Diploma of Banking Services Management
FNS50915

STEP UP TO MANAGEMENT IN BANKING SERVICES
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**

4 electives are required (depending on subjects chosen)

- Client and Third Party Relationships
- Manage People Performance
- Manage a Sales Team
- Professional Conduct in Finance
- Advanced Selling of Financial Products (E)
- Safety and Risk (E)
- Prioritising Strategies (E)
- Loan Securities and Risk Management (E)
- Understanding Consumer Credit (E)
Key Course Facts

Start Date:
Start immediately

Duration:
Complete within 18 months

Delivery Options:
On-line/Correspondence

Group Training:
Workshops available

Course Fees: $6,600  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:

<table>
<thead>
<tr>
<th></th>
<th>NSW</th>
<th>ACT</th>
<th>NT</th>
<th>QLD</th>
<th>SA</th>
<th>TAS</th>
<th>VIC</th>
<th>WA</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$6,600</td>
<td>$6,600</td>
<td>$6,600</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Existing Worker Traineeship Fees for this Qualification:

<table>
<thead>
<tr>
<th></th>
<th>NSW</th>
<th>ACT</th>
<th>NT</th>
<th>QLD</th>
<th>SA</th>
<th>TAS</th>
<th>VIC</th>
<th>WA</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

School Based Traineeship Fees for this Qualification:

<table>
<thead>
<tr>
<th></th>
<th>NSW</th>
<th>ACT</th>
<th>NT</th>
<th>QLD</th>
<th>SA</th>
<th>TAS</th>
<th>VIC</th>
<th>WA</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$6,600</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Subsidised Training Options for this Qualification:

<table>
<thead>
<tr>
<th></th>
<th>NSW</th>
<th>ACT</th>
<th>NT</th>
<th>QLD</th>
<th>SA</th>
<th>TAS</th>
<th>VIC</th>
<th>WA</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$3,600</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>$4,060</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

* NSW fees depend on previous qualification levels
** Subject to eligibility and availability at the time of enrolment
Entry Requirements

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)

Other
- Ability to study and conduct assessments in a safe environment
Subject Descriptions

Core Subjects:

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):
- FNSCUS501 - Develop and nurture relationships with clients, other professionals and third party referrers
- BSBREL402 - Build client relationships and business networks
- BSBCUS402 - Address customer needs

Manage People Performance
This hands on subject looks at the skills and knowledge required to manage the performance of staff who report to you directly. Development of key result areas and key performance indicators and standards, coupled with regular and timely coaching and feedback, provide the basis for performance management. This subject covers strategies for assigning and allocating work, establishing clear role responsibilities, and using performance counselling methods and development plans for improving performance.

Unit(s):
- BSBMGT502 - Manage people performance

Manage a Sales Team
This subject covers developing sales plans, sales budgets and KPIs. A key component is the critical thinking and analysis involved in assessing customer needs. Sales management techniques and promotional activities are topics examined to ensure that you can successfully lead the sales team.

Unit(s):
- BSBINM401 - Implement workplace information system
- BSBBSMB405 - Monitor and manage small business operations
- FNSSAM502 - Assess market needs
- BSBSLS502 - Lead and manage a sales team
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: 4 electives are required (depending on subjects chosen)

Advanced Selling of Financial Products

Strict rules apply to the sale of financial products. This subject looks at how to be effective with sales but also to be compliant and ethical. The subject covers advanced level questioning and probing skills; addressing customer objections; and taking steps to close the sale. As interpersonal and presentation skills are an important aspect of sales - a component of the assessment is undertaken via a Role Play on Skype.

Unit(s):

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

Safety and Risk

Participation in the process of identifying work health and safety (WHS) hazards, and assessing and controlling WHS risks, is the focus of this subject. A key ingredient is the ability to promote and support worker consultation about WHS issues. This is a great subject for those who want to learn more about identifying and managing safety hazards.

Unit(s):

BSBWHS303 - Participate in WHS hazard identification, risk assessment and risk control

Prioritising Strategies

This subject provides time management strategies and planning techniques suited for setting personal and team goals and targets. The importance of goals being linked to key performance indicators of the business is examined.

Unit(s):

BSBWOR501 - Manage personal work priorities and professional development

Loan Securities and Risk Management

The key focus of this subject is understanding and assessing the risk within a loan application, and determining the necessary security in line with Lending Policies. This subject looks at the standard types of securities including bills of sale, guarantees and mortgages. This subject requires clear communication skills and knowledge of securities to be demonstrated by a one on one role play with a college trainer.

Unit(s):

FNSCRD402 - Establish and maintain appropriate security

Understanding Consumer Credit

This subject looks at the skills and knowledge required to explain the functions and implications of different forms of consumer credit to clients.
Unit(s):

FNSCRD503 - Promote understanding of the role and effective use of consumer credit
Service Guarantees

Quality Training Provider
ACCM was one of the first private training Colleges to be given official RTO registration status. 21 years later we have helped over 2,000 employers and 25,000 students achieve their career goals and have been recognised as a state finalist on the NSW Training Awards. We have 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.

Personal Contact for the Right Start
When you enrol your College Student Adviser will phone to welcome you to the course. Your Student Adviser will ensure that you understand the best way to progress in your course. They will also assist you with any questions you may have. They will be in regular touch with you at the start of your course to offer motivation, support and guidance. For employment based enrolments they will also make contact with supervisors during this time to address any questions they may have.

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 being enrolled, your personal log-on details are emailed to you. This gives you access to course materials to commence your studies (via our on-line system 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 2 weeks or less. In the meantime you can progress to your next subject.

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 be emailed a monthly progress report showing the status of all learners. We understand that its essential to keep you up to date.