

PROCESS CREDIT FACILITIES

UNIT CODE: BUS/OS/BF/CR/01/6/A

UNIT DESCRIPTION

This unit specifies the competencies required to process credit facilities. It involves conducting customer screening, advising client on credit, conducting security/collateral perfection, conducting credit appraisal, facilitating valuation of security and communicating credit decision.

ELEMENTS AND PERFORMANCE CRITERIA

ELEMENT These describe the key outcomes which make up workplace function (to be stated in active)	PERFORMANCE CRITERIA These are assessable statements which specify the required level of performance for each of the elements (to be stated in passive voice) <i>Bold and italicized terms are elaborated in the Range</i>
1. Conduct customer screening	1.1 <i>Customer details</i> are obtained as per KYC policy 1.2 Purpose of the credit is identified as per the customer needs 1.3 Amount of credit requested is established as per customer needs
2. Advise client on credit	2.1 Customers are informed on the repercussion of non-disclosure of information as per credit policy 2.2 Customers are informed on credit repayment amount as per credit policy 2.3 Customers are informed on credit repayment period as per credit policy 2.4 Customers are informed on credit repayment date as per credit policy 2.5 Customers are informed on interest rates and other costs as per credit policy
3. Conduct security/collateral perfection	3.1 Security is identified as per bank policy 3.2 Acceptability of the security is ascertained as per bank policy 3.3 Sufficiency of the security is established as per bank policy 3.4 Legal documentation on the security is created as per bank policy 3.5 Security visit is conducted as per bank policy

	<p>3.6 Ownership of the security is verified as per bank policy</p> <p>3.7 Existence of <i>encumbrances</i> is established as per bank policy</p>
4. Conduct credit appraisal	<p>4.1 Customer ability to pay is ascertained as per bank policy</p> <p>4.2 Customer risk profile is ascertained as per bank credit policy</p> <p>4.3 Purpose of credit facility is established as per bank policy</p>
5. Facilitate valuation of security	<p>5.1 Security valuer is appointed as per bank requirements</p> <p>5.2 Details of the security are obtained as per the location of the security</p> <p>5.3 Valuation report is prepared as per valuer information</p> <p>5.4 Valuation report is filed as per banking procedures</p> <p>5.5 Amendments are made on credit as per the valuation report</p>
6. Communicate credit decision	<p>6.1 Credit decision is received from approval authority as per standard operating procedure</p> <p>6.2 Credit decision is interpreted as per standard operating procedure</p> <p>6.3 <i>Action</i> is taken as per standard operating procedure</p>

RANGE

This section provides work environments and conditions to which the performance criteria apply. It allows for different work environments and situations that will affect performance.

VARIABLE	RANGE
1. Customer details may include but not limited to:	<ul style="list-style-type: none"> • Name • Age • Marital status • Physical address • Contact • Nature of work
2. Encumbrances may include but not limited to:	<ul style="list-style-type: none"> • Caveat • Joint ownership • Legality of ownership

3. Action may include but not limited to:	<ul style="list-style-type: none"> • Approval • Decline • Security addition
---	--

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit of competency.

Required Skills

The individual needs to demonstrate the following skills:

- Accuracy
- Numeracy
- communication
- IT
- problem solving
- dispute resolution
- organizational
- teamwork
- self-management
- analytical

Required Knowledge

The individual needs to demonstrate knowledge of:

- products
- policies and procedures in credit
- industry legislation and statutory requirements
- ✓ Privacy Act
- ✓ Credit Act
- codes of practice including:
 - ✓ Consumer Credit Code
- security checking procedures
- security documents
- work place environment

- the operation and maintenance of equipment which may include:
 - ✓ transaction terminals
 - ✓ numerical display boards
 - ✓ calculators
 - ✓ scanners

EVIDENCE GUIDE

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge and range.

1. Critical Aspects of Competency	Assessment requires evidence that the candidate: Demonstrated ability to; <ul style="list-style-type: none"> 1.1 Conduct customer screening 1.2 Conduct search 1.3 Obtain consent of using security 1.4 Obtain credit administration approval 1.5 Value the credit security 1.6 Carry out joint registration 1.7 Obtain approval to disburse
2. Resource Implications	The following resources should be provided: <ul style="list-style-type: none"> 2.1 Access to relevant workplace where assessment can take place 2.2 Appropriately simulated environment where assessment can take place
3. Methods of Assessment	Competency in this unit may be assessed through: <ul style="list-style-type: none"> 3.1 Written tests 3.2 Oral questioning 3.3 Third party reports 3.4 Case studies
4. Context of Assessment	Competency may be assessed <ul style="list-style-type: none"> 4.1 Off the job 4.2 on the job 4.3 During industrial attachment
5. Guidance information for	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

assessment	
------------	--

easytvvet.com