and standards, including ethical requirements, and the requirements to model and meet expectations of these in all aspects of work.

Unit(s):

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

FNSINC503 - Identify situations requiring complex ethical decision making

---

# 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.

---