COURSE INFORMATION

FNS50922 DIPLOMA OF BANKING SERVICES MANAGEMENT)

PROGRAM DETAILS	
Qualification Code	FNS50922
Qualification Name	Diploma of Banking Services Management
Training Package	Financial Services Training Package
CRICOS Course Code	111003G
Qualification Requirements	Total Units: 12 Core: 5 Elective: 7 Refer to https://training.gov.au/Training/Details/FNS50922

NATIONALLY RECOGNISED TRAINING

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 10, 420 Pitt Street, Haymarket, NSW 2000

ENTRY REQUIREMENTS

Domestic:

Target groups for the Diploma of Banking Services Management are those who are 18 years or over, and:

- 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.
- Seeking to enter a new industry sector or a pathway to higher education qualifications
- All students must be aged 18 or above and have satisfactorily completed Year 12 or equivalent

IBMA shall conduct a mandatory RTO Suitability Test for LLND Assessment as a pre-enrolment procedure for every new applicant to assess their Language, Literacy, Numeracy and Digital Literacy (LLND) levels. This is to identify whether the student requires any additional support to enrol and study in their chosen course at IBMA.

International Students:

Entry requirements for this qualification are:

- All students must be aged 18 or above and have satisfactorily completed Australian Year 12 or overseas equivalent school qualifications

IBMA shall conduct a mandatory RTO Suitability Test for LLND Assessment as a pre-enrolment procedure for every new applicant to assess their Language, Literacy, Numeracy and Digital Literacy (LLND) levels. This is to identify whether the student requires any additional support to enrol and study in their chosen course at IBMA.

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:

Test Name	Minimum Score Requirement
IELTS (Academic)	Overall band score 6.0 (Results must be ≤ 2 years old)
PTE Academic	Overall score 50
CAE (Cambridge English Advanced)	Overall score 162
OET (Occupational English Test)	Minimum grade B in each component

Note – Exceptions: Students from Level 1 countries, & students from English speaking countries (both, as determined by the DHA), may be granted exceptional consideration.

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 6.0 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.

The IBMA administration team can be consulted for any further information required.

Pre-Requisites

There are no prerequisite requirements for individual units of competency.

Units

No	Unit Code	Unit Name	Core/ Elective	Amount of Training		
				Formal training	Assessment	Self-study
1	BSBLDR522	Manage people performance	Core	80	20	50
2	FNSCUS511	Develop and maintain professional relationships in financial services industry	Core	80	20	50
3	FNSCUS513	Review business performance	Core	80	20	50
4	FNSFMK515	Comply with financial services regulation and industry codes of practice	Core	80	20	50
5	FNSINC411	Conduct work according to professional practices in the financial services industry	Core	80	20	50
6	BSBOPS505	Manage organisational customer service	Elective	80	20	50
7	BSBMKG541	Identify and evaluate marketing opportunities	Elective	80	20	50
8	FNSRSK612	Determine and manage risk exposure strategies	Elective	80	20	50
9	BSBWHS308	Participate in WHS hazard identification, risk assessment and risk control processes	Elective	80	20	50
10	BSBSTR502	Facilitate continuous improvement	Elective	80	20	50
11	BSBHRM525	Manage recruitment and onboarding	Elective	80	20	50
12	BSBWHS411	Implement and monitor WHS policies, procedures and programs	Elective	80	20	50

Pathways

Pathways from the Qualification

After achieving this qualification candidate may choose to undertake studies in FNS60622 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.

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

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.

Assessment Arrangements

Assessment will occur through a variety of methods, including projects incorporating observation, case studies and short answer questions. Assessment conditions will ensure a simulated workplace environment.
To complete the wide range of assessments, IBMA will offer the following support:

- Face to face, classroom-based learning Theory Session: underpinning knowledge.
- Ongoing Online Support: email, resources, research. IBMA (staff, trainers and assessors) will maintain regular communication with students over phone and email during outside of face-to-face training sessions to ensure that students always have adequate access to resources and support throughout their course duration.
- Skills Session: use of computer programs such as power-point, word and excel, report preparation & writing, interpreting & analysing complex material.

If any special requirements are identified during the student's suitability assessment, IBMA can offer reasonable adjustments on a case-by-case basis to assist the student in completing their assessment. Alternatively, if needed, the student can also seek external support at their own cost to fulfill their skill levels in order to undertake the desired course.

Academic Integrity at IBMA

IBMA is committed to fair and honest learning. All students must complete their own work, acknowledge sources (including AI tools), and follow clear assessment rules. We use a Reliability & Integrity Framework to make sure assessments are consistent, fair, and trustworthy across all courses. Cheating, plagiarism, or misuse of technology is treated seriously, while support and guidance are provided to help students understand academic expectations. This ensures your qualification is respected and valued in Australia and internationally.

Transition Arrangements

IBMA complies with ASQA's General Direction: Transition and teach out. When there are major changes to the Training Package, the Director of Academic Affairs and management team will review the changes made and create a plan to transition to the new training package requirements and cater for teach-out arrangements for students where required. The progress of the transition and teach-out will be monitored by the Director of Academic Affairs and the management team.

Student Support and Wellbeing

IBMA seeks to provide quality student learning experience, appropriate to the age, stage, background and circumstances of a diverse student population, regardless of their place or mode of study. IBMA offers extensive support services to all students and additional support services to CRICOS international students from different countries in acknowledgement of the challenges faced when studying abroad.

At the orientation into the qualification and during the entire course of training, IBMA shall:

- Identify the wellbeing needs of each student cohort by referring to the training product content and the characteristics of our student groups.
- Provide clear information to students about available support services and or other external organisations they can contact.
- Always maintain student privacy and seek consent before taking any wellbeing-related action.
- Monitor student wellbeing throughout the entire training and assessment journey—not just at enrolment.
- Ensure our staff and third parties understand and apply this policy in practice.
- Continuously improves our wellbeing strategies through student feedback and research.

For any queries, the IBMA administration team can be consulted either in person, over the phone or via email.

HOW TO ENROL/APPLY

Visit the college campus for direct enrolment

Administration Business hours:
Monday – Friday
7:00 am – 10:00 pm
(Reception and Admin are closed on the weekends)

OR

Click on the Enrolment tab, download the application for enrolment form and forward queries to info@ibma.edu.au

OR

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

We have Course Intake Dates throughout the year. Contact the IBMA Admin Team for further details

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