

QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR BANKING, FINANCIAL SERVICES AND INSURANCE (BFSI) INDUSTRY

What are Occupational Standards (OS)?

- OS describe what individuals need to do, know and understand in order to carry out a particular job role or function
- OS are performance standards that individuals must achieve when carrying out functions in the workplace, together with specifications of the underpinning knowledge and understanding

Contact Us :
022-6528 5999

E-mail:
operations@bfsissc.com



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Introduction

Qualifications Pack - Loan Approval Officer

SECTOR: BANKING, FINANCIAL SERVICES AND INSURANCE (BFSI)

SUB-SECTOR: Banking & Financial Services

OCCUPATION: Loan Approval Officer

REFERENCE ID: BSC / Q 0401

ALIGNED TO: NCO-2004/1227.10

Also known as Credit Processing Officer, Loan Processing Officer

Brief Job Description: Loan officers evaluate, authorize, or recommend approval of loan applications for people and businesses. Their tasks include compiling the loan application file, performing preliminary checks, approving loans and submitting recommendations for loans beyond their limits for further processing.

Personal Attributes: The individual is required to have numerical and analytical skills. He must be able to perform multiple tasks accurately within fixed timelines.

Job Details	Qualifications Pack Code	BSC/Q 0401		
	Job Role	Loan Approval Officer		
	Credits(NSQF)	TBD	Version number	1.0
	Sector	Banking, Financial Services and Insurance (BFSI)	Drafted on	06/08/2013
	Sub-sector	Banking and Financial Services	Last reviewed on	06/08/2013
	Occupation	Financial Inclusion Services	Next review date	25/11/2016
	NSQC Clearance on*	NA		

Job Role	Equity Dealer
Role Description	Loan officers evaluate, authorize, or recommend approval of loan applications for people and businesses
NSQF level	Level 4
Minimum Educational Qualifications*	Graduate
Maximum Educational Qualifications*	
Training (Suggested but not mandatory)	Training provided by organization
Minimum Job Entry Age	21
Experience	6 months prior banking or credit industry experience
Applicable National Occupational Standards (NOS)	<p>Compulsory:</p> <ol style="list-style-type: none"> BSC/ N 0401 (Prepare Loan File) BSC/ N 0402 (Process and Review Applications) BSC/ N 0403 (Perform Post Loan Approval Tasks) <p>Optional: NA</p>
Performance Criteria	As described in the relevant OS units

Definitions

Keywords /Terms	Description
Sector	Sector is a conglomeration of different business operations having similar businesses and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Occupation	Occupation is a set of job roles, which perform similar/related set of functions in an industry.
Function	Function is an activity necessary for achieving the key purpose of the sector, occupation, or area of work, which can be carried out by a person or a group of persons. Functions are identified through functional analysis and form the basis of OS.
Job Role	Job role defines a unique set of functions that together form a unique employment opportunity in an organization.
OS	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the knowledge and understanding they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria	Performance Criteria are statements that together specify the standard of performance required when carrying out a task.
NOS	NOS are Occupational Standards which apply uniquely in the Indian context.
Qualifications Pack Code	Qualifications Pack Code is a unique reference code that identifies a qualifications pack.
Qualifications Pack	Qualifications Pack comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A Qualifications Pack is assigned a unique qualification pack code.
Unit Code	Unit Code is a unique identifier for an Occupational Standard , which is denoted by an 'N'.
Unit Title	Unit Title gives a clear overall statement about what the incumbent should be able to do.
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
Knowledge and Understanding	Knowledge and Understanding are statements which together specify the technical, generic, professional and organizational specific knowledge that an individual needs in order to perform to the required standard.
Organizational Context	Organizational Context includes the way the organization is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Technical Knowledge	Technical Knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Core Skills or Generic Skills	Core Skills or Generic Skills are a group of skills that are key to learning and working in today's world. These skills are typically needed in any work environment. In the context of the OS , these include communication related skills that are applicable to most job roles.

Acronyms	Keywords /Terms	Description
	SSC	Sector Skill Council
	OS	Occupational Standard(s)
	NOS	National Occupational Standard(s)
	QP	Qualifications Pack
	UGC	University Grants Commission
	MHRD	Ministry of Human Resource Development
	MoLE	Ministry of Labor and Employment
	NVEQF	National Vocational Education Qualifications Framework
	NVQF	National Vocational Qualifications Framework

National Occupational Standard



Overview

To prepare the loan file for processing.

Unit Code	BSC/N 0401
Unit Title (Task)	Prepare loan file
Description	This OS unit is about preparing the loan file
Scope	<p>The unit/ task cover the following:</p> <ul style="list-style-type: none"> • Operations • Administrative
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Operations	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Receive list of applicants and the respective loans applied for</p> <p>PC2. Obtain all information/documents necessary for applying for each type of loan from sales agent/client liaison</p> <p>PC3. Verify whether all documents listed in the document checklist are received</p> <p>PC4. Check for type of loan applied for and required steps in the approval process for the same</p> <p>PC5. Obtain/prepare list of officers/departments that are required to sign-off on the various steps along the loan approval process</p> <p>PC6. Combine all collected documents into the loan file</p> <p>PC7. Scrutinize the file for any missing information/documents</p> <p>PC8. Contact client liaison or sales agent if any further documentation or clarifications are required to complete loan file</p> <p>PC9. Raise queries to manager/supervisor as appropriate in case any clarifications regarding the file are required</p> <p>PC10. Analyze applicant's financial status through documents received such as property related documents, income statements etc.</p> <p>PC11. Compile basic financial indicators such as accumulated repayment capacity indicator, free net cash flow indicator, indebtedness ratio etc. as required by organizational procedure</p> <p>PC12. Compute loan repayment schedule to determine most appropriate loan terms and conditions</p> <p>PC13. Ensure loan file is developed in accordance with pre-defined structure</p> <p>PC14. Prepare summary sheet for loan file containing the key characteristics of the loan application and applicant profile including financial indicators compiled in a concise manner</p> <p>PC15. Label loan file with required instructions for various departments/officers and approvals necessary for processing the loan</p>

<p>General/ Administrative</p>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC16. Prepare reports on status of loan files prepared</p> <p>PC17. Adhere to scheduled timelines for compiling documents</p> <p>PC18. Inform Supervisor of any technical errors/delays encountered</p>
<p>Knowledge and Understanding (K)</p>	
<p>A. Organizational Context (Knowledge of the company / organization and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Types of Loan products and services offered by organization</p> <p>KA2. Types of documents and information required for a loan application from the client such as KYC (know your customer) documents and forms, photographs, attested certificates etc.</p> <p>KA3. Organizational procedure for loan approval process</p> <p>KA4. Credit risk and regulatory guidelines outlined by the organization relevant to loans such as sectors to avoid, customer profiles to scrutinize</p> <p>KA5. Impact and Implications of not following risk compliance requirements</p> <p>KA6. Credit risk, financial and regulatory guidelines regarding loans outlined by the Central bank and relevant authorities</p> <p>KA7. Relevant legal knowledge– Value of stamp paper on which agreement is to be signed according to loan value, guarantor details mandated, verification of title etc.</p> <p>KA8. Roles and responsibilities of all individuals/teams involved in the loan application process</p> <p>KA9. Quality standards set by organization for loan approval process</p> <p>KA10. IT processes and operational procedure for information systems used in the organization</p> <p>KA11. Customer profiling concepts such as income stability, age, dependent status etc.</p> <p>KA12. Escalation matrix for unresolved problems</p> <p>KA13. Administrative and clerical procedures and systems such as word processing, managing files, records, and other office procedures</p>
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Nature and types of various loans and their terms of services and conditions</p> <p>KB2. Basic economic principles , understanding of financial industry and markets, reporting of financial data</p> <p>KB3. Credit concepts and methods to assess credit worthiness</p> <p>KB4. Financial/Accounting concepts such as minimum interest rates, IRR, payment schedule norms, processing fee norms etc.</p> <p>KB5. Techniques to identify red flags in application forms/documents</p> <p>KB6. Laws, legal codes, court procedures, precedents, government regulations, executive orders, agency rules relevant to background and credit checks</p> <p>KB7. Codes and labels used by organization for processing loans</p> <p>KB8. Limits specified by organization for approving loans within officer’s discretion</p>

Prepare Loan File

	<p>information system</p> <p>KB9. Basic computer and IT skills to operating underwriting software/organization's</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Fill forms, label documents in clear manner</p> <p>SA2. Prepare concise reports and summary of loan documents for review</p>
	Reading Skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA.3 Write sentences, paragraphs in work related documents</p> <p>SA.4 Understand organizational and industry related regulations and guideline</p>
	Oral Communication (Listening and Speaking skills)
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA.5 Listen to instructions and feedback from superiors and other departments, taking time to understand the points made and asking relevant questions to complete the loan appraisal process effectively</p> <p>SA.6 Communicating in a clear and precise manner with others when receiving inputs or presenting the loan appraisal</p>
B. Professional Skills	Decision Making
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Decide what documents are necessary for loan applications and obtain/compile them accordingly</p> <p>SB2. Make clear, logical decisions when compiling loan file.</p>
	Plan and Organize
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB3. Plan schedule for preparing loan files according to volume of applications and assigned timelines</p> <p>SB4. Work with other colleagues to ensure speedy processing of all loan applications</p>
	Customer Centricity
	<p>NA</p>
Problem Solving	
<p>The user/individual on the job needs to know and understand how to:</p> <p>SB5. Address problems arising due to technical issues or administration related issues and escalate those issues beyond one's role</p>	

BSC/N 0401

Prepare Loan File

	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB6. Analyze trends from industry reports, financial projections for policies, etc. SB7. To assess financial status based on the relationship & work with client to establish long term goals
	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB11. Consistently obtain feedback and improve their performance SB12. Exercise judgment in unforeseen situations which preserve company values and are in line with organizational guidelines

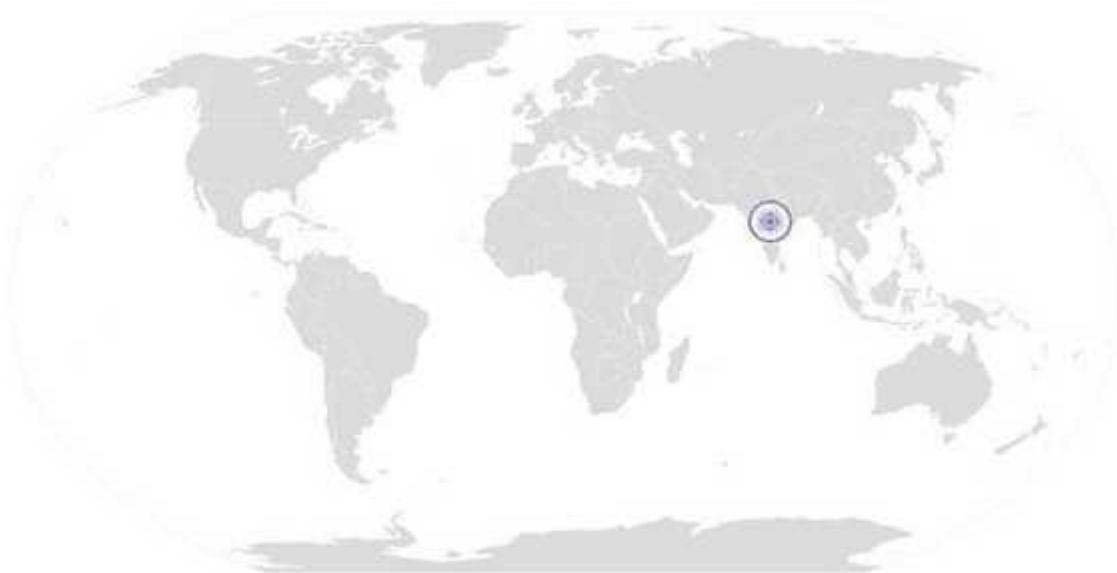


BSC/N 0401

Prepare Loan File

NOS Version Control :

NOS Code	BSC / N 0401		
Credits(NSQF)	TBD	Version number	1.0
Sector	BFSI	Drafted on	05/08/2013
Sub-sector	Banking	Last reviewed on	05/08/2013
Occupation	Financial Inclusion Services	Next review date	05/08/2016



National Occupational Standard



Overview

To process loan application, review and approve loans

Unit Code	N 0402
Unit Title (1 task)	Process and Review Loans
Description	This OS unit is about preparing the loan file
Scope	<p>The unit/ task cover the following:</p> <ul style="list-style-type: none"> • Submit applications for additional financial/background inputs • Review and Approve loans
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Operations	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Submit applicant details for background and profile checks</p> <p>PC2. Initiate field credit investigations by notifying external/field agent, if applicable</p> <p>PC3. Conduct a tele-verification for validating preliminary details of customer if necessary</p> <p>PC4. Submit applications to appropriate credit and risk team/personnel for customer verification and credit ratings/recommendations reports</p> <p>PC5. Compile details such as Fleet list, Repayment Track Record, etc. into the loan file, to assist in appraising the credit worthiness of the customer</p> <p>PC6. Confer with bank experts and underwriters to resolve application problems such as mortgage evaluation etc.</p> <p>PC7. Update inputs received from experts, background and credit checks into the loan file</p> <p>PC8. Update all details in the loan file into information system if necessary/applicable</p> <p>PC9. Verify all personnel/teams involved have signed off the loan application</p> <p>PC10. Evaluate application and reports from credit/risk analysts, underwriters/underwriting software etc.</p> <p>PC11. List out recommendations (pros and cons) after assessment of application with a clear recommendation for action to be taken</p> <p>PC12. Compile the Final Approval Memo (FAM) if applicable</p> <p>PC13. Ensure that the purpose of financing and category of customer adheres to company norms</p> <p>PC14. Approve/Reject loans which are within limits specified by the organization</p> <p>PC15. Forward loan applications outside/above specified limits to credit committee/senior loan officer/management for approval</p> <p>PC16. Present summary of loan application and appraisal report to credit committee/management if applicable/necessary</p> <p>PC17. Answer queries regarding the loan application and appraisal from the management/credit committee</p>

BSC/N 0402

Process and Review Loans

<p>General/ Administrative</p>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC18. Prepare reports on status of loan applications processed</p> <p>PC19. Adhere to scheduled timelines processing applications</p> <p>PC20. Inform Supervisor of any technical errors/delays encountered</p> <p>PC21. Respond to any queries regarding application from customer liason/other departments</p>
<p>Knowledge and Understanding (K)</p>	
<p>A. Organizational Context (Knowledge of the company / organization and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Types of Loan products and services offered by organization</p> <p>KA2. Types of documents and information required for a loan application from the client such as KYC (know your customer) documents and forms, photographs, attested certificates etc.</p> <p>KA3. Credit Evaluation procedures as outlined by the organization</p> <p>KA4. Organizational procedure for loan approval process</p> <p>KA5. Credit risk and regulatory guidelines outlined by the organization relevant to loans such as sectors to avoid, customer profiles to scrutinize</p> <p>KA6. Impact and Implications of not following risk compliance requirements</p> <p>KA7. Credit risk, financial and regulatory guidelines regarding loans outlined by the Central bank and relevant authorities</p> <p>KA8. Legal framework and laws concerning background of applicants</p> <p>KA9. Roles and responsibilities of all individuals/teams involved in the loan application process</p> <p>KA10. Quality standards set by organization for loan approval process</p> <p>KA11. IT processes used in the organization</p> <p>KA12. Customer profiling concepts such as income stability, age, dependent status etc.</p> <p>KA13. Customer credit verification, background check reports and nature of the information to be obtained from clients</p> <p>KA14. Basic criteria for recommending loans</p> <p>KA15. Criteria for identifying red flags in loan application and background reports</p> <p>KA16. Escalation matrix for unresolved problems</p> <p>KA17. Administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.</p>

BSC/N 0402

Process and Review Loans

<p>Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Nature and types of various loans and their terms of services and conditions</p> <p>KB2. Methods of credit evaluation</p> <p>KB3. Basic economic principles and understanding of financial industry and markets</p> <p>KB4. Financial/Accounting concepts such as minimum interest rates, IRR, payment schedule norms, processing fee norms etc.</p> <p>KB5. Laws, legal codes, court procedures, precedents, government regulations, executive orders, agency rules relevant to background and credit checks</p> <p>KB6. Codes and labels used by organization for processing loans</p> <p>KB7. Limits specified by organization for approving loans within officer’s discretion</p> <p>KB8. IT skills and operating procedures for operating underwriting software/organization’s information system</p> <p>KB9. Technique to interpret credit verification and background reports</p>
<p>Skills (S)</p>	
<p>A. Core Skills/ Generic Skills</p>	<p>Writing Skills</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Fill forms, label documents in clear manner</p> <p>SA2. Prepare concise reports and summary of loan documents for review</p> <p>Reading Skills</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA3. Write sentences, paragraphs in work related documents</p> <p>SA4. Understand organizational and industry related regulations and guideline</p> <p>Oral Communication (Listening and Speaking skills)</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. Listen to instructions and feedback from superiors and other departments, taking time to understand the points made and asking relevant questions to complete the loan appraisal process effectively</p> <p>SA6. Communicating in a clear and precise manner with others when receiving inputs or presenting the loan appraisal</p>
<p>B. Professional Skills</p>	<p>Decision Making</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Decide what documents are necessary for loan applications and obtain/compile them accordingly</p> <p>SB2. Make clear, logical decisions when compiling loan file.</p> <p>Plan and Organize</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB3. Plan schedule for preparing loan files according to volume of applications and assigned timelines</p> <p>SB4. Work with other colleagues to ensure speedy processing of all loan applications</p>

	Customer Centricity
	NA
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB5. Address problems arising due to technical issues or administration related issues and escalate those issues beyond one's role
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB6. Analyze trends from share industry reports, financial projections for policies, etc. SB7. To assess financial status based on the relationship & work with client to establish long term goals
	Critical Thinking
The user/individual on the job needs to know and understand how to: SB11. Consistently obtain feedback and improve their performance SB12. Exercise judgment in unforeseen situations which preserve company values and are in line with organizational guidelines	

BSC/N 0402

Process and Review Loans

NOS Version Control

NOS Code	BSC / N 0402		
Credits(NSQF)	TBD	Version number	1.0
Sector	BFSI	Drafted on	05/08/2013
Sub-sector	Banking	Last reviewed on	05/08/2013
Occupation	Financial Inclusion Services	Next review date	05/08/2016



National Occupational Standard



Overview

To perform post loan processing tasks

Unit Code	BSC/N 0403
Unit Title (Task)	Perform Post Loan Processing tasks
Description	This OS unit is about preparing the loan file
Scope	<p>The unit/ task cover the following:</p> <ul style="list-style-type: none"> • Hand over all processed applications and document records for storage • Forward processed application details for execution • Prepare status report on all documents processed
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Operations	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Combine all relevant documents from approval process into the loan file</p> <p>PC2. Destroy documents that are no longer required through appropriate procedures outlined by organization</p> <p>PC3. Update digital loan file with required details if necessary/applicable</p> <p>PC4. Forward all application details for approved loans to disbursal team/client contact personnel for loan disbursement</p> <p>PC5. Hand over physical loan file to appropriate personnel/team/third party for storage</p> <p>PC6. Forward all application details for rejected/loans pending further processing to client contact team/personnel for notifying clients on loan status</p> <p>PC7. Prepare report listing all applications processed and status of application</p> <p>PC8. Prepare list of all pending applications and timelines for processing them</p> <p>PC9. Report any errors/problems faced during approval process for further action/developing standardized solutions for future cases</p> <p>PC10. Submit reports to supervisor/management on number of applications processed, number of loans approved and rejected</p>
General/ Administrative	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC11. Prepare reports on status of loan files processed and handed over</p> <p>PC12. Adhere to scheduled timelines processing applications</p> <p>PC13. Inform Supervisor of any technical errors/delays encountered</p> <p>PC14. Respond to any queries regarding application from customer liason/other departments</p>
Knowledge and Understanding (K)	

<p>A. Organisational Context (Knowledge of the company / organization and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <ul style="list-style-type: none"> KA1. Organizational procedure for loan approval process KA2. Credit risk and regulatory guidelines outlined by the organization relevant to loans such as sectors to avoid, customer profiles to scrutinize KA3. Impact and Implications of not following risk compliance requirements KA4. Credit risk, financial and regulatory guidelines regarding loans outlined by the Central bank and relevant authorities KA5. Roles and responsibilities of all individuals/teams involved in the loan application process KA6. Loan products and services offered by organization KA7. Quality standards set by organization for loan approval process KA8. IT processes used in the organization KA9. Procedure for handover of loan documents to appropriate personnel KA10. Procedure for destruction/shredding of sensitive documents/documents no longer required KA11. Basic criteria for recommending loans KA12. Escalation matrix for unresolved problems KA13. Administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <ul style="list-style-type: none"> KB1. Nature and types of various loans and terms of services and conditions KB2. Methods of storage and handling for sensitive documents as stipulated by organizational procedure KB3. Laws, legal codes, court procedures, precedents, government regulations, executive orders, agency rules relevant to background and credit checks KB4. Codes and labels used by organization for processing loans KB5. Basic computer and IT skills to operating underwriting software/organization's information system
<p>Skills (S)</p>	
<p>A. Core Skills/ Generic Skills</p>	<p>Writing Skills</p>
	<p>The user/ individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> SA1. Fill forms, label documents in clear manner SA2. Prepare concise reports and summary of loans processed
	<p>Reading Skills</p>

BSC/N 0403

Perform Post Loan Processing Tasks

	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA3. Written sentences, paragraphs in work related documents</p> <p>SA4. Organizational and industry related regulations and guideline</p>
	<p>Oral Communication (Listening and Speaking skills)</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. Listen to instructions and feedback from superiors and other departments</p> <p>SA6. Take time to understand the points made and asking relevant questions to complete the loan appraisal process effectively</p> <p>SA7. Communicating in a clear and precise manner with others when receiving inputs or presenting the loan appraisal</p>
B. Professional Skills	<p>Decision Making</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Decide what documents are necessary for loan applications and obtain/compile them accordingly</p> <p>SB2. Make clear, logical decisions when compiling loan file.</p>
	<p>Organizational Skills</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB3. Plan schedule for preparing loan files according to volume of applications and assigned timelines</p> <p>SB4. Work with other colleagues to ensure speedy processing of all loan applications</p>
	<p>Customer Centricity</p>
	<p>NA</p>
	<p>Problem Solving</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB5. Address problems arising due to technical issues or administration related issues and escalate those issues beyond one's role</p>
	<p>Analytical Thinking</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB6. Analyze trends from share industry reports, financial projections for policies, etc.</p> <p>SB7. To assess financial status based on the relationship & work with client to establish long term goals</p>
<p>Critical Thinking</p>	
<p>The user/individual on the job needs to know and understand how to:</p> <p>SB11. Consistently obtain feedback and improve their performance</p> <p>SB12. Exercise judgment in unforeseen situations which preserve company values and are in line with organizational guidelines</p>	

BSC/N 0403

Perform Post Loan Processing Tasks

NOS Code	BSC / N 0403		
Credits(NSQF)	TBD	Version number	1.0
Sector	BFSI	Drafted on	05/08/2013
Sub-sector	Banking	Last reviewed on	05/08/2013
Occupation	Financial Inclusion Services	Next review date	05/08/2016



CRITERIA FOR ASSESSMENT OF TRAINEES

Job Role - Loan Approval Officer

Qualification Pack - Q 0401

Sector Skill Council - Banking, Financial Services & Insurance (BFSI)

Guidelines for Assessment

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC
3. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below)
4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criteria
5. To pass the Qualification Pack, every trainee should score 60% in total.
6. In case of successfully passing only certain number of NOS's, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack

		Marks Allocation	
National Occupation Standards	Total Mark (200)	Theory	Skills Practical
Perform Post Loan Approval Tasks	70	35	35
Prepare Loan File	70	35	35
Process and Review Applications	60	30	30