Australian Government

FNSBNK512 Assess complex loans

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with FNS Financial Services Training Package Version 4.0.

Application

This unit describes the skills and knowledge required to identify the capacity of a client to meet the terms and conditions of suitable loan products and services available.

It applies to individuals who work with clients with special financial needs and consider complicated issues such as client financial structures and legislative requirements. Individuals apply research and analytical skills to complex and multifaceted scenarios to develop customised solutions for clients.

Work functions in the occupational areas where this unit may be used are subject to regulatory requirements. Refer to the relevant regulator for specific guidance on requirements.

Unit Sector

Credit management

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Identify client borrowing needs	1.1 Identify client needs and any special or complex features 1.2 Evaluate special or complex features of a client's situation against organisational guidelines and procedures 1.3 Assess ability to successfully meet client needs according to applicable legislation, regulation and organisational guidelines and procedures
2. Collate financial documents required to assess client's borrowing needs	2.1 Identify the financial documents required by the credit provider to progress the loan application progress 2.2 Review documents to ensure compliance with organisational guidelines and procedures, and legislative and regulatory requirements

	2.3 Engage in further consultation with the client as required
3. Analyse financial documents and assess risks of the borrowing needs	3.1 Analyse credit information to establish that sufficient evidence of accurate information has been provided 3.2 Identify and evaluate possible risks to determine overall level of risk associated with application 3.3 Identify issues that may require further consideration or consultation with other financial services professionals 3.4 Document risk assessment in accordance with organisational procedures
4. Finalise loan	4.1 Evaluate borrowing request based on assessed information in accordance with organisational risk management policy 4.2 Determine credit terms and limits within organisational credit policy guidelines and advise customers of credit decisions 4.3 Complete credit account administration according to organisational credit policy and timelines, and legislative requirements

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

SKILL	DESCRIPTION
Reading	• Analyses and interprets textual information from internal and external sources to determine content relevant to individual client needs and to inform compliant actions
Writing	• Processes records and documents strategies using clear, concise and industry specific language for others to interpret and follow
Numeracy	• Uses mathematical skills to perform calculations and interpret a range of statistical information and financial data related to credit management activity
Self-management	• Takes full responsibility for following policies, procedures and legislative requirements and identifies organisational implications of new legislation or regulation • Works independently or with others in making decisions to achieve organisational outcomes and strategies
Planning and organising	• Applies systematic and analytical decision-making processes for complex and non-routine situations • Accepts responsibility for planning and sequencing complex tasks and workload, negotiating key aspects with others and taking into account capabilities, efficiencies and effectiveness

SKILL	DESCRIPTION
Problem solving	• Applies judgement skills for making credit risk determinations
Technology	• Uses the main features and functions of digital tools to complete work tasks

Unit Mapping Information

No equivalent unit. New unit.

Links

Companion Volume Implementation Guide is found on VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c7200cc8-0566-4f04-b76f-e89fd6f102fe