

## Consumer Lending: Australia Edition

BUILD AN UNDERSTANDING OF CONSUMER CREDIT, FROM APPLICATION TO DOCUMENTATION



DURATION

9 - 11 hours



DELIVERY CHANNEL

eLearning



### Course Modules:

- 1 Assessing the Credit Opportunity
- 2 Repayment Source Analysis
- 3 Mortgage Lending
- 4 Making the Credit Decision
- 5 Documenting and Managing the Loan
- 6 Consumer Lending Regulatory Obligations

### COURSE OVERVIEW & BENEFITS

Skillfully navigating the highly regulated consumer lending environment requires a thorough understanding of the customer's needs and the steps you must take to properly evaluate their repayment capacity.

Consumer Lending: Australia Edition (ConsL AUS) is a comprehensive course that teaches customer-facing and support staff a systematic approach to evaluating requests for secured and unsecured credit in accordance with Australia's regulatory framework.

It begins by teaching participants how to determine whether a request is reasonable and within policy, and how to explore the applicant's requirements and objectives to be certain they've requested the appropriate type of financing.

Participants then learn how to conduct a financial history review, verify and evaluate income and expenses, and use key indicators of debt servicing ability to help identify a suitable loan for the borrower.

Participants next explore a methodology for making sound decisions, learn how to develop alternative offers and handle declined requests. Finally, they examine loan documentation and management best practices.

The course concludes with an overview of the Australian regulatory environment and its impacts on consumer lending, including responsible lending and hardship provisions. (Note that this content is designed to supplement, not replace, formal compliance training.)

### LEARNING OBJECTIVE

Develop the core skills necessary to evaluate retail credit requests, recommend solutions that are "not unsuitable" and document and manage consumer loans.

### COMPETENCIES GAINED

#### Participants will be able to:

- Identify and gather the documentation needed to assess a consumer credit request
- Evaluate a borrower's credit history and repayment capacity
- Verify a borrower's income and expenses
- Select the best type of consumer credit to meet consumer needs
- Identify potential risks to repayment
- Identify the appropriate collateral to secure the loan
- Properly document various types of loans

### TARGET AUDIENCE

ConsL AUS is suitable for consumer lenders, personal bankers, small business lenders, branch managers and consumer credit underwriters, as well as anyone who supports consumer lending businesses and wishes to understand more about the consumer lending process environment.