

Specification of Competency Standards for the Retail Banking

Unit of Competency

Retail Banking Service Delivery > 1.2 Delivery of Secured and Unsecured Loans Products Services

Title	Conduct assessment on loan application
Code	107309L4
Range	Assess and approve the whole range of loan applications submitted by customers through direct sales, over counter at branch and / or phone banking in retail banking within the limit and authority set by the bank
Level	4
Credit	3
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Analyse the loan applications <ul style="list-style-type: none"> Be able to: <ul style="list-style-type: none"> • Evaluate the profitability and risks of each loan application using internal credit guidelines • Evaluate all the information to ensure accuracy and sufficiency of data input and detect for suspicious data • Evaluate the terms and conditions of the proposed agreement by applying internal credit scoring schedule or other related tools and make any modifications when necessary 2. Make judgment on loan approval <ul style="list-style-type: none"> Be able to: <ul style="list-style-type: none"> • Make decision of approval or rejection after judging all the related information; identify supplementary information required in case of inadequate information • Provide reasons to justify decision of approval or rejection by supporting solid evidence and decent rationale 3. Demonstrate Professionalism <ul style="list-style-type: none"> Be able to: <ul style="list-style-type: none"> • Adhere strictly to Privacy Act and the bank's privacy policies and practices, such as not disclosing any customer personal information to any third parties, except as permitted by law • Strike an optimal balance between the interests of customer and the bank when making judgement on loan approval
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Decision on approval or rejection of loan application is based on the evaluation of related information such as expected returns and risks by using the bank's credit guidelines
Remark	