



COURSE CODE

FNS50915

COURSE

**Diploma of Banking
Services Management**

ENROL TODAY

TAFENSW.EDU.AU or 131 601

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: FNS50915R2-01V01-20GRV-316

Qualification Level	Diploma
Study Type	Full Time
Course Start Date	Enquire Now
Hours Per Week	20
Duration	18 Weeks
Delivery Locations	Granville
Course Fees	Subsidised Prices 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 be enrolled in this course, you need to be able to provide evidence that you:

- have completed previous studies in financial services or have prior experience in the financial services industry. Please provide your transcript of previous studies or resume and reference from a financial services employer on enrolment.

To successfully complete this course, you will need:

- to attend classes scheduled unless you have been granted Recognition of Prior Learning for units

you completed in previous studies and you will be required to do some additional study outside class times.

- access to a computer and internet outside class time. Students are encouraged to bring their own device (laptop) to classes.

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: Wednesday, 11th of December 2019

Time: 12:00pm to 1:00pm or 6:00pm to 7:00pm

Location: TAFE NSW Granville, Building B, Level 1, Room 1.02

Or

Date: Wednesday 22nd of January 2020

Time: 12:00pm to 1:00pm or 6:00pm to 7:00pm

Location: TAFE NSW Granville, Building B, Level 1, Room 1.02

STUDY COMMITMENT

This is a full time, face to face delivery course. You will need to attend approximately 20 hours of class, over 4 days a week, for 18 weeks. As well as the in-class component, you will need to complete approximately 8 hours of other study per week.

You may also be required to complete approximately 3 hours of additional study each week outside of class hours, including private study, research, and assignment preparation.

IS THIS COURSE RIGHT FOR YOU?

This course offering is designed for people who:

- would like to further their career in the financial services industry or the possibility of progressing onto a Bachelor of Business or Bachelor of Applied Commerce degree with TAFE NSW.

MORE ABOUT THIS COURSE

Graduates of this course may pursue roles which require team and business result responsibilities in banking or other deposit taking institutions' customer contact centres or retail and/or commercial financial services environments.

If graduates choose to study the ASIC unit electives, 4 unspecified and up to 2 specified credits may be granted towards the TAFE NSW Bachelor of Business. Successful graduates who pursued the ASIC unit electives will achieve the units FNSASIC301 Establish client relationship and analyse needs AND FNSASIC032 Develop, present and negotiate client solutions which meet the legislative requirements to provide general advice in tier 2 financial products (savings and deposit accounts).

This course also provides a pathway for those interested in becoming a financial services adviser or financial planner. Completion of this course meets the entry requirement to the TAFE NSW Bachelor of Applied Commerce degree program and may receive up to 2 specified credits towards the Bachelor of Applied Commerce degree, both of which are also offered at Granville campus.

SERVICES AND STUDY SUPPORT

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 to Thursday 9:30am to 3:00pm and Friday 9:00am to 3:30pm. 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 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.

ADDITIONAL RESOURCES

Students may be required to purchase text books for this course, which you will keep when you complete your study.

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
FNCSUS501	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
FNCSUS504	Manage premium customer relationships
BSBMKG507	Interpret market trends and developments
BSBMKG501	Identify and evaluate marketing opportunities
BSBMKG502	Establish and adjust the marketing mix

FNSINC503	Identify situations requiring complex ethical decision making
BSBSLS502	Lead and manage a sales team
FNSASIC301	Establish client relationship and analyse needs
FNSASIC302	Develop, present and negotiate client solutions
FNSCUS506	Record and implement client instructions
BSBWOR502	Lead and manage team effectiveness