Specification of Competency Standards for the Retail Banking
Unit of Competency

Retail Banking Operations and Support > 2.2 Secured and Unsecured Loan Processing

Title	Approve or decline secured and unsecured loan applications
Code	107339L5
Range	Recommending loan allocation decisions when using a defined loan decision-making and disbursement system in handling loan or mortgage applications for customers of retail banking
Level	5
Credit	4

Competency	Performance Requirements
	1. Evaluate loan or mortgage applications
	    Be able to:
	• Understand the loan decision-making and disbursement process regarding the policies and practices of the bank
	• Analyse relevant information to calculate repayment ability and assess credit risk of potential clients
	• Information on repayment ability and credit risk assessment is analyzed and calculated by using appropriate criteria based on the bank's policies and practices
	• Determine approval or decline of the deals after evaluating the loan or mortgage applications and relevant documents
	2. Recommend the loan or mortgage approval decision
	    Be able to:
	• Recommend the loan approval or decline decision based on the information of applicant collected and the bank's policies and practices
	• Communicate the approval or decline decision to the customers and record the decision in line with the bank's policies and practices
	• Provide detailed reasoning of rejection in the case of a declined loan application and record the decision in line with the bank's policies and practices

Assessment Criteria	The integral outcome requirements of this UoC are: • Loan or mortgage decision making and the implementation of the pay out process is fully understood and applied on assessing customers' application • Recommendation of loan and mortgage approval or rejection are made in accordance to the bank's credit scoring schedule, internal policies and practices
Remark	