9077 – DIPLOMA OF FINANCIAL SERVICES (BANKING)

Unit Descriptions

FNSICGEN301B – Communicate in the workplace*
Provides students with the knowledge and skills to interact with internal and external customers and to give receive and record information.
Assessment: Short answer questions and oral assessment.

FNSICGEN302B – Use technology in the workplace*
Details a number of key practices associated with using a range of technology and software to achieve required outcomes in the workplace.
Assessment: Short answer questions and portfolio of practical task achievements.

FNSICGEN304B – Apply health and safety practices in the workplace*
Deals with the competency to work safely in the financial services industry and follow sound occupational health practices at work.
Assessment: Short answer questions.

FNSICIND401B – Apply principles of professional practice to work in the financial services industry*
Identifies the fundamental skills needed for employment and the application of industry and company procedures, guidelines, policies and standards in a daily work context within the financial services industry.
Assessment: Short answer questions and case study.

FNSICORG604B – Provide leadership and motivation in a workplace team*
Covers the knowledge and skills necessary to lead and motivate workplace teams.
Assessment: Project report and written test.

FNSICORG505B – Manage staff performance to achieve strategic targets*
Outlines the knowledge and skills necessary to manage the work of others to bring about an improvement in individual and organisational performance.
Assessment: Project report and written test.

FNSPRAC501B – Manage and maintain small/medium business operations*
Details the skills and knowledge necessary to manage the operation of day-to-day business activities in a micro or small business. The strategies involve developing, monitoring and managing work activities and financial information, developing effective work habits, and adjusting work schedules as needed.
Assessment: Series of assignments and written test.

*These units are ungraded and assignments will be awarded either a pass or fail result. The transcript of academic record will show either AC (achieved competency) or NC (not yet competent).
**FNSCRDT401B – Evaluate credit applications**
Requires the assessment and monitoring of credit information and establishment of credit terms and limits. It may be applied in a mortgage processing centre, face to face or on the basis of written documents in any financial services industry sector.
Award: Distinction, Credit, Pass, Fail.
Assessment: Checklist development, case study (closed book).

**FNSCRDT402B – Settle application and arrangements for debt finance**
Comprises the steps involved in settling applications for debt finance and undertaking the final arrangements to secure and complete the lending transaction.
Award: Distinction, Credit, Pass, Fail.
Assessment: Case studies and written test.

**FNSCRDT403B – Determine and establish appropriate securities to minimise risk**
Addresses the requirements for establishing security, including the types of security available, and selecting the appropriate security to protect against documentation loss and/or exposure.
Award: Distinction, Credit, Pass, Fail.
Assessment: Three case studies, written test and written policy statement.

**FNSBANK501B – Manage banking and service strategy for small business customers**
Details the knowledge and skills to manage a team of customer service officers offering tailored services to small business customers. The unit addresses the management of a team operating in a customer service setting including establishing and monitoring performance measures, high level problem solving, opportunity seeking and reporting.
Award: Distinction, Credit, Pass, Fail.
Assessment: Series of assignments.

**FNSICSAM502B – Apply advanced selling techniques to selling of financial products and services**
Explains the identification of advanced techniques for selling financial products and services, training sales people to use them and monitor and evaluate their success. It may be applied in a call centre, face to face or on the basis of written documents in any financial services industry sector.
Award: Distinction, Credit, Pass, Fail.
Assessment: Develop a sales strategy; written test and report.