

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	Provide consultative advice to customers on loan product alternatives and related credit risk
Code	107305L5
Range	Provide professional advice on loans products and mortgage and related credit risk to phone-in, walk-in and referred new customers and existing customers through direct sales, over counter at branch and / or phone banking in retail banking
Level	5
Credit	4
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> Analyse the needs of loan applicants <ul style="list-style-type: none"> Analyse the loan products offered by the bank and common products in the retail banking sector in order to identify suitable solutions for loan applicants Analyse the information of loan applicants and results of different assessment tests as required by the bank in order to design a solution which can satisfying their needs while provide enough protection to the bank Identify customers' needs on consultancy service related to credit risk Design proper solutions for applicants <p>Be able to:</p> <ul style="list-style-type: none"> Identify loan products which can tailor to the financial needs of loan applicants and provide customization when necessary Design interest and payment schedule after analyzing the risks of loan applicants Recommend the solutions to loan applicants <p>Be able to:</p> <ul style="list-style-type: none"> Explain the benefits of the recommended solutions by comparing different types of loans, credit options and terms of services in catering the specific financial needs of applicants Explain features and risk levels of different alternatives on available settlement methods and employ appropriate questioning skills to ensure they have an accurate understanding Provide customers consultancy service on credit risk in accordance with their individual financial situation and risk bearing ability Evaluate the situation of customers and advise them the more suitable alternatives on settlement methods in accordance with their own situation
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> Recommend an appropriate loan products based on the analysis of the risks and needs of loan applicants Provision of professional advice related to credit risks to customers in accordance with the risks associated with the products or services and knowledge of customers
Remark	