



## COURSE INFORMATION

# FNS50920 DIPLOMA OF BANKING SERVICES MANAGEMENT

PROGRAM DETAILS	
Qualification Code	FNS50920
Qualification Name	Diploma of Banking Services Management
Training Package	Financial Services Training Package
CRICOS Course Code	103548G
Qualification Requirements	Total Units: 12 Core: 5 Elective: 7 Refer to <a href="https://training.gov.au/Training/Details/FNS50920">https://training.gov.au/Training/Details/FNS50920</a>
DELIVERY MODE, DURATION AND LOCATION	
Delivery Modes	Classroom based face-to-face (20 hours per week)
Program Duration	This program will be delivered over 78 weeks (6 terms with 10 weeks in each term and 18 weeks of holiday).
Delivery Period	Current
Delivery Sites	Level 3, 178-180 Queen Street, Campbelltown NSW 2560 Level 3, 123 Clarence Street, Sydney, NSW 2000 Level 10, 420 Pitt Street, Haymarket, NSW 2000 (Note: Gold Coast campus will also deliver the same units as below.)
ENTRY REQUIREMENTS	
<p>All students may be new entrants. Credit and/or RPL can be provided for those with existing skills and knowledge allowing such students to complete the course in a shorter time frame.</p> <p><b>Domestic:</b></p> <p>Entry requirements for the Diploma of Banking Services Management are those who are 18 years or over, and:</p> <ul style="list-style-type: none"> <li>• Banking officer, Client service officer, Mobile banker and Sales and marketing who seek to pursue a career as a Client service administrator and Customer service manager – banking.</li> <li>• Seeking to enter a new industry sector or a pathway to higher education qualifications</li> <li>• All students must be aged 18 or above and have satisfactorily completed Year 12 or equivalent</li> </ul> <p>No formal qualifications or vocational experience is required. However, applicants must have a demonstrated capacity in learning, reading, writing, oral and numeracy competencies to the appropriate level of the Australian Core Skills Framework (ACSF). This will be tested prior to enrolment in the qualification.</p> <p><b>International Students:</b></p> <p>Entry requirements for this qualification are:</p> <ul style="list-style-type: none"> <li>• All students must be aged 18 or above and have satisfactorily completed Australian Year 12 or overseas equivalent school qualifications</li> </ul> <p>No formal qualifications or vocational experience is required.</p> <p>International students must also meet IBMA's standards for English Proficiency. To demonstrate possession of adequate English language proficiency, students must provide valid evidence of attainment of at least one of the followings:</p> <ul style="list-style-type: none"> <li>• Academic IELTS (International English Language Testing System) overall band score: 5.5, but minimum 5.0 in individual bands (test results must be no more than 2 years old).</li> <li>• TOEFL iBT (Test of English as a Foreign Language Internet-Based test) test score band: 46</li> <li>• PTE Academic (Pearson Test of English) test score band: 42</li> <li>• CAE (Cambridge English Advanced) test score band: 47</li> </ul>	



- OET (Occupational English Test) test score band: Pass
- TOEFL PBT (Test of English as a Foreign Language Paper-Based Test) test score band: 527

An overseas student who has studied in Australia for at least 12 months will be deemed to have required level of language proficiency provided the application is accompanied by proof that he/she has duly completed Certificate IV.

Overseas students who are unable to meet any of the above English language proficiency requirements may undertake further study on a NEAS-approved course of English for Academic Purposes designed to raise students' English proficiency to an equivalent level to IELTS 5.5 at the clients' cost as per their choice within the registered/approved provider. Production of proof of successful completion of such a course will be accepted by IBMA as meeting the English language proficiency admission requirement.

For students who do not have an IELTS Test score or equivalent test score, they can take an English Placement Test in the campus to assess whether their English level can meet the requirements of entry into the Diploma course. In some instances, to confirm the suitability of your enrolment into the course, you may participate in an interview with our Director of Academic Affairs who will determine the suitability of your enrolment into the course. This interview will occur via an online meeting such as Skype or face to face.

#### PRE-REQUISITES

There are no prerequisite requirements for individual units of competency.

#### UNITS

No.	Code	Course Name	Core/ Elective	Pre- Requisites	Comments
1	BSBINM401	Implement workplace information system	Core	-	-
2	BSBMGT502	Manage people performance	Core	-	-
3	BSBSMB420	Evaluate and develop small business operations	Core	-	-
4	FNSCUS501	Develop and nurture relationships with clients, other professionals and third party referrers	Core	-	-
5	FNSINC411	Conduct work according to professional practices in the financial services industry	Core	-	-
6	BSBWOR501	Manage personal work priorities and professional development	Elective	-	-
7	BSBMKG501	Identify and evaluate marketing opportunities	Elective	-	-
8	FNSINC503	Identify situations requiring complex ethical decision making	Elective	-	-
9	BSBINN502	Build and sustain an innovative work environment	Elective	-	-
10	BSBSTR502	Facilitate continuous improvement	Elective	-	-
11	BSBHRM525	Manage recruitment and onboarding	Elective	-	-
12	BSBWHS411	Implement and monitor WHS policies, procedures and programs	Elective	-	-

#### PATHWAYS

##### Pathways from the Qualification

After achieving this qualification candidate may choose to undertake studies in FNS60615 Advanced Diploma of Banking Services Management or higher education at university level. IBMA is an accredited College which means we are part of the Australian Qualification Framework. Therefore, students can apply to Australian Universities that IBMA has articulations with such as the University of Southern Queensland and Southern Cross University. Students are also able to apply for credit to any Australian University upon application on an individual basis.

While job roles and titles vary across different industry sectors, students who complete this course may gain work as a:

- Client service administrator
- Customer service manager – banking.

#### STUDYING AND LIVING IN AUSTRALIA



You can find lots of useful information about living and studying in Australia at the <https://www.studyinaustralia.gov.au/> website and further information about other costs via the <https://www.livingin-australia.com/> website.

#### FURTHER INFORMATION

Please refer to our Student Services tab for more information relating to studying with IBMA in Australia. Our Student Handbook gives you a step by step guide on how IBMA will support you with your enrolment and study within Australia; so that you can make an informed decision about your future studies.

#### HOW TO ENROL/APPLY

Visit the college campus for direct enrolment

OR

Click on the Enrolment tab, download the application for enrolment form and forward queries to [info@ibma.edu.au](mailto:info@ibma.edu.au)

OR

Click on Apply Now within the Course of your choice and complete the online application form

