

COURSE CODE

FNS50915

COURSE

## Diploma of Banking Services Management

ENROL TODAY

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### WHY CHOOSE TAFE NSW?



**Opens career doors.** Our industry relationships lead many students directly into work with a range of employers including agencies, studios, galleries and fashion houses.



**Global prospects.** TAFE NSW graduates possess the technical knowledge, creative-thinking and specialised skills that are highly sought after by employers around the world.



**State-of-the-art facilities.** Purpose-built creative studios and industry standard software mean you will master the same tools of the trade as leading professionals.



**Industry exposure.** TAFE NSW partners with industry to provide you with hands-on experience through networking, sponsor programs, competitions, talks, lectures and other creative industry events.



**Recognised and respected.** TAFE NSW has built its reputation on delivering trusted, industry aligned and nationally recognised training for over 130 years.

# Diploma of Banking Services Management

National Course Code: FNS50915 | TAFE NSW Code: FNS50915R2-01V01-20BKS-311

Qualification Level	Diploma
Study Type	Full Time
Course Start Date	Enquire Now
Hours Per Week	30
Duration	18 Weeks
Delivery Locations	Bankstown
Course Fees	<b>Subsidised Prices</b> First Qualification: \$3,600.00 Second Qualification: \$4,060.00
Course Features	Nationally Recognised Training This training is subsidised by the NSW Government VET Student Loans Available

## 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 centres 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, analyse and evaluate information from a variety of sources. They apply initiative to plan, coordinate and evaluate their own work and provide guidance to others.

### Licensing/Regulatory Information

No licensing or certification requirements apply to this qualification at the time of publication. However, some units will specify relevant licensing, legislative and/or regulatory requirements that impact on the unit. Refer to the FNS Implementation Guide Companion Volume for guidance on requirements.

## Entry Requirements

When you study with TAFE NSW, we want you to succeed. Entry requirements allow us to make sure that you have the right pre-existing knowledge and skills to achieve your chosen qualification. You will need to provide evidence that you meet the requirements listed in this section.

There are no entry requirements for this qualification.

To successfully complete this course, you will need:

- access to a computer at home and internet
- to attend all lessons, which are three days a week for 18 weeks
- to be able to commit to additional work outside class time, and communicate efficiently with staff and students

# Information Sessions and more about the course

## INFORMATION SESSIONS

To find out more about this course, meet our teachers and receive information about enrolment and next steps, attend an information session.

Date: Tuesday 10th of December 2019

Time: 11:00am to 12:00pm or 6:00pm to 7:00pm

Location: TAFE NSW Bankstown, Building J, Level 3, Room J336

Or

Date: Tuesday 21st of January 2020

Time: 11:00am to 12:00pm or 6:00pm to 7:00pm

Location: TAFE NSW Bankstown, Building J, Level 3, Room J336

## STUDY COMMITMENT

This is a full-time, face to face delivery course. You will need to attend approximately 18 hours of class, over 3 days a week, for 18 weeks (one Semester). As well as the in-class component, you will need to complete approximately 12 hours of other study per week.

You may also be required to complete approximately 10 hours of additional study each week outside of class hours for research, and additional practice at home.

## IS THIS COURSE RIGHT FOR YOU?

This course offering is designed for people who:

- are seeking to obtain the practical skills to work in a variety of roles in the Financial Services Industry. You will learn about lending processes and products as well as all the relevant financial products and how to communicate with staff and customers.

## SERVICES AND STUDY SUPPORT

There are additional learning and study tools available for this course, including:

LLN specialist support (by arrangement) following RU Ready assessment, either in class supporting classroom teacher activity, scheduled group LLN sessions, or privately.

LLN specialists may also provide assistance in advising on the suitability of resources, assessment tools and feedback.

We offer student services and study support to ensure you can achieve your goals. Learn about TAFE NSW [Student Services](#)

As a TAFE NSW student in this course, you will have access to:

- LinkedIn Learning (formerly Lynda.com)
- Studiosity - online access to a real life tutor
- Easy computing online short courses
- Access to local TAFE libraries

## Attendance

This course is currently scheduled on Monday from 9:30am to 5:00pm, Tuesday and Thursday from

9:30am to 4:00pm. This timetable may change and will be confirmed by your teacher.

## Fee Details

### SMART AND SKILLED FEES

This course is government-subsidised, meaning you pay a portion of the full course fee to TAFE NSW and the NSW Government will pay the balance. However, you must meet certain eligibility criteria for this to apply.

Depending on your previous qualifications and experience, your fee may be less than the maximum fee quoted. Your actual fee and eligibility for concession/exemption will be calculated and confirmed during the enrolment process.

For further information about eligibility and explanations of the different fee categories, visit [Are You Eligible?](#)

### PAYMENT OPTIONS AND ASSISTANCE

This course is approved for a Commonwealth VET Student Loan (VSL). If you meet the VSL eligibility and academic suitability requirements, you are able to apply to the Commonwealth for a loan to cover all or part of your course fee. We will ask you whether you would like to apply for a VET Student Loan when you enrol and advise you of the process.

**To complete your VET Student Loan application, you will need to provide:**

- Your Tax File Number (TFN). If you don't have a TFN, [click here](#) for information on how to apply for one. You can complete your loan application with a Certificate of Application for a TFN, but must provide your TFN as soon as it is issued. If you don't provide your TFN before your first census day, you will need to pay the tuition fees for that unit of study.
- Your Commonwealth Higher Education Student Support Number (CHESSN). If you have previously accessed a loan via the Higher Education Loan Program (HELP), either at TAFE or university, you will already have a CHESSN. You must use the same CHESSN whenever you access a student loan. If you don't have CHESSN, we will allocate one on your behalf.

**To be eligible for a VET Student Loan, you will need to be assessed as academically suitable to undertake high level VET study. You will need to provide:**

- A copy of your Australian Year 12 Certificate; OR
- A copy of a certificate showing that you have been awarded a qualification at level 4 or above in the Australian Qualifications Framework (where the language of instruction was English). If you previously completed a Certificate IV or higher qualification at TAFE NSW, just let us know where and when you studied in your application; OR
- Display competence at Exit Level 3 in the Australian Core Skills Framework in both reading and numeracy through an approved Language, Literacy and Numeracy test. We will let you know if this is required once you apply.

If you intend to apply for a VET Student Loan, it's important you know your [student obligations](#).

A fee applies for most TAFE NSW courses and must be paid when you enrol. The amount you pay depends on the type of course you study, and on your personal circumstances. Please click on the Smart and Skilled link [http://www.training.nsw.gov.au/smartandskilled/prices\\_fees.html](http://www.training.nsw.gov.au/smartandskilled/prices_fees.html) to work out what you will pay for this course based on your personal circumstances. Depending on your personal circumstances, you may be eligible for a fee discount or fee exemption. Please contact 13 7974 for further information.

Find out more about [VET Student Loans](#)

Direct payment by Unit of Study instalments is available for this course.

The Units of Study and associated fees for this course are detailed above. Fees are charged on the census day for each Unit of Study. To secure a loan for part or all of your course, you must be eligible and submit a valid application to the Commonwealth for a VET Student Loan. You may withdraw prior to

the census date without incurring a fee.

## READ BEFORE YOU ENROL

Learn about TAFE NSW [Fees](#)

Learn about TAFE NSW [Payment/Funding](#)

## RECOGNITION

Recognition is a process of acknowledging previously completed qualifications, skills, knowledge or experience relevant to your course. This may reduce the amount of learning required, reduce your course fees and allow you to achieve your qualification faster.

Learn about Recognition at TAFE NSW [Recognition](#)

# How to Enrol

## Semester two starts July 2020. Enquire now to be notified when enrolments open.

To find out more information on this course including the next start date, submit an online enquiry by clicking the **Enquire Now** button on this page, or call 131 601 during business hours\* to chat with a member of our friendly customer service team.

\*Our customer service team are available from Monday to Friday, 9am to 5pm AEST.

Enrolling with us is easy, though the exact process does depend on your course and any prerequisites that go with it.

Be sure to read your chosen course information carefully to make sure it is the right qualification, location and study type for you.

Enrol and pay online via our secure payment gateway to secure your place.

As you progress through the enrolment process you will be prompted to provide additional information.

If you are interested in studying as a Trainee or Apprentice please call 131 601 for full details.

# Units

BSBINM401	Implement workplace information system
BSBMGT502	Manage people performance
BSBSMB405	Monitor and manage small business operations
FNSCUS501	Develop and nurture relationships with clients, other professionals and third party referrers
FNSINC401	Apply principles of professional practice to work in the financial services industry
BSBSLS502	Lead and manage a sales team
FNSASIC301	Establish client relationship and analyse needs
FNSASIC302	Develop, present and negotiate client solutions
FNSBNK501	Manage banking and service strategy for small business customers
FNSSAM501	Apply advanced selling techniques to selling of financial products and services
FNSCRD401	Assess credit applications
FNSCRD402	Establish and maintain appropriate security

Information as of 06 Apr 2020