

Specification of Competency Standards
for the Banking Industry
Unit of Competency

Functional Area - 1. General Enterprise Banking Service Delivery
(Key Function – 1.3 Delivery of General Loan Products and Credit Related Services)

Title	Process operational procedures of the applications of general loan products and credit related services
Code	109171L3
Range	Provision of assistance and guidance to applicants during application process which covers provision of information, guidance in completing required documentation. This applies to different general loan products / credit related services and loan volume.
Level	3
Credit	3 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Knowledge in the Subject Area</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Possess the knowledge on the theories and concepts in corporate finance in order to understand types of documents / information required to ensure the initial loan application procedures are completed; • Understand the service delivery processes of the bank's loan products and apply the knowledge to summarize features of these products and their operation procedures. <p>2. Applications</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Explain relevant bank's policies, requirements and services to clients and respond to their enquiries; • Inform clients about the terms and conditions as well as the details of the loan products (e.g. fees, down payment, rates); • Obtain required information from clients (e.g. business plan, financial statements, repayment plan, collateral information) and ensure documentation are completed accurately; • Ask clients to provide additional information and supporting documentation if necessary; • Process the applications accurately in accordance with the policies and procedures. <p>3. Professional Behaviour and Attitude</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Communicate with clients to understand their request and respond promptly to ensure their satisfaction; • Observe and familiarise with the bank's privacy and data policy when collecting clients' personal information and explain to clients about the data collection purposes, data access, etc.
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Execution of operational procedures of loan application process according to the bank's guidelines in order to ensure all information required by the banks are collected and details of the loan programmes are well communicated to applicants.
Remark	