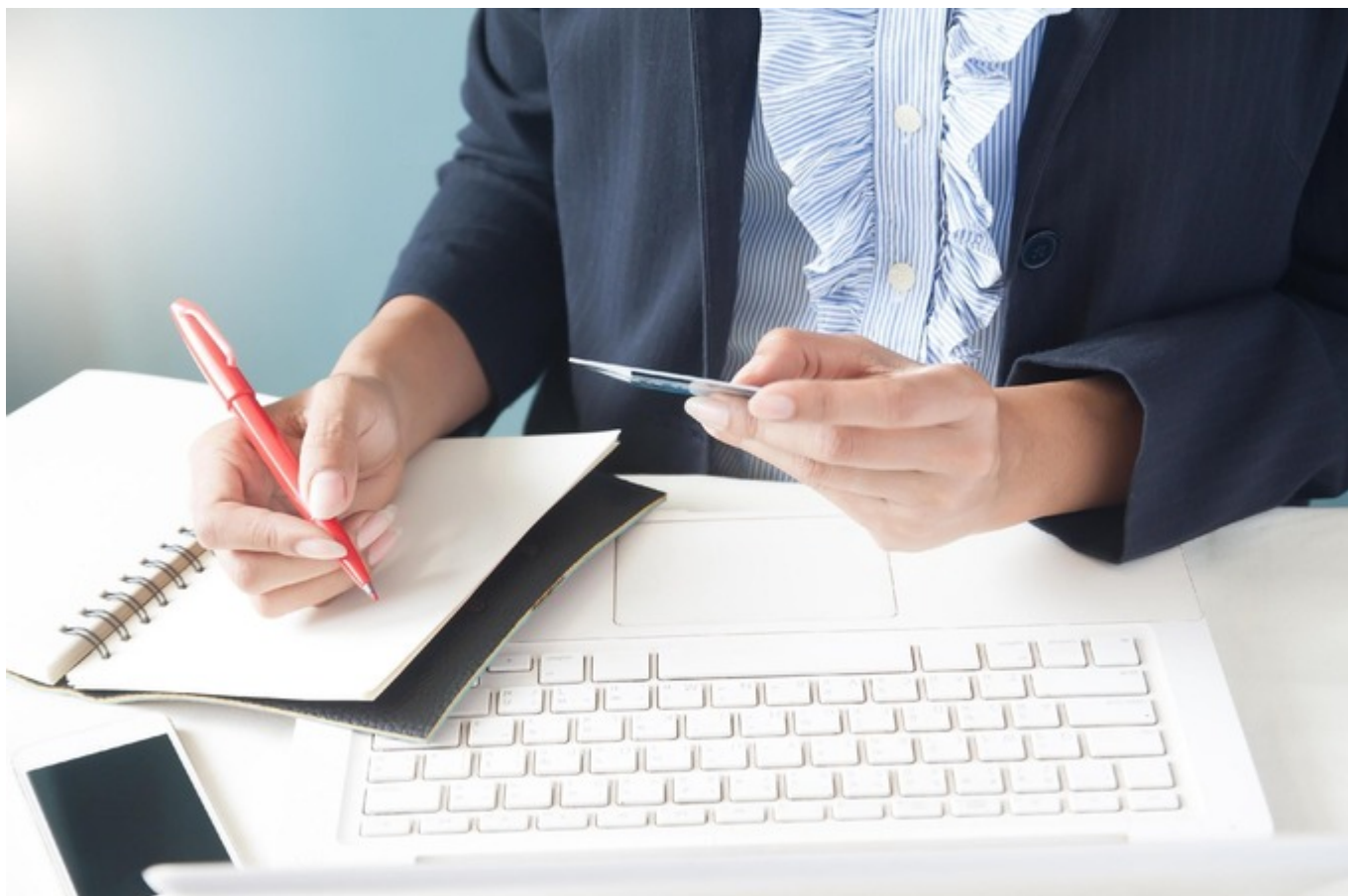# Credit Processing Officer

Electives: Process Home Loan/ Process Loan against Property (LAP)/ Process Gold Loan/ Process Personal & Student Loan/ Process Secured and Unsecured Asset-Backed Loans/ Process Vehicle Loans

QP Code: BSC/Q2304

Version: 5.0

NSQF Level: 4.5

Banking, Financial Services and Insurance || 1407, Lodha Supremus Powai, Opp Saki Vihar Telephone Exchange, Saki Vihar Road, Powai

Contents

BSC/Q2304: Credit Processing Officer

Brief Job Description

A Credit Processing Officer is responsible for processing loan applications, verifying customer documents, ensuring compliance with regulatory norms, and coordinating with stakeholders for loan payment. The role requires attention to detail, analytical skills, and an understanding of banking regulations.

Personal Attributes

The job requires the individual to have good communication and interpersonal skills with outcome focused and customer centric approach and an eye for detail.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [BSC/N2313: Verify and process loan applications](#)

2. [BSC/N2314: Ensure compliance with regulatory and internal guidelines](#)

3. [BSC/N2315: Coordinate with stakeholders for loan approval and disbursement](#)

4. [BSC/N2316: Maintain Customer records and communication](#)

5. [DGT/VSQ/N0102: Employability Skills (60 Hours)](#)

Electives(mandatory to select at least one):

Elective 1: Process Home Loan

This OS unit is about evaluating property documents, verifying ownership and legal clearances, assessing loan-to-value (LTV) ratio and repayment capacity, and coordinating with legal and technical valuation teams.

1. [BSC/N2317: Process Home Loan](#)

Elective 2: Process Loan against Property (LAP)

This OS unit is about verifying mortgaged property documents, assessing risk factors, determining loan eligibility based on collateral value, and ensuring compliance with legal and regulatory requirements for secured loans.

1. [BSC/N2318: Process Loan against Property (LAP)](#)

Elective 3: Process Gold Loan

This OS unit is about assessing gold purity and loan valuation as per market rates, conducting risk assessment and fraud checks, and ensuring secured storage and proper documentation for gold loans.

1. BSC/N2319: Process Gold Loan

Elective 4: Process Personal & Student Loan

This OS unit is about evaluating income proofs, credit scores, and repayment capacity, reviewing co-borrower or guarantor details, and validating educational institute verification for student loans.

1. BSC/N2320: Process Personal & Student Loan

Elective 5: Process Secured and Unsecured Asset-Backed Loans

This OS unit is about processing vehicle loans, loans against securities, fixed deposits, and insurance by verifying applicant eligibility, assessing collateral value, and ensuring compliance with lender policies and regulatory guidelines.

1. BSC/N2321: Process Secured and Unsecured Asset-Backed Loans

Elective 6: Process Vehicle Loans

This unit is about evaluating, verifying, and processing applications for vehicle loans such as two-wheelers, passenger cars, and commercial vehicles.

1. BSC/N2322: Process Vehicle Loans

Qualification Pack (QP) Parameters

Sector	BFSI
Sub-Sector	Lending
Occupation	Retail Asset Management/Central Processing
Country	India
NSQF Level	4.5
Credits	26
Aligned to NCO/ISCO/ISIC Code	NCO-2015/4214.0201

Minimum Educational Qualification & Experience	Completed 1st year of UG (UG Certificate) (3-year/ 4-years) OR Completed 3 year diploma after 10th OR Completed 1st year of diploma (after 12th) (2 Year) OR 12th Class with 1.5 years of experience relevant experience OR 10th Class with 4.5 years of experience relevant experience OR Previous relevant Qualification of NSQF Level (4) with 1.5 years of experience relevant experience OR Previous relevant Qualification of NSQF Level (3.5) with 3 Years of experience relevant experience
Minimum Level of Education for Training in School	10th Class
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 Years
Last Reviewed On	NA
Next Review Date	07/10/2028
NSQC Approval Date	07/10/2025
Version	5.0
Reference code on NQR	QG-4.5-BF-04463-2025-V2-BFSI
NQR Version	2

BSC/N2313: Verify and process loan applications

Description

This OS unit is about collecting and reviewing loan applications, verifying credit history and income proofs, and ensuring accuracy and completeness before forwarding for approval as per standards.

Scope

The scope covers the following :

- Collect and review customer applications and supporting documents
- Check credit history, income proofs, and other eligibility criteria
- Ensure accuracy and completeness before forwarding for approval

Elements and Performance Criteria

Collect and review customer applications and supporting documents

To be competent, the user/individual on the job must be able to:

PC1. collect customer applications from various channels, including customers themselves or bank branches or online portals

PC2. verify identity and KYC documents such as Aadhaar card, PAN card, voter ID, and passport to ensure compliance with RBI guidelines

PC3. validate property or collateral documents (for secured loans) by coordinating with legal and valuation teams

PC4. ensure the completeness of loan applications by cross-checking mandatory fields, missing documents, and discrepancies

PC5. coordinate with internal teams such as sales executives, loan officers, and risk assessment teams for clarifications and additional requirements

PC6. record application details in the loan management system (LMS) and generate processing reports for approval

Check credit history, income proofs, and other eligibility criteria

To be competent, the user/individual on the job must be able to:

PC7. collect and review financial documents such as salary slips, income tax returns, bank statements, and business financials (for self-employed applicants)

PC8. check credit history and score using reports from CIBIL, Experian, or other credit bureaus to assess repayment behavior and existing liabilities

PC9. verify employment details through employer verification calls, offer letters, and company credentials, ensuring job stability

PC10. assess loan eligibility by calculating Debt-to-Income (DTI) ratio, Fixed Obligation to Income Ratio (FOIR), and Loan-to-Value (LTV) ratio as per bank/NBFC norms

PC11. identify risk factors such as fraudulent documentation, undisclosed debts, or inconsistencies in provided information

Ensure accuracy and completeness before forwarding for approval

To be competent, the user/individual on the job must be able to:

PC12. review loan application forms to check for missing information, discrepancies, or errors before initiating the verification process

PC13. cross-check financial statements including salary slips, income tax returns (ITR), bank statements, and Form 16 to assess financial stability and repayment capacity

PC14. validate collateral documents such as property papers for home loans, land records for LAP, or gold valuation certificates for gold loans

PC15. authenticate business credentials by evaluating GST returns, profit and loss statements, and audited financial reports for self-employed individuals

PC16. ensure compliance with RBI and lender-specific guidelines by cross-referencing internal checklists and policy norms

PC17. coordinate with credit underwriting teams to address discrepancies, request additional documentation, and finalize application processing

PC18. maintain digital records and data entry in loan management systems (LMS) to ensure transparency and audit readiness

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. types of loans and their eligibility criteria, including secured (home loans, LAP, gold loans) and unsecured loans (personal loans, student loans)

KU2. RBI guidelines and banking regulations related to loan processing, KYC norms, and anti-money laundering (AML) policies

KU3. loan documentation requirements, such as property ownership proofs, income verification documents, and business financials

KU4. risk assessment parameters, including Debt-to-Income (DTI) ratio, Fixed Obligation to Income Ratio (FOIR), and Loan-to-Value (LTV) ratio

KU5. credit bureau reports interpretation, including CIBIL scores, Experian reports, and red flags indicating high-risk borrowers

KU6. loan Management Systems (LMS) usage for entering, updating, and tracking loan application details

KU7. digital banking platforms for retrieving financial and credit information securely

Generic Skills (GS)

User/individual on the job needs to know how to:

GS1. read and interpret organizational and regulatory guidelines, and legitimacy of documents submitted by prospective customers

GS2. communicate effectively with supervisors and the customers using language understandable by the individual

GS3. organize work and time in order to maximize productivity

GS4. build customer relationships and use customer-centric approach

GS5. address operational problems effectively and escalate unresolved concerns

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Collect and review customer applications and supporting documents	**10**	**20**	**-**	**2**
PC1. collect customer applications from various channels, including customers themselves or bank branches or online portals	2	3	-	-
PC2. verify identity and KYC documents such as Aadhaar card, PAN card, voter ID, and passport to ensure compliance with RBI guidelines	1	4	-	1
PC3. validate property or collateral documents (for secured loans) by coordinating with legal and valuation teams	2	3	-	1
PC4. ensure the completeness of loan applications by cross-checking mandatory fields, missing documents, and discrepancies	2	4	-	-
PC5. coordinate with internal teams such as sales executives, loan officers, and risk assessment teams for clarifications and additional requirements	1	3	-	-
PC6. record application details in the loan management system (LMS) and generate processing reports for approval	2	3	-	-
Check credit history, income proofs, and other eligibility criteria	**10**	**20**	**-**	**4**
PC7. collect and review financial documents such as salary slips, income tax returns, bank statements, and business financials (for self-employed applicants)	2	4	-	-
PC8. check credit history and score using reports from CIBIL, Experian, or other credit bureaus to assess repayment behavior and existing liabilities	2	4	-	1
PC9. verify employment details through employer verification calls, offer letters, and company credentials, ensuring job stability	2	4	-	1

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. assess loan eligibility by calculating Debt-to-Income (DTI) ratio, Fixed Obligation to Income Ratio (FOIR), and Loan-to-Value (LTV) ratio as per bank/NBFC norms	2	4	-	1
PC11. identify risk factors such as fraudulent documentation, undisclosed debts, or inconsistencies in provided information	2	4	-	1
Ensure accuracy and completeness before forwarding for approval	**10**	**20**	**-**	**4**
PC12. review loan application forms to check for missing information, discrepancies, or errors before initiating the verification process	1	3	-	1
PC13. cross-check financial statements including salary slips, income tax returns (ITR), bank statements, and Form 16 to assess financial stability and repayment capacity	1	3	-	-
PC14. validate collateral documents such as property papers for home loans, land records for LAP, or gold valuation certificates for gold loans	2	3	-	-
PC15. authenticate business credentials by evaluating GST returns, profit and loss statements, and audited financial reports for self-employed individuals	2	2	-	-
PC16. ensure compliance with RBI and lender-specific guidelines by cross-referencing internal checklists and policy norms	1	3	-	1
PC17. coordinate with credit underwriting teams to address discrepancies, request additional documentation, and finalize application processing	1	3	-	1
PC18. maintain digital records and data entry in loan management systems (LMS) to ensure transparency and audit readiness	2	3	-	1
NOS Total	**30**	**60**	**-**	**10**

National Occupational Standards (NOS) Parameters

NOS Code	BSC/N2313
NOS Name	Verify and process loan applications
Sector	BFSI
Sub-Sector	
Occupation	Retail Asset Management/Central Processing
NSQF Level	4.5
Credits	4
Version	1.0
Last Reviewed Date	07/10/2025
Next Review Date	07/10/2028
NSQC Clearance Date	07/10/2025

BSC/N2314: Ensure compliance with regulatory and internal guidelines

Description

This OS unit is about ensuring compliance with RBI regulations and internal banking policies by verifying KYC and AML requirements, maintaining accurate documentation, and ensuring audit readiness.

Scope

The scope covers the following :

- Follow RBI and internal banking policies for loan processing
- Verify KYC (Know Your Customer) and AML (Anti-Money Laundering) compliance
- Maintain accurate documentation and audit readiness

Elements and Performance Criteria

Follow RBI and internal banking policies for loan processing

To be competent, the user/individual on the job must be able to:

PC1. verify loan applications for compliance by cross-checking applicant details, financial documents, and loan eligibility against RBI-mandated standards

PC2. ensure KYC (Know Your Customer) compliance by validating identity proofs (Aadhaar, PAN, Passport, Voter ID) and verifying address proofs as per RBI norms

PC3. implement AML (Anti-Money Laundering) checks by screening applicants through databases such as sanction lists and politically exposed persons (PEP) lists

PC4. assess loan transactions for suspicious activity and flag high-risk cases for further scrutiny in coordination with the risk management team

PC5. follow fair lending practices by ensuring unbiased loan processing and adherence to responsible lending policies

PC6. coordinate with compliance and legal teams to address policy updates, process improvements, and any regulatory clarifications

PC7. ensure data security and confidentiality by handling customer information in compliance with banking cybersecurity protocols and data protection laws

Verify KYC (Know Your Customer) and AML (Anti-Money Laundering) compliance

To be competent, the user/individual on the job must be able to:

PC8. ensure address verification through utility bills, rental agreements, or bank statements as per KYC norms

PC9. cross-check customer details with government databases (e.g., UIDAI for Aadhaar, NSDL for PAN) to detect any discrepancies or fraudulent submissions

PC10. check customer name against watchlists, including RBI defaulters' list, Financial Intelligence Unit (FIU) reports, and sanction lists (OFAC, UNSC) for AML compliance

PC11. analyze financial transaction patterns to detect suspicious activity that may indicate money laundering, such as sudden high-value transactions or multiple small deposits

PC12. identify Politically Exposed Persons (PEPs) and conduct enhanced due diligence (EDD) for high-risk applicants

PC13. report suspicious transactions (STRs) to regulatory authorities as per AML guidelines

Maintain accurate documentation and audit readiness

To be competent, the user/individual on the job must be able to:

PC14. organize and maintain loan application records by systematically storing physical and digital copies of customer documents, including KYC proofs, income statements, and collateral papers

PC15. follow RBI and internal banking documentation policies by maintaining up-to-date records of approvals, rejections, and pending applications

PC16. prepare loan processing reports that capture key verification details, risk assessment findings, and compliance checks for audit purposes

PC17. ensure adherence to document retention policies by safely storing records as per regulatory requirements for future reference and legal compliance

PC18. report suspicious activities such as document forgery, mismatched information, or fraudulent applications to the risk management team

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. RBI guidelines and regulatory framework governing loan processing, KYC (Know Your Customer) verification, and AML (Anti-Money Laundering) compliance

KU2. loan fraud detection techniques, including identification of document forgery, undisclosed liabilities, and fake employment records

KU3. regulatory reporting requirements, including filing Suspicious Transaction Reports (STRs) with the Financial Intelligence Unit (FIU-IND)

KU4. screening processes for Politically Exposed Persons (PEPs) and high-risk customers requiring enhanced due diligence (EDD)

KU5. international AML compliance lists, such as OFAC (Office of Foreign Assets Control) and UNSC (United Nations Security Council) sanction lists

KU6. risk assessment methodologies, such as analyzing loan eligibility based on Debt-to-Income (DTI) and Loan-to-Value (LTV) ratios

KU7. use of loan management systems (LMS) for entering, updating, and tracking loan application details

Generic Skills (GS)

User/individual on the job needs to know how to:

GS1. read and interpret organizational and regulatory guidelines, and legitimacy of documents submitted by prospective customers

GS2. communicate effectively with supervisors and the customers using language understandable by the individual

GS3. organize work and time in order to maximize productivity

GS4. build customer relationships and use customer-centric approach

GS5. address operational problems effectively and escalate unresolved concerns

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Follow RBI and internal banking policies for loan processing	**10**	**20**	**-**	**2**
PC1. verify loan applications for compliance by cross-checking applicant details, financial documents, and loan eligibility against RBI-mandated standards	2	3	-	-
PC2. ensure KYC (Know Your Customer) compliance by validating identity proofs (Aadhaar, PAN, Passport, Voter ID) and verifying address proofs as per RBI norms	1	4	-	1
PC3. implement AML (Anti-Money Laundering) checks by screening applicants through databases such as sanction lists and politically exposed persons (PEP) lists	1	3	-	1
PC4. assess loan transactions for suspicious activity and flag high-risk cases for further scrutiny in coordination with the risk management team	2	2	-	-
PC5. follow fair lending practices by ensuring unbiased loan processing and adherence to responsible lending policies	1	3	-	-
PC6. coordinate with compliance and legal teams to address policy updates, process improvements, and any regulatory clarifications	2	3	-	-
PC7. ensure data security and confidentiality by handling customer information in compliance with banking cybersecurity protocols and data protection laws	1	2	-	-
Verify KYC (Know Your Customer) and AML (Anti-Money Laundering) compliance	**10**	**20**	**-**	**4**
PC8. ensure address verification through utility bills, rental agreements, or bank statements as per KYC norms	2	4	-	-
PC9. cross-check customer details with government databases (e.g., UIDAI for Aadhaar, NSDL for PAN) to detect any discrepancies or fraudulent submissions	2	4	-	1

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. check customer name against watchlists, including RBI defaulters' list, Financial Intelligence Unit (FIU) reports, and sanction lists (OFAC, UNSC) for AML compliance	2	4	-	1
PC11. analyze financial transaction patterns to detect suspicious activity that may indicate money laundering, such as sudden high-value transactions or multiple small deposits	1	4	-	1
PC12. identify Politically Exposed Persons (PEPs) and conduct enhanced due diligence (EDD) for high-risk applicants	2	2	-	1
PC13. report suspicious transactions (STRs) to regulatory authorities as per AML guidelines	1	2	-	-
Maintain accurate documentation and audit readiness	**10**	**20**	**-**	**4**
PC14. organize and maintain loan application records by systematically storing physical and digital copies of customer documents, including KYC proofs, income statements, and collateral papers	2	4	-	1
PC15. follow RBI and internal banking documentation policies by maintaining up-to-date records of approvals, rejections, and pending applications	2	4	-	-
PC16. prepare loan processing reports that capture key verification details, risk assessment findings, and compliance checks for audit purposes	2	4	-	1
PC17. ensure adherence to document retention policies by safely storing records as per regulatory requirements for future reference and legal compliance	2	4	-	1
PC18. report suspicious activities such as document forgery, mismatched information, or fraudulent applications to the risk management team	2	4	-	1
NOS Total	**30**	**60**	**-**	**10**

National Occupational Standards (NOS) Parameters

NOS Code	BSC/N2314
NOS Name	Ensure compliance with regulatory and internal guidelines
Sector	BFSI
Sub-Sector	
Occupation	Retail Asset Management/Central Processing
NSQF Level	4.5
Credits	2
Version	1.0
Last Reviewed Date	07/10/2025
Next Review Date	07/10/2028
NSQC Clearance Date	07/10/2025

BSC/N2315: Coordinate with stakeholders for loan approval and disbursement

Description

This OS unit is about coordinating with credit officers and risk assessment teams to resolve documentation discrepancies and facilitate the sanctioning and disbursement of approved loans.

Scope

The scope covers the following :

- Liaise with credit officers, risk assessment teams, and banks/NBFCs
- Resolve discrepancies in loan documentation
- Assist in sanctioning and disbursing approved loans

Elements and Performance Criteria

Liaise with credit officers, risk assessment teams, and banks/NBFCs
To be competent, the user/individual on the job must be able to:

PC1. communicate with credit officers to provide complete loan application details, supporting documents, and eligibility reports for review and approval

PC2. collaborate with risk assessment teams to address potential risks, verify flagged inconsistencies, and ensure compliance with internal lending policies

PC3. clarify documentation discrepancies by coordinating with applicants, loan officers, and underwriting teams to collect missing or corrected documents

PC4. liaise with banks and NBFCs to facilitate loan approvals, negotiate terms, and confirm disbursement timelines

PC5. track loan application status and follow up with underwriting teams to expedite processing and approval

PC6. provide necessary justifications for loan approvals or rejections by compiling detailed risk assessment reports and credit history evaluations

Resolve discrepancies in loan documentation
To be competent, the user/individual on the job must be able to:

PC7. identify inconsistencies in loan applications by reviewing submitted documents for missing information, mismatched details, or discrepancies in financial data

PC8. cross-verify customer information with internal banking records, credit bureau reports, and official government databases (UIDAI, NSDL, etc.) to detect fraudulent or incorrect submissions

PC9. coordinate with credit officers and risk assessment teams to validate financial statements, employment records, and collateral details for loan approval

PC10. ensure compliance with lender policies by verifying whether required documents meet the regulatory and internal documentation standards

PC11. reconcile property or collateral discrepancies by obtaining legal verification reports, technical valuations, or ownership clarifications

PC12. resolve underwriting queries by providing clarification on flagged inconsistencies, risk factors, or document authenticity concerns

PC13. escalate unresolved discrepancies to senior credit managers or fraud investigation teams for further review and risk mitigation

Assist in sanctioning and disbursing approved loans

To be competent, the user/individual on the job must be able to:

PC14. coordinate with credit officers and underwriters to ensure loan applications meet all approval criteria

PC15. resolve discrepancies in loan documentation by communicating with applicants, sales teams, and internal departments to obtain missing or corrected documents

PC16. ensure compliance with sanctioning conditions by cross-checking loan terms, interest rates, repayment tenure, and disbursement schedules before final approval

PC17. verify final approval from the credit committee or senior management before initiating disbursement procedures

PC18. liaise with banks, NBFCs, and financial institutions to ensure smooth processing of approved loans and adherence to their disbursement protocols

PC19. confirm loan agreement signing by ensuring borrowers review and acknowledge loan terms, EMI schedules, and repayment obligations

PC20. monitor loan disbursement timelines to prevent processing delays and address bottlenecks proactively

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. RBI guidelines and banking regulations related to loan processing, approval, and disbursement

KU2. legal documentation and property verification norms for secured loans, such as home loans and LAP (Loan against Property)

KU3. methods of tracking loan applications and managing approvals through internal banking software and Loan Management Systems (LMS)

KU4. loan agreement structures and terms, including interest rates, repayment schedules, and foreclosure conditions

KU5. credit bureau report interpretation, including analyzing CIBIL, Experian, and Equifax scores

KU6. business financial statement analysis for self-employed applicants, including GST filings, audited balance sheets, and profit & loss statements

KU7. risk mitigation strategies, including how to handle high-risk applications, escalations, and additional due diligence requirements

KU8. loan disbursement protocols, including fund transfer procedures and compliance with disbursement conditions

KU9. timelines and processing standards for loan approvals, ensuring adherence to internal and regulatory deadlines

KU10. data security and confidentiality protocols, ensuring customer information is protected under banking cybersecurity laws

Generic Skills (GS)

User/individual on the job needs to know how to:

GS1. read and interpret organizational and regulatory guidelines, and legitimacy of documents submitted by prospective customers

GS2. communicate effectively with supervisors and the customers using language understandable by the individual

GS3. organize work and time in order to maximize productivity

GS4. build customer relationships and use customer-centric approach

GS5. address operational problems effectively and escalate unresolved concerns

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Liaise with credit officers, risk assessment teams, and banks/NBFCs	**10**	**20**	**-**	**2**
PC1. communicate with credit officers to provide complete loan application details, supporting documents, and eligibility reports for review and approval	2	3	-	-
PC2. collaborate with risk assessment teams to address potential risks, verify flagged inconsistencies, and ensure compliance with internal lending policies	1	4	-	1
PC3. clarify documentation discrepancies by coordinating with applicants, loan officers, and underwriting teams to collect missing or corrected documents	2	5	-	1
PC4. liaise with banks and NBFCs to facilitate loan approvals, negotiate terms, and confirm disbursement timelines	2	2	-	-
PC5. track loan application status and follow up with underwriting teams to expedite processing and approval	1	3	-	-
PC6. provide necessary justifications for loan approvals or rejections by compiling detailed risk assessment reports and credit history evaluations	2	3	-	-
Resolve discrepancies in loan documentation	**10**	**20**	**-**	**4**
PC7. identify inconsistencies in loan applications by reviewing submitted documents for missing information, mismatched details, or discrepancies in financial data	2	2	-	-
PC8. cross-verify customer information with internal banking records, credit bureau reports, and official government databases (UIDAI, NSDL, etc.) to detect fraudulent or incorrect submissions	2	4	-	1

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC9. coordinate with credit officers and risk assessment teams to validate financial statements, employment records, and collateral details for loan approval	1	4	-	1
PC10. ensure compliance with lender policies by verifying whether required documents meet the regulatory and internal documentation standards	1	4	-	1
PC11. reconcile property or collateral discrepancies by obtaining legal verification reports, technical valuations, or ownership clarifications	2	2	-	1
PC12. resolve underwriting queries by providing clarification on flagged inconsistencies, risk factors, or document authenticity concerns	1	2	-	-
PC13. escalate unresolved discrepancies to senior credit managers or fraud investigation teams for further review and risk mitigation	1	2	-	-
Assist in sanctioning and disbursing approved loans	**10**	**20**	**-**	**4**
PC14. coordinate with credit officers and underwriters to ensure loan applications meet all approval criteria	2	4	-	1
PC15. resolve discrepancies in loan documentation by communicating with applicants, sales teams, and internal departments to obtain missing or corrected documents	2	4	-	-
PC16. ensure compliance with sanctioning conditions by cross-checking loan terms, interest rates, repayment tenure, and disbursement schedules before final approval	1	2	-	1
PC17. verify final approval from the credit committee or senior management before initiating disbursement procedures	2	4	-	1
PC18. liaise with banks, NBFCs, and financial institutions to ensure smooth processing of approved loans and adherence to their disbursement protocols	1	2	-	1

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC19. confirm loan agreement signing by ensuring borrowers review and acknowledge loan terms, EMI schedules, and repayment obligations	1	2	-	-
PC20. monitor loan disbursement timelines to prevent processing delays and address bottlenecks proactively	1	2	-	-
NOS Total	**30**	**60**	**-**	**10**

National Occupational Standards (NOS) Parameters

NOS Code	BSC/N2315
NOS Name	Coordinate with stakeholders for loan approval and disbursement
Sector	BFSI
Sub-Sector	
Occupation	Retail Asset Management/Central Processing
NSQF Level	4.5
Credits	4
Version	1.0
Last Reviewed Date	07/10/2025
Next Review Date	07/10/2028
NSQC Clearance Date	07/10/2025

BSC/N2316: Maintain Customer records and communication

Description

This OS unit is about updating loan processing status in banking software, notifying applicants of their application progress, and addressing customer queries related to loan processing.

Scope

The scope covers the following :

- Update loan processing status in banking software
- Notify applicants of their application status

Elements and Performance Criteria

Update loan processing status in banking software

To be competent, the user/individual on the job must be able to:

PC1. enter and update loan application details in the Loan Management System (LMS) or banking software, ensuring accurate record-keeping of customer information, application status, and approval progress

PC2. track loan application progress by regularly checking system updates from credit officers, underwriters, and disbursement teams

PC3. flag pending or incomplete applications in the system and initiate follow-ups with internal teams or applicants for missing documents or clarifications

Notify applicants of their application status

To be competent, the user/individual on the job must be able to:

PC4. generate and send automated notifications via SMS, email, or banking apps to inform applicants about their loan status updates

PC5. communicate directly with applicants via phone calls or in-person meetings to provide updates on processing timelines, pending documents, or approval decisions

PC6. address applicant queries regarding loan status by accessing internal records and clarifying processing timelines, disbursement dates, or additional requirements

PC7. ensure transparency in communication by providing applicants with accurate information about loan terms, interest rates, EMI schedules, and repayment obligations

PC8. record customer interactions and update logs in the banking system to ensure proper tracking of loan-related communication

PC9. guide rejected applicants on next steps, including reasons for rejection, reapplication process, or alternative loan products available

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. system-generated loan tracking mechanisms to monitor application progress, approval stages, and disbursement status

KU2. data security and confidentiality protocols to ensure customer information is protected in compliance with banking regulations

KU3. methods for addressing customer queries regarding loan application progress, documentation, and approval timelines

KU4. customer service best practices, including professional communication, handling escalations, and guiding applicants through the loan process

KU5. data protection laws to safeguard sensitive customer information and prevent unauthorized disclosures

Generic Skills (GS)

User/individual on the job needs to know how to:

GS1. • read and interpret organizational and regulatory guidelines, and legitimacy of documents submitted by
• prospective customers

GS2. communicate effectively with supervisors and the customers using language understandable by the individual

GS3. organize work and time in order to maximize productivity

GS4. build customer relationships and use customer-centric approach

GS5. address operational problems effectively and escalate unresolved concerns

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Update loan processing status in banking software	**15**	**30**	-	**5**
PC1. enter and update loan application details in the Loan Management System (LMS) or banking software, ensuring accurate record-keeping of customer information, application status, and approval progress	5	10	-	2
PC2. track loan application progress by regularly checking system updates from credit officers, underwriters, and disbursement teams	5	10	-	2
PC3. flag pending or incomplete applications in the system and initiate follow-ups with internal teams or applicants for missing documents or clarifications	5	10	-	1
Notify applicants of their application status	**15**	**30**	-	**5**
PC4. generate and send automated notifications via SMS, email, or banking apps to inform applicants about their loan status updates	2	5	-	1
PC5. communicate directly with applicants via phone calls or in-person meetings to provide updates on processing timelines, pending documents, or approval decisions	3	5	-	1
PC6. address applicant queries regarding loan status by accessing internal records and clarifying processing timelines, disbursement dates, or additional requirements	2	5	-	1
PC7. ensure transparency in communication by providing applicants with accurate information about loan terms, interest rates, EMI schedules, and repayment obligations	2	5	-	1
PC8. record customer interactions and update logs in the banking system to ensure proper tracking of loan-related communication	3	5	-	1
PC9. guide rejected applicants on next steps, including reasons for rejection, reapplication process, or alternative loan products available	3	5	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
NOS Total	**30**	**60**	**-**	**10**

National Occupational Standards (NOS) Parameters

NOS Code	BSC/N2316
NOS Name	Maintain Customer records and communication
Sector	BFSI
Sub-Sector	
Occupation	Retail Asset Management/Central Processing
NSQF Level	4.5
Credits	2
Version	1.0
Last Reviewed Date	07/10/2025
Next Review Date	07/10/2028
NSQC Clearance Date	07/10/2025

DGT/VSQ/N0102: Employability Skills (60 Hours)

Description

This unit is about employability skills, Constitutional values, becoming a professional in the 21st Century, digital, financial, and legal literacy, diversity and Inclusion, English and communication skills, customer service, entrepreneurship, and apprenticeship, getting ready for jobs and career development.

Scope

The scope covers the following :

- Introduction to Employability Skills
- Constitutional values - Citizenship
- Becoming a Professional in the 21st Century
- Basic English Skills
- Career Development & Goal Setting
- Communication Skills
- Diversity & Inclusion
- Financial and Legal Literacy
- Essential Digital Skills
- Entrepreneurship
- Customer Service
- Getting ready for Apprenticeship & Jobs

Elements and Performance Criteria

Introduction to Employability Skills

To be competent, the user/individual on the job must be able to:

PC1. identify employability skills required for jobs in various industries

PC2. identify and explore learning and employability portals

Constitutional values – Citizenship

To be competent, the user/individual on the job must be able to:

PC3. recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.

PC4. follow environmentally sustainable practices

Becoming a Professional in the 21st Century

To be competent, the user/individual on the job must be able to:

PC5. recognize the significance of 21st Century Skills for employment

PC6. practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life

Basic English Skills

To be competent, the user/individual on the job must be able to:

PC7. use basic English for everyday conversation in different contexts, in person and over the telephone

PC8. read and understand routine information, notes, instructions, mails, letters etc. written in English

PC9. write short messages, notes, letters, e-mails etc. in English

Career Development & Goal Setting

To be competent, the user/individual on the job must be able to:

PC10. understand the difference between job and career

PC11. prepare a career development plan with short- and long-term goals, based on aptitude

Communication Skills

To be competent, the user/individual on the job must be able to:

PC12. follow verbal and non-verbal communication etiquette and active listening techniques in various settings

PC13. work collaboratively with others in a team

Diversity & Inclusion

To be competent, the user/individual on the job must be able to:

PC14. communicate and behave appropriately with all genders and PwD

PC15. escalate any issues related to sexual harassment at workplace according to POSH Act

Financial and Legal Literacy

To be competent, the user/individual on the job must be able to:

PC16. select financial institutions, products and services as per requirement

PC17. carry out offline and online financial transactions, safely and securely

PC18. identify common components of salary and compute income, expenses, taxes, investments etc

PC19. identify relevant rights and laws and use legal aids to fight against legal exploitation

Essential Digital Skills

To be competent, the user/individual on the job must be able to:

PC20. operate digital devices and carry out basic internet operations securely and safely

PC21. use e- mail and social media platforms and virtual collaboration tools to work effectively

PC22. use basic features of word processor, spreadsheets, and presentations

Entrepreneurship

To be competent, the user/individual on the job must be able to:

PC23. identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research

PC24. develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion

PC25. identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity

Customer Service

To be competent, the user/individual on the job must be able to:

PC26. identify different types of customers

PC27. identify and respond to customer requests and needs in a professional manner.

PC28. follow appropriate hygiene and grooming standards

Getting ready for apprenticeship & Jobs

To be competent, the user/individual on the job must be able to:

PC29. create a professional Curriculum vitae (Résumé)

PC30. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively

PC31. apply to identified job openings using offline /online methods as per requirement

PC32. answer questions politely, with clarity and confidence, during recruitment and selection

PC33. identify apprenticeship opportunities and register for it as per guidelines and requirements

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. need for employability skills and different learning and employability related portals

KU2. various constitutional and personal values

KU3. different environmentally sustainable practices and their importance

KU4. Twenty first (21st) century skills and their importance

KU5. how to use English language for effective verbal (face to face and telephonic) and written communication in formal and informal set up

KU6. importance of career development and setting long- and short-term goals

KU7. about effective communication

KU8. POSH Act

KU9. Gender sensitivity and inclusivity

KU10. different types of financial institutes, products, and services

KU11. how to compute income and expenditure

KU12. importance of maintaining safety and security in offline and online financial transactions

KU13. different legal rights and laws

KU14. different types of digital devices and the procedure to operate them safely and securely

KU15. how to create and operate an e- mail account and use applications such as word processors, spreadsheets etc.

KU16. how to identify business opportunities

KU17. types and needs of customers

KU18. how to apply for a job and prepare for an interview

KU19. apprenticeship scheme and the process of registering on apprenticeship portal

Generic Skills (GS)

User/individual on the job needs to know how to:

GS1. read and write different types of documents/instructions/correspondence

GS2. communicate effectively using appropriate language in formal and informal settings

GS3. behave politely and appropriately with all

GS4. how to work in a virtual mode

GS5. perform calculations efficiently

GS6. solve problems effectively

GS7. pay attention to details

GS8. manage time efficiently

GS9. maintain hygiene and sanitization to avoid infection

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Introduction to Employability Skills	**1**	**1**	**-**	**-**
PC1. identify employability skills required for jobs in various industries	-	-	-	-
PC2. identify and explore learning and employability portals	-	-	-	-
Constitutional values – Citizenship	**1**	**1**	**-**	**-**
PC3. recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.	-	-	-	-
PC4. follow environmentally sustainable practices	-	-	-	-
Becoming a Professional in the 21st Century	**2**	**4**	**-**	**-**
PC5. recognize the significance of 21st Century Skills for employment	-	-	-	-
PC6. practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life	-	-	-	-
Basic English Skills	**2**	**3**	**-**	**-**
PC7. use basic English for everyday conversation in different contexts, in person and over the telephone	-	-	-	-
PC8. read and understand routine information, notes, instructions, mails, letters etc. written in English	-	-	-	-
PC9. write short messages, notes, letters, e-mails etc. in English	-	-	-	-
Career Development & Goal Setting	**1**	**2**	**-**	**-**

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. understand the difference between job and career	-	-	-	-
PC11. prepare a career development plan with short- and long-term goals, based on aptitude	-	-	-	-
Communication Skills	**2**	**2**	**-**	**-**
PC12. follow verbal and non-verbal communication etiquette and active listening techniques in various settings	-	-	-	-
PC13. work collaboratively with others in a team	-	-	-	-
Diversity & Inclusion	**1**	**2**	**-**	**-**
PC14. communicate and behave appropriately with all genders and PwD	-	-	-	-
PC15. escalate any issues related to sexual harassment at workplace according to POSH Act	-	-	-	-
Financial and Legal Literacy	**2**	**3**	**-**	**-**
PC16. select financial institutions, products and services as per requirement	-	-	-	-
PC17. carry out offline and online financial transactions, safely and securely	-	-	-	-
PC18. identify common components of salary and compute income, expenses, taxes, investments etc	-	-	-	-
PC19. identify relevant rights and laws and use legal aids to fight against legal exploitation	-	-	-	-
Essential Digital Skills	**3**	**4**	**-**	**-**
PC20. operate digital devices and carry out basic internet operations securely and safely	-	-	-	-
PC21. use e- mail and social media platforms and virtual collaboration tools to work effectively	-	-	-	-
PC22. use basic features of word processor, spreadsheets, and presentations	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Entrepreneurship	**2**	**3**	**-**	**-**
PC23. identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research	-	-	-	-
PC24. develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion	-	-	-	-
PC25. identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity	-	-	-	-
Customer Service	**1**	**2**	**-**	**-**
PC26. identify different types of customers	-	-	-	-
PC27. identify and respond to customer requests and needs in a professional manner.	-	-	-	-
PC28. follow appropriate hygiene and grooming standards	-	-	-	-
Getting ready for apprenticeship & Jobs	**2**	**3**	**-**	**-**
PC29. create a professional Curriculum vitae (Résumé)	-	-	-	-
PC30. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively	-	-	-	-
PC31. apply to identified job openings using offline /online methods as per requirement	-	-	-	-
PC32. answer questions politely, with clarity and confidence, during recruitment and selection	-	-	-	-
PC33. identify apprenticeship opportunities and register for it as per guidelines and requirements	-	-	-	-
NOS Total	**20**	**30**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	DGT/VSQ/N0102
NOS Name	Employability Skills (60 Hours)
Sector	Cross Sectoral
Sub-Sector	Professional Skills
Occupation	Employability
NSQF Level	4
Credits	2
Version	1.0
Last Reviewed Date	07/10/2025
Next Review Date	07/10/2028
NSQC Clearance Date	07/10/2025

BSC/N2317: Process Home Loan

Description

This OS unit is about evaluating property documents, verifying ownership and legal clearances, assessing loan-to-value (LTV) ratio and repayment capacity, and coordinating with legal and technical valuation teams.

Scope

The scope covers the following :

- Evaluate property documents, ownership verification, and legal clearances
- Assess loan-to-value (LTV) ratio and repayment capacity
- Coordinate with legal and technical valuation teams

Elements and Performance Criteria

Evaluate property documents, ownership verification, and legal clearances

To be competent, the user/individual on the job must be able to:

PC1. collect and review property documents submitted by the applicant, including sale deeds, title deeds, property tax receipts, and encumbrance certificates

PC2. verify property ownership records by cross-checking details with government land registries, municipal authorities, or revenue departments

PC3. ensure legal clearances by confirming the absence of disputes, pending litigations, or encroachments on the property

PC4. coordinate with legal teams to validate title ownership, ensure the property has a clear title, and check for any outstanding legal claims

PC5. assess compliance with local building regulations by verifying approved building plans, occupancy certificates, and land use approvals

PC6. check for existing mortgages or liens by obtaining a No Objection Certificate (NOC) from housing societies or financial institutions

PC7. calculate the Loan-to-Value (LTV) ratio based on the property's market value and bank lending norms to determine the eligible loan amount

PC8. identify potential risks associated with the property, such as unauthorized constructions, missing approvals, or fraudulent property ownership claims

Assess loan-to-value (LTV) ratio and repayment capacity

To be competent, the user/individual on the job must be able to:

PC9. calculate the Loan-to-Value (LTV) ratio by determining the property's market value through legal and technical valuation reports and comparing it with the requested loan amount

PC10. assess the applicant's Fixed Obligation to Income Ratio (FOIR) by analyzing existing debts, monthly liabilities, and net disposable income to ensure affordability

PC11. verify creditworthiness using credit bureau reports (CIBIL, Experian, etc.) to check repayment history, outstanding loans, and default records

PC12. liaise with legal and technical valuation teams to validate property ownership, encumbrance status, and legal clearances

PC13. identify high-risk applicants by analyzing irregular income patterns, unstable employment history, or excessive debt burden

Coordinate with legal and technical valuation teams

To be competent, the user/individual on the job must be able to:

PC14. liaise with legal teams to verify property ownership, title deeds, encumbrance certificates, and ensure the property is free from legal disputes

PC15. coordinate with technical valuation experts to conduct site inspections, assess property conditions, and determine market valuation as per lender guidelines

PC16. review legal due diligence reports to confirm compliance with local real estate laws, building approvals, and mortgage eligibility requirements

PC17. address discrepancies or missing documents by following up with applicants, legal advisors, or valuation officers for necessary clarifications

PC18. update loan management systems (LMS) with property verification findings, legal clearances, and valuation reports for record-keeping and audit purposes

PC19. escalate complex legal or valuation issues to senior credit officers or risk assessment teams for expert review

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. mortgage laws and property lien regulations, including how to verify No Objection Certificates (NOC) from housing societies or financial institutions

KU2. methods for calculating LTV ratio, including how property valuation impacts loan eligibility and lender risk assessment

KU3. fixed Obligation to Income Ratio (FOIR) and Debt-to-Income (DTI) calculations to determine the borrower's repayment capacity

KU4. creditworthiness evaluation using credit bureau reports (CIBIL, Experian, etc.), analyzing repayment history, outstanding loans, and default records

KU5. property valuation methodologies, including how lenders determine market value through technical valuation reports

KU6. usage of Loan Management Systems (LMS) to update property verification findings, legal clearances, and valuation reports

KU7. data security protocols to ensure confidentiality and secure handling of borrower and property-related information

Generic Skills (GS)

User/individual on the job needs to know how to:

GS1. read and interpret organizational and regulatory guidelines, and legitimacy of documents submitted by prospective customers

GS2. communicate effectively with supervisors and the customers using language understandable by the individual

GS3. organize work and time in order to maximize productivity

GS4. build customer relationships and use customer-centric approach

GS5. address operational problems effectively and escalate unresolved concerns

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Evaluate property documents, ownership verification, and legal clearances	**10**	**20**	**-**	**3**
PC1. collect and review property documents submitted by the applicant, including sale deeds, title deeds, property tax receipts, and encumbrance certificates	1	2	-	-
PC2. verify property ownership records by cross-checking details with government land registries, municipal authorities, or revenue departments	1	3	-	-
PC3. ensure legal clearances by confirming the absence of disputes, pending litigations, or encroachments on the property	1	2	-	-
PC4. coordinate with legal teams to validate title ownership, ensure the property has a clear title, and check for any outstanding legal claims	1	3	-	1
PC5. assess compliance with local building regulations by verifying approved building plans, occupancy certificates, and land use approvals	2	3	-	-
PC6. check for existing mortgages or liens by obtaining a No Objection Certificate (NOC) from housing societies or financial institutions	1	2	-	-
PC7. calculate the Loan-to-Value (LTV) ratio based on the property's market value and bank lending norms to determine the eligible loan amount	2	3	-	1
PC8. identify potential risks associated with the property, such as unauthorized constructions, missing approvals, or fraudulent property ownership claims	1	2	-	1
Assess loan-to-value (LTV) ratio and repayment capacity	**10**	**20**	**-**	**3**
PC9. calculate the Loan-to-Value (LTV) ratio by determining the property's market value through legal and technical valuation reports and comparing it with the requested loan amount	2	4	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. assess the applicant's Fixed Obligation to Income Ratio (FOIR) by analyzing existing debts, monthly liabilities, and net disposable income to ensure affordability	2	4	-	-
PC11. verify creditworthiness using credit bureau reports (CIBIL, Experian, etc.) to check repayment history, outstanding loans, and default records	2	4	-	1
PC12. liaise with legal and technical valuation teams to validate property ownership, encumbrance status, and legal clearances	2	4	-	1
PC13. identify high-risk applicants by analyzing irregular income patterns, unstable employment history, or excessive debt burden	2	4	-	1
Coordinate with legal and technical valuation teams	**10**	**20**	**-**	**4**
PC14. liaise with legal teams to verify property ownership, title deeds, encumbrance certificates, and ensure the property is free from legal disputes	2	3	-	1
PC15. coordinate with technical valuation experts to conduct site inspections, assess property conditions, and determine market valuation as per lender guidelines	2	4	-	1
PC16. review legal due diligence reports to confirm compliance with local real estate laws, building approvals, and mortgage eligibility requirements	1	3	-	-
PC17. address discrepancies or missing documents by following up with applicants, legal advisors, or valuation officers for necessary clarifications	2	4	-	-
PC18. update loan management systems (LMS) with property verification findings, legal clearances, and valuation reports for record-keeping and audit purposes	1	3	-	1
PC19. escalate complex legal or valuation issues to senior credit officers or risk assessment teams for expert review	2	3	-	1
NOS Total	**30**	**60**	**-**	**10**

National Occupational Standards (NOS) Parameters

NOS Code	BSC/N2317
NOS Name	Process Home Loan
Sector	BFSI
Sub-Sector	
Occupation	Retail Asset Management/Central Processing
NSQF Level	4.5
Credits	2
Version	1.0
Last Reviewed Date	07/10/2025
Next Review Date	07/10/2028
NSQC Clearance Date	07/10/2025

BSC/N2318: Process Loan against Property (LAP)

Description

This OS unit is about verifying mortgaged property documents, assessing risk factors, determining loan eligibility based on collateral value, and ensuring compliance with legal and regulatory requirements for secured loans.

Scope

The scope covers the following :

- Verify mortgaged property papers and assess risk factors
- Determine loan eligibility based on collateral value
- Monitor legal and compliance requirements for secured loans

Elements and Performance Criteria

Verify mortgaged property papers and assess risk factors

To be competent, the user/individual on the job must be able to:

PC1. collect and review mortgaged property documents such as sale deeds, title deeds, encumbrance certificates, property tax receipts, and No Objection Certificates (NOC) from housing societies or previous lenders

PC2. verify property ownership and legal standing by cross-checking land records with municipal authorities, revenue departments, and registered land registries

PC3. assess property encumbrance status to ensure there are no existing legal claims, pending litigations, or financial liabilities that could impact loan approval

PC4. evaluate the condition and market value of the property by coordinating with technical valuation experts for site inspections and legal verification teams

PC5. determine loan eligibility based on Loan-to-Value (LTV) ratio, considering the market value of the property and bank lending norms for secured loans

PC6. analyze the borrower's repayment capacity by calculating Debt-to-Income (DTI) and Fixed Obligation to Income Ratio (FOIR) using income statements and credit bureau reports

PC7. identify risk factors such as unauthorized construction, missing approvals, undisclosed loans on the property, or fraudulent ownership claims

Determine loan eligibility based on collateral value

To be competent, the user/individual on the job must be able to:

PC8. assess the market value of the property by coordinating with technical valuation experts for site inspection, condition assessment, and fair market price estimation

PC9. calculate the Loan-to-Value (LTV) ratio based on the lender's policy, ensuring the loan amount does not exceed the permissible percentage of the property's market value

PC10. analyze the applicant's repayment capacity by evaluating their income sources, financial obligations, and creditworthiness using credit bureau reports (CIBIL, Experian, etc.)

PC11. identify potential risks such as disputed ownership, pending litigations, unauthorized constructions, or encumbrances that could impact loan approval

Monitor legal and compliance requirements for secured loans

To be competent, the user/individual on the job must be able to:

PC12. ensure legal due diligence by coordinating with legal teams to confirm that the property has no pending litigations, disputes, or unauthorized constructions

PC13. check compliance with RBI and lender-specific policies for secured loans, ensuring adherence to guidelines on loan-to-value (LTV) ratios and risk assessment

PC14. confirm mortgage registration requirements by verifying that the property is legally registered under the borrower's name and suitable for collateralization

PC15. identify potential risks such as unauthorized property modifications, missing approvals, or outstanding loans against the same collateral

PC16. ensure property insurance coverage as per lender requirements, including fire, disaster, or liability insurance to safeguard the mortgaged asset

PC17. escalate complex legal issues such as forged property documents or disputed ownership claims to senior credit officers or risk management teams for further review

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. types of mortgaged property documents, including sale deeds, title deeds, encumbrance certificates, and No Objection Certificates (NOC) from housing societies or previous lenders

KU2. encumbrance and lien status checks, ensuring the property is free from pending litigations, disputed claims, or existing financial liabilities

KU3. regulatory requirements for secured loans, including RBI guidelines and lender-specific norms on mortgage registration, LTV (Loan-to-Value) limits, and risk assessment

KU4. loan-to-Value (LTV) ratio calculation, considering the property's market value and lender policies on secured loan limits

KU5. debt-to-Income (DTI) and Fixed Obligation to Income Ratio (FOIR) analysis to assess the borrower's repayment capacity and financial obligations

KU6. property valuation methodologies, including site inspections, condition assessments, and fair market price estimations conducted by technical valuation experts

KU7. escalation procedures for complex legal issues, including fraud detection, ownership disputes, and cases requiring senior credit officer intervention

KU8. audit and compliance documentation requirements, ensuring proper record-keeping of loan approvals, risk assessments, and legal verifications

Generic Skills (GS)

User/individual on the job needs to know how to:

GS1. read and interpret organizational and regulatory guidelines, and legitimacy of documents submitted by prospective customers

GS2. communicate effectively with supervisors and the customers using language understandable by the individual

GS3. organize work and time in order to maximize productivity

GS4. build customer relationships and use customer-centric approach

GS5. address operational problems effectively and escalate unresolved concerns

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Verify mortgaged property papers and assess risk factors	**10**	**20**	**-**	**3**
PC1. collect and review mortgaged property documents such as sale deeds, title deeds, encumbrance certificates, property tax receipts, and No Objection Certificates (NOC) from housing societies or previous lenders	1	2	-	-
PC2. verify property ownership and legal standing by cross-checking land records with municipal authorities, revenue departments, and registered land registries	1	3	-	1
PC3. assess property encumbrance status to ensure there are no existing legal claims, pending litigations, or financial liabilities that could impact loan approval	1	3	-	-
PC4. evaluate the condition and market value of the property by coordinating with technical valuation experts for site inspections and legal verification teams	1	3	-	1
PC5. determine loan eligibility based on Loan-to-Value (LTV) ratio, considering the market value of the property and bank lending norms for secured loans	2	3	-	-
PC6. analyze the borrower's repayment capacity by calculating Debt-to-Income (DTI) and Fixed Obligation to Income Ratio (FOIR) using income statements and credit bureau reports	2	3	-	-
PC7. identify risk factors such as unauthorized construction, missing approvals, undisclosed loans on the property, or fraudulent ownership claims	2	3	-	1
Determine loan eligibility based on collateral value	**10**	**20**	**-**	**3**
PC8. assess the market value of the property by coordinating with technical valuation experts for site inspection, condition assessment, and fair market price estimation	2	6	-	1

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC9. calculate the Loan-to-Value (LTV) ratio based on the lender's policy, ensuring the loan amount does not exceed the permissible percentage of the property's market value	3	4	-	-
PC10. analyze the applicant's repayment capacity by evaluating their income sources, financial obligations, and creditworthiness using credit bureau reports (CIBIL, Experian, etc.)	2	6	-	1
PC11. identify potential risks such as disputed ownership, pending litigations, unauthorized constructions, or encumbrances that could impact loan approval	3	4	-	1
Monitor legal and compliance requirements for secured loans	**10**	**20**	**-**	**4**
PC12. ensure legal due diligence by coordinating with legal teams to confirm that the property has no pending litigations, disputes, or unauthorized constructions	2	3	-	1
PC13. check compliance with RBI and lender-specific policies for secured loans, ensuring adherence to guidelines on loan-to-value (LTV) ratios and risk assessment	2	4	-	1
PC14. confirm mortgage registration requirements by verifying that the property is legally registered under the borrower's name and suitable for collateralization	1	3	-	-
PC15. identify potential risks such as unauthorized property modifications, missing approvals, or outstanding loans against the same collateral	2	4	-	-
PC16. ensure property insurance coverage as per lender requirements, including fire, disaster, or liability insurance to safeguard the mortgaged asset	1	3	-	1
PC17. escalate complex legal issues such as forged property documents or disputed ownership claims to senior credit officers or risk management teams for further review	2	3	-	1
NOS Total	**30**	**60**	**-**	**10**

National Occupational Standards (NOS) Parameters

NOS Code	BSC/N2318
NOS Name	Process Loan against Property (LAP)
Sector	BFSI
Sub-Sector	
Occupation	Retail Asset Management/Central Processing
NSQF Level	4.5
Credits	2
Version	1.0
Last Reviewed Date	07/10/2025
Next Review Date	07/10/2028
NSQC Clearance Date	07/10/2025

BSC/N2319: Process Gold Loan

Description

This OS unit is about assessing gold purity and loan valuation as per market rates, conducting risk assessment and fraud checks, and ensuring secured storage and proper documentation for gold loans.

Scope

The scope covers the following :

- Assess gold purity and loan valuation as per market rates
- Conduct risk assessment and fraud checks
- Ensure secured storage and proper documentation

Elements and Performance Criteria

Assess gold purity and loan valuation as per market rates

To be competent, the user/individual on the job must be able to:

PC1. inspect and verify gold ornaments or bullion submitted by the applicant to assess eligibility for a gold loan

PC2. conduct gold purity tests using industry-approved methods such as karat meters, acid tests, or electronic gold testers to determine the purity level (e.g., 18K, 22K, or 24K)

PC3. weigh the gold accurately using calibrated electronic balances to determine the total loan-eligible weight

PC4. calculate the loan amount based on the Loan-to-Value (LTV) ratio set by RBI and lender-specific policies, factoring in the purity and net weight of the gold

PC5. check prevailing gold market rates from reliable sources such as bullion markets or RBI guidelines to ensure accurate loan valuation

PC6. verify the authenticity of gold by assessing hallmark certifications or conducting additional purity tests if needed

PC7. identify potential risks of fraud by cross-checking the applicant's documents, analyzing transaction history, and ensuring the gold is free from any financial disputes or legal claims

PC8. coordinate with vault custodians to ensure secured storage of pledged gold and proper tagging for easy retrieval upon loan closure

Conduct risk assessment and fraud checks

To be competent, the user/individual on the job must be able to:

PC9. verify customer identity and KYC documents such as Aadhaar, PAN, voter ID, and address proofs to prevent identity fraud

PC10. cross-check pledged gold items against stolen property databases or internal blacklists to detect fraudulent transactions

PC11. analyze the applicant's financial background by reviewing CIBIL scores, loan history, and existing liabilities to assess creditworthiness

PC12. identify potential fraud indicators, such as repeated pledging of the same gold at different lenders, low-purity gold submission, or sudden high-value transactions

PC13. ensure proper documentation and declaration by recording gold details, borrower consent, and loan terms in compliance with regulatory guidelines

PC14. monitor gold loan transactions for unusual activity, such as frequent early redemptions or multiple small loans taken in a short time, which may indicate fraudulent intent

Ensure secured storage and proper documentation

To be competent, the user/individual on the job must be able to:

PC15. verify and record gold item details by documenting weight, purity, and valuation in the Loan Management System (LMS) for tracking and audit purposes

PC16. ensure secured storage of pledged gold by depositing it in tamper-proof packets, assigning unique identification numbers, and placing it in bank-authorized lockers or vaults

PC17. • implement dual-authentication storage procedures, requiring verification by multiple authorized
• personnel before accessing stored gold assets

PC18. maintain gold loan transaction records, including valuation reports, borrower details, repayment schedules, and collateral details for transparency and regulatory compliance

PC19. monitor loan tenure and repayment status to track overdue loans and initiate auction or release procedures as per lender policies

PC20. ensure borrower acknowledgment and agreement by obtaining signed documentation detailing terms of gold storage, interest rates, and loan closure procedures

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. methods for verifying gold purity, including karat meter testing, acid tests, and electronic gold testers

KU2. gold weighing techniques using calibrated electronic balances to ensure accurate net weight measurement

KU3. Loan-to-Value (LTV) ratio calculations as per RBI guidelines and lender policies, determining the maximum loan amount based on gold purity and weight

KU4. hallmarking and certification standards to authenticate gold quality and reduce fraud risks

KU5. KYC (Know Your Customer) and AML (Anti-Money Laundering) compliance to verify applicant identities and prevent fraudulent pledging

KU6. techniques for detecting fraudulent transactions, such as monitoring repeated pledging, verifying blacklisted customers, and assessing financial backgrounds

KU7. stolen gold verification processes, including cross-referencing pledged items with stolen property databases or police reports

KU8. creditworthiness evaluation through credit bureau reports (CIBIL, Experian, etc.), checking repayment history, outstanding debts, and potential financial risks

KU9. gold storage security protocols, including tamper-proof packaging, unique identification tagging, and dual-authentication access control

KU10. • regulatory compliance for gold loans, ensuring all transactions follow RBI mandates, internal
• policies, and financial security standards

KU11. • data entry and tracking procedures in banking software and Loan Management Systems (LMS) for
• gold loan transactions

Generic Skills (GS)

User/individual on the job needs to know how to:

GS1. read and interpret organizational and regulatory guidelines, and legitimacy of documents submitted by prospective customers

GS2. communicate effectively with supervisors and the customers using language understandable by the individual

GS3. organize work and time in order to maximize productivity

GS4. build customer relationships and use customer-centric approach

GS5. address operational problems effectively and escalate unresolved concerns

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Assess gold purity and loan valuation as per market rates	**10**	**20**	**-**	**3**
PC1. inspect and verify gold ornaments or bullion submitted by the applicant to assess eligibility for a gold loan	1	2	-	-
PC2. conduct gold purity tests using industry-approved methods such as karat meters, acid tests, or electronic gold testers to determine the purity level (e.g., 18K, 22K, or 24K)	1	3	-	1
PC3. weigh the gold accurately using calibrated electronic balances to determine the total loan-eligible weight	1	3	-	-
PC4. calculate the loan amount based on the Loan-to-Value (LTV) ratio set by RBI and lender-specific policies, factoring in the purity and net weight of the gold	1	3	-	1
PC5. check prevailing gold market rates from reliable sources such as bullion markets or RBI guidelines to ensure accurate loan valuation	1	2	-	-
PC6. verify the authenticity of gold by assessing hallmark certifications or conducting additional purity tests if needed	2	3	-	-
PC7. identify potential risks of fraud by cross-checking the applicant's documents, analyzing transaction history, and ensuring the gold is free from any financial disputes or legal claims	2	3	-	1
PC8. coordinate with vault custodians to ensure secured storage of pledged gold and proper tagging for easy retrieval upon loan closure	1	1	-	-
Conduct risk assessment and fraud checks	**10**	**20**	**-**	**3**
PC9. verify customer identity and KYC documents such as Aadhaar, PAN, voter ID, and address proofs to prevent identity fraud	2	2	-	1

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. cross-check pledged gold items against stolen property databases or internal blacklists to detect fraudulent transactions	2	4	-	-
PC11. analyze the applicant's financial background by reviewing CIBIL scores, loan history, and existing liabilities to assess creditworthiness	2	4	-	1
PC12. identify potential fraud indicators, such as repeated pledging of the same gold at different lenders, low-purity gold submission, or sudden high-value transactions	2	4	-	1
PC13. ensure proper documentation and declaration by recording gold details, borrower consent, and loan terms in compliance with regulatory guidelines	1	2	-	-
PC14. monitor gold loan transactions for unusual activity, such as frequent early redemptions or multiple small loans taken in a short time, which may indicate fraudulent intent	1	4	-	-
Ensure secured storage and proper documentation	**10**	**20**	**-**	**4**
PC15. verify and record gold item details by documenting weight, purity, and valuation in the Loan Management System (LMS) for tracking and audit purposes	2	3	-	1
PC16. ensure secured storage of pledged gold by depositing it in tamper-proof packets, assigning unique identification numbers, and placing it in bank-authorized lockers or vaults	2	4	-	1
PC17. • implement dual-authentication storage procedures, requiring verification by multiple authorized • personnel before accessing stored gold assets	1	3	-	-
PC18. maintain gold loan transaction records, including valuation reports, borrower details, repayment schedules, and collateral details for transparency and regulatory compliance	2	4	-	-
PC19. monitor loan tenure and repayment status to track overdue loans and initiate auction or release procedures as per lender policies	1	3	-	1

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC20. ensure borrower acknowledgment and agreement by obtaining signed documentation detailing terms of gold storage, interest rates, and loan closure procedures	2	3	-	1
NOS Total	**30**	**60**	**-**	**10**

National Occupational Standards (NOS) Parameters

NOS Code	BSC/N2319
NOS Name	Process Gold Loan
Sector	BFSI
Sub-Sector	
Occupation	Retail Asset Management/Central Processing
NSQF Level	4.5
Credits	2
Version	1.0
Last Reviewed Date	07/10/2025
Next Review Date	07/10/2028
NSQC Clearance Date	07/10/2025

BSC/N2320: Process Personal & Student Loan

Description

This OS unit is about evaluating income proofs, credit scores, and repayment capacity, reviewing co-borrower or guarantor details, and validating educational institute verification for student loans.

Scope

The scope covers the following :

- Evaluate income proofs, credit score, and repayment capacity
- Review co-borrower/guarantor details
- Validate educational institute verification for student loans

Elements and Performance Criteria

Evaluate income proofs, credit score, and repayment capacity

To be competent, the user/individual on the job must be able to:

PC1. collect and review income documents such as salary slips, bank statements, Form 16, Income Tax Returns (ITR), and business financials (for self-employed applicants) to assess financial stability

PC2. verify employment status and job stability by cross-checking employer details, offer letters, and experience certificates for salaried applicants

PC3. assess creditworthiness using credit bureau reports (CIBIL, Experian, Equifax) to analyze repayment history, outstanding loans, and default risks

PC4. calculate Fixed Obligation to Income Ratio (FOIR) and Debt-to-Income (DTI) ratio to determine the applicant's ability to repay the loan

PC5. review co-borrower or guarantor financials, ensuring their income and credit profile meet the lender's eligibility requirements

PC6. validate alternative income sources, including rental income, freelance earnings, or investments, to determine overall repayment capacity

PC7. identify high-risk applicants by analyzing irregular income patterns, multiple loan inquiries, or past repayment delinquencies

PC8. ensure compliance with lender-specific and RBI guidelines on loan eligibility criteria, documentation, and risk assessment

Review co-borrower/guarantor details

To be competent, the user/individual on the job must be able to:

PC9. verify the identity and financial background of the co-borrower/guarantor by checking KYC documents such as Aadhaar, PAN, voter ID, and address proof

PC10. assess the co-borrower's income stability by reviewing salary slips, bank statements, and income tax returns to ensure they can support loan repayment if required

PC11. check the creditworthiness of the guarantor by analyzing their CIBIL or other credit bureau reports to evaluate repayment history, outstanding loans, and potential risk factors

PC12. ensure the co-borrower/guarantor meets lender eligibility criteria, including minimum income thresholds, employment stability, and age requirements

PC13. cross-verify financial obligations to assess the co-borrower's existing liabilities and ensure they are capable of taking on additional financial responsibility

PC14. confirm the relationship between the primary applicant and the co-borrower/guarantor, ensuring it aligns with the lender's policies (e.g., parents for student loans, spouse for personal loans)

PC15. validate co-borrower/guarantor consent and agreement by obtaining signed declarations and verifying their acknowledgment of repayment responsibilities

Validate educational institute verification for student loans

To be competent, the user/individual on the job must be able to:

PC16. verify admission details by cross-checking the applicant's enrollment letter, fee structure, and course duration with the educational institute

PC17. authenticate the institute's accreditation status by checking regulatory approvals from recognized bodies such as UGC, AICTE, or international accreditation agencies

PC18. confirm fee payment schedules by reviewing official fee structures and ensuring loan disbursements align with the institute's requirements

PC19. communicate with institute representatives to verify student enrollment, course continuity, and any pending academic requirements that may impact loan eligibility

PC20. review co-borrower or guarantor details to ensure financial backing and repayment security in case the primary applicant lacks sufficient income or credit history

PC21. identify potential risks such as fraudulent admission documents, unrecognized institutes, or misleading fee structures that could affect loan approval

PC22. update loan management systems (LMS) with verification findings, approval status, and institute confirmation records for future reference

PC23. escalate discrepancies or suspicious cases to senior credit officers or risk management teams for further investigation

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. types of income documents required for salaried and self-employed applicants, including salary slips, bank statements, Form 16, Income Tax Returns (ITR), and business financials

KU2. methods for assessing financial stability, including income consistency, job stability, and alternative income sources (e.g., rental income, freelance earnings)

KU3. credit bureau evaluation techniques, including interpreting CIBIL, Experian, and Equifax reports to assess repayment history, outstanding liabilities, and default risks

KU4. loan affordability calculations, including Fixed Obligation to Income Ratio (FOIR) and Debt-to-Income (DTI) ratio

KU5. KYC (Know Your Customer) verification procedures for co-borrowers and guarantors, including Aadhaar, PAN, voter ID, and address proof validation

KU6. accreditation verification processes, including checking if the educational institution is recognized by UGC, AICTE, or other regulatory bodies

KU7. loan disbursement alignment with institute fee structures, ensuring disbursement occurs as per academic fee schedules

KU8. usage of Loan Management Systems (LMS) for recording applicant details, verification findings, and approval statuses

Generic Skills (GS)

User/individual on the job needs to know how to:

GS1. read and interpret organizational and regulatory guidelines, and legitimacy of documents submitted by prospective customers

GS2. communicate effectively with supervisors and the customers using language understandable by the individual

GS3. organize work and time in order to maximize productivity

GS4. build customer relationships and use customer-centric approach

GS5. address operational problems effectively and escalate unresolved concerns

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Evaluate income proofs, credit score, and repayment capacity	**10**	**20**	**-**	**3**
PC1. collect and review income documents such as salary slips, bank statements, Form 16, Income Tax Returns (ITR), and business financials (for self-employed applicants) to assess financial stability	1	2	-	-
PC2. verify employment status and job stability by cross-checking employer details, offer letters, and experience certificates for salaried applicants	1	3	-	1
PC3. assess creditworthiness using credit bureau reports (CIBIL, Experian, Equifax) to analyze repayment history, outstanding loans, and default risks	1	3	-	-
PC4. calculate Fixed Obligation to Income Ratio (FOIR) and Debt-to-Income (DTI) ratio to determine the applicant's ability to repay the loan	1	3	-	1
PC5. review co-borrower or guarantor financials, ensuring their income and credit profile meet the lender's eligibility requirements	1	2	-	-
PC6. validate alternative income sources, including rental income, freelance earnings, or investments, to determine overall repayment capacity	2	3	-	-
PC7. identify high-risk applicants by analyzing irregular income patterns, multiple loan inquiries, or past repayment delinquencies	2	3	-	1
PC8. ensure compliance with lender-specific and RBI guidelines on loan eligibility criteria, documentation, and risk assessment	1	1	-	-
Review co-borrower/guarantor details	**10**	**20**	**-**	**3**
PC9. verify the identity and financial background of the co-borrower/guarantor by checking KYC documents such as Aadhaar, PAN, voter ID, and address proof	2	2	-	1

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. assess the co-borrower's income stability by reviewing salary slips, bank statements, and income tax returns to ensure they can support loan repayment if required	2	4	-	-
PC11. check the creditworthiness of the guarantor by analyzing their CIBIL or other credit bureau reports to evaluate repayment history, outstanding loans, and potential risk factors	2	2	-	1
PC12. ensure the co-borrower/guarantor meets lender eligibility criteria, including minimum income thresholds, employment stability, and age requirements	1	4	-	1
PC13. cross-verify financial obligations to assess the co-borrower's existing liabilities and ensure they are capable of taking on additional financial responsibility	1	2	-	-
PC14. confirm the relationship between the primary applicant and the co-borrower/guarantor, ensuring it aligns with the lender's policies (e.g., parents for student loans, spouse for personal loans)	1	4	-	-
PC15. validate co-borrower/guarantor consent and agreement by obtaining signed declarations and verifying their acknowledgment of repayment responsibilities	1	2	-	-
Validate educational institute verification for student loans	**10**	**20**	**-**	**4**
PC16. verify admission details by cross-checking the applicant's enrollment letter, fee structure, and course duration with the educational institute	1	3	-	1
PC17. authenticate the institute's accreditation status by checking regulatory approvals from recognized bodies such as UGC, AICTE, or international accreditation agencies	2	2	-	1
PC18. confirm fee payment schedules by reviewing official fee structures and ensuring loan disbursements align with the institute's requirements	1	3	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC19. communicate with institute representatives to verify student enrollment, course continuity, and any pending academic requirements that may impact loan eligibility	1	2	-	-
PC20. review co-borrower or guarantor details to ensure financial backing and repayment security in case the primary applicant lacks sufficient income or credit history	1	3	-	1
PC21. identify potential risks such as fraudulent admission documents, unrecognized institutes, or misleading fee structures that could affect loan approval	2	3	-	1
PC22. update loan management systems (LMS) with verification findings, approval status, and institute confirmation records for future reference	1	2	-	-
PC23. escalate discrepancies or suspicious cases to senior credit officers or risk management teams for further investigation	1	2	-	-
NOS Total	**30**	**60**	**-**	**10**

National Occupational Standards (NOS) Parameters

NOS Code	BSC/N2320
NOS Name	Process Personal & Student Loan
Sector	BFSI
Sub-Sector	
Occupation	Retail Asset Management/Central Processing
NSQF Level	4.5
Credits	2
Version	1.0
Last Reviewed Date	07/10/2025
Next Review Date	07/10/2028
NSQC Clearance Date	07/10/2025

BSC/N2321: Process Secured and Unsecured Asset-Backed Loans

Description

This OS unit is about processing vehicle loans, loans against securities, fixed deposits, and insurance by verifying applicant eligibility, assessing collateral value, and ensuring compliance with lender policies and regulatory guidelines.

Scope

The scope covers the following :

- Process vehicle loans
- Process loan against securities
- Process loan against fixed deposits
- Process loan again insurance

Elements and Performance Criteria

Process vehicle loans

To be competent, the user/individual on the job must be able to:

PC1. collect and verify loan applications by ensuring all mandatory details, supporting documents, and applicant signatures are provided

PC2. assess applicant eligibility by reviewing income proofs, employment status, credit history, and repayment capacity as per lender guidelines

PC3. verify vehicle details by cross-checking registration certificates (RC), insurance documents, proforma invoices (for new vehicles), and hypothecation status

PC4. calculate the Loan-to-Value (LTV) ratio based on the market value of the vehicle and lender-specific policies

PC5. coordinate with dealerships and valuation teams to authenticate the purchase price, vehicle condition (for used vehicles), and ownership details

PC6. communicate loan approval, terms, and repayment schedule to the applicant and guide them through loan agreement signing

PC7. track loan processing status in the Loan Management System (LMS) and ensure timely approvals and disbursements

Process loan against securities

To be competent, the user/individual on the job must be able to:

PC8. verify the type and value of securities pledged by reviewing demat account statements, mutual fund holdings, bonds, or shares submitted by the applicant

PC9. assess loan eligibility based on the Loan-to-Value (LTV) ratio, ensuring the loan amount aligns with the market value of the pledged securities as per lender policies

PC10. check the liquidity and risk profile of the securities, ensuring they are approved by the lender and meet regulatory guidelines

PC11. validate applicant identity and KYC compliance, including PAN, Aadhaar, and proof of ownership of the pledged securities

PC12. monitor security price fluctuations and apply margin calls if the value of pledged securities drops below the lender's required threshold

PC13. ensure compliance with RBI and SEBI guidelines regarding loans against securities, including risk assessment, lien marking, and disbursement procedures

PC14. maintain loan records in the Loan Management System (LMS), tracking disbursed amounts, repayments, and pledged asset performance

Process loan against fixed deposits

To be competent, the user/individual on the job must be able to:

PC15. verify the fixed deposit (FD) details by checking the deposit account number, tenure, principal amount, and maturity date in the bank's system

PC16. ensure lien marking on the fixed deposit to secure the loan, preventing premature withdrawal without lender approval

PC17. assess loan eligibility by calculating the Loan-to-Value (LTV) ratio as per bank/NBFC policies, typically ranging from 75% to 90% of the FD value

PC18. check customer KYC compliance by verifying identity proofs, PAN, and address proof to ensure regulatory adherence

PC19. confirm borrower's repayment capacity by reviewing existing financial obligations and credit history through credit bureau reports (CIBIL, Experian, etc.)

PC20. draft the loan agreement and terms detailing interest rates (often a few percentage points higher than the FD rate), repayment schedule, and foreclosure conditions

PC21. monitor loan repayment and FD maturity status to ensure timely settlement, automatic adjustments, or rollovers as per customer instructions

PC22. ensure compliance with RBI and internal lending policies by following proper documentation, lien release procedures, and maintaining audit-ready records

Process loan again insurance

To be competent, the user/individual on the job must be able to:

PC23. verify the insurance policy details by checking the policyholder's name, sum assured, policy term, and surrender value to determine eligibility for a loan against insurance

PC24. ensure policy assignability by confirming that the insurance policy allows assignment or lien marking in favor of the lender as per IRDAI regulations

PC25. assess the loan amount eligibility by calculating the Loan-to-Value (LTV) ratio based on the surrender value or maturity benefits of the policy

PC26. check premium payment history to ensure the policy is active, has no lapses, and meets the lender's eligibility criteria

PC27. obtain necessary documents such as policy bond, latest premium receipts, KYC documents, and bank statements for verification

PC28. update loan management systems (LMS) with policy verification details, lien marking status, and approved loan amount

PC29. monitor policy status during the loan tenure to ensure continued premium payments and initiate risk mitigation in case of default or policy lapse

PC30. guide customers on repayment terms, lien release process, and consequences of policy surrender during the loan tenure

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. lender-specific policies and RBI regulations for processing secured and unsecured loans, including Loan-to-Value (LTV) ratios, lien marking, and risk assessment

KU2. Loan Management Systems (LMS) for updating loan applications, tracking disbursements, and maintaining digital records

KU3. types of vehicles eligible for financing, including new and used cars, two-wheelers, and commercial vehicles

KU4. methods for evaluating vehicle value, including market price checks, depreciation considerations, and coordination with valuation teams

KU5. types of securities eligible for loans, such as stocks, mutual funds, bonds, and debentures

KU6. loan eligibility criteria, including LTV calculations ranging from 75% to 90% of FD value as per bank policies

KU7. types of insurance policies eligible for loans, including traditional life insurance, endowment plans, and ULIPs (Unit Linked Insurance Plans)

KU8. IRDAI (Insurance Regulatory and Development Authority of India) guidelines on policy assignment and lien marking

KU9. common fraud indicators, such as duplicate pledging, forged documents, or misrepresentation of financial status

Generic Skills (GS)

User/individual on the job needs to know how to:

GS1. read and interpret organizational and regulatory guidelines, and legitimacy of documents submitted by prospective customers

GS2. communicate effectively with supervisors and the customers using language understandable by the individual

GS3. organize work and time in order to maximize productivity

GS4. build customer relationships and use customer-centric approach

GS5. address operational problems effectively and escalate unresolved concerns

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Process vehicle loans	**7**	**15**	**-**	**2**
PC1. collect and verify loan applications by ensuring all mandatory details, supporting documents, and applicant signatures are provided	1	2	-	-
PC2. assess applicant eligibility by reviewing income proofs, employment status, credit history, and repayment capacity as per lender guidelines	1	2	-	-
PC3. verify vehicle details by cross-checking registration certificates (RC), insurance documents, proforma invoices (for new vehicles), and hypothecation status	1	3	-	1
PC4. calculate the Loan-to-Value (LTV) ratio based on the market value of the vehicle and lender-specific policies	1	2	-	1
PC5. coordinate with dealerships and valuation teams to authenticate the purchase price, vehicle condition (for used vehicles), and ownership details	1	2	-	-
PC6. communicate loan approval, terms, and repayment schedule to the applicant and guide them through loan agreement signing	1	2	-	-
PC7. track loan processing status in the Loan Management System (LMS) and ensure timely approvals and disbursements	1	2	-	-
Process loan against securities	**7**	**15**	**-**	**2**
PC8. verify the type and value of securities pledged by reviewing demat account statements, mutual fund holdings, bonds, or shares submitted by the applicant	1	2	-	-
PC9. assess loan eligibility based on the Loan-to-Value (LTV) ratio, ensuring the loan amount aligns with the market value of the pledged securities as per lender policies	1	2	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. check the liquidity and risk profile of the securities, ensuring they are approved by the lender and meet regulatory guidelines	1	2	-	1
PC11. validate applicant identity and KYC compliance, including PAN, Aadhaar, and proof of ownership of the pledged securities	1	2	-	-
PC12. monitor security price fluctuations and apply margin calls if the value of pledged securities drops below the lender's required threshold	1	2	-	-
PC13. ensure compliance with RBI and SEBI guidelines regarding loans against securities, including risk assessment, lien marking, and disbursement procedures	1	2	-	1
PC14. maintain loan records in the Loan Management System (LMS), tracking disbursed amounts, repayments, and pledged asset performance	1	3	-	-
Process loan against fixed deposits	**8**	**15**	**-**	**3**
PC15. verify the fixed deposit (FD) details by checking the deposit account number, tenure, principal amount, and maturity date in the bank's system	1	2	-	-
PC16. ensure lien marking on the fixed deposit to secure the loan, preventing premature withdrawal without lender approval	1	1	-	-
PC17. assess loan eligibility by calculating the Loan-to-Value (LTV) ratio as per bank/NBFC policies, typically ranging from 75% to 90% of the FD value	1	2	-	1
PC18. check customer KYC compliance by verifying identity proofs, PAN, and address proof to ensure regulatory adherence	1	2	-	-
PC19. confirm borrower's repayment capacity by reviewing existing financial obligations and credit history through credit bureau reports (CIBIL, Experian, etc.)	1	2	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC20. draft the loan agreement and terms detailing interest rates (often a few percentage points higher than the FD rate), repayment schedule, and foreclosure conditions	1	2	-	1
PC21. monitor loan repayment and FD maturity status to ensure timely settlement, automatic adjustments, or rollovers as per customer instructions	1	2	-	1
PC22. ensure compliance with RBI and internal lending policies by following proper documentation, lien release procedures, and maintaining audit-ready records	1	2	-	-
Process loan again insurance	**8**	**15**	**-**	**3**
PC23. verify the insurance policy details by checking the policyholder's name, sum assured, policy term, and surrender value to determine eligibility for a loan against insurance	1	2	-	1
PC24. ensure policy assignability by confirming that the insurance policy allows assignment or lien marking in favor of the lender as per IRDAI regulations	1	2	-	-
PC25. assess the loan amount eligibility by calculating the Loan-to-Value (LTV) ratio based on the surrender value or maturity benefits of the policy	1	2	-	-
PC26. check premium payment history to ensure the policy is active, has no lapses, and meets the lender's eligibility criteria	1	2	-	-
PC27. obtain necessary documents such as policy bond, latest premium receipts, KYC documents, and bank statements for verification	1	1	-	1
PC28. update loan management systems (LMS) with policy verification details, lien marking status, and approved loan amount	1	2	-	1
PC29. monitor policy status during the loan tenure to ensure continued premium payments and initiate risk mitigation in case of default or policy lapse	1	2	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC30. guide customers on repayment terms, lien release process, and consequences of policy surrender during the loan tenure	1	2	-	-
NOS Total	30	60	-	10

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	BSC/N2321
NOS Name	Process Secured and Unsecured Asset-Backed Loans
Sector	BFSI
Sub-Sector	
Occupation	Retail Asset Management/Central Processing
NSQF Level	4.5
Credits	2
Version	1.0
Last Reviewed Date	07/10/2025
Next Review Date	07/10/2028
NSQC Clearance Date	07/10/2025

BSC/N2322: Process Vehicle Loans

Description

This unit is about evaluating, verifying, and processing applications for vehicle loans such as two-wheelers, passenger cars, and commercial vehicles.

Scope

The scope covers the following :

- Conduct initial loan application assessment
- Evaluate creditworthiness and risk parameters
- Coordinate sanction and disbursal processes

Elements and Performance Criteria

Conduct initial loan application assessment

To be competent, the user/individual on the job must be able to:

PC1. scrutinize submitted loan applications for completeness, accuracy, and eligibility based on product guidelines.

PC2. verify KYC documents such as Aadhaar, PAN, Voter ID, and address proof in accordance with regulatory norms.

PC3. match vehicle loan eligibility with income documentation such as salary slips, bank statements, or ITRs.

PC4. ensure the application meets criteria like age, employment type, credit history, and minimum income threshold.

PC5. flag discrepancies or missing information in the application and coordinate with the channel partner or applicant for resolution.

PC6. record application details accurately in the loan management system (LMS) or core banking platform.

Evaluate creditworthiness and risk parameters

To be competent, the user/individual on the job must be able to:

PC7. retrieve and review credit reports from CIBIL, Experian, or other bureaus for credit score, repayment history, and defaults.

PC8. apply credit score cut-offs and internal scoring criteria for profile segmentation (prime, subprime, etc.).

PC9. analyze applicant's repayment capacity using FOIR (Fixed Obligation to Income Ratio) and DTI (Debt to Income) calculations.

PC10. validate ownership and insurance documents of the vehicle, if re-financing or used vehicle loan is involved.

PC11. assess co-applicant or guarantor credentials and include in the credit evaluation process as applicable.

PC12. identify high-risk indicators like frequent job changes, address instability, or unverifiable references.

PC13. escalate cases requiring deviation approvals or policy exceptions to the appropriate credit authority.

Process loan against fixed deposits

To be competent, the user/individual on the job must be able to:

PC14. forward completed application and appraisal report to credit officer/sanctioning authority for decisioning.

PC15. communicate sanction/rejection terms to internal teams, channel partners, and the customer.

PC16. confirm that vehicle-related documents like invoice, insurance, and RC copy are in order before disbursal.

PC17. initiate disbursal request post-verification of sanction conditions, margin payment, and documentation compliance.

PC18. ensure processing of ECS/NACH mandates or post-dated cheques (PDCs) for EMI repayments.

PC19. maintain audit trail of application documents, credit assessment, approvals, and disbursal memos for compliance.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. internal credit policies and product parameters related to vehicle loans, including pricing grids and approval matrix.

KU2. regulatory norms governing KYC, AML, income proof, and document verification for secured loans.

KU3. structure and interpretation of credit bureau reports, credit scores, and alert flags.

KU4. FOIR, DTI, LTV (Loan-to-Value), and other financial ratios used in assessing creditworthiness.

KU5. loan documentation standards including income proof types (Form 16, GST returns, etc.), business registration documents, and co-applicant papers.

KU6. risks associated with used vehicles, re-financed assets, and hypothecation clause validation.

KU7. sanction and deviation approval process for borderline or policy-exception cases.

KU8. common causes of loan fraud and red flags during document and application screening.

KU9. procedures for data entry, application tracking, and workflow management in LMS or digital platforms.

KU10. vehicle categories (2-wheeler, PV, CV), valuation practices, and standard margin requirements.

KU11. methods to verify employer, address, and reference details through internal or third-party agencies.

KU12. disbursal checks including invoice validation, insurance tagging, and lien marking.

KU13. recovery protocols in case of default risk identified during processing.

KU14. compliance and audit standards related to data handling, record maintenance, and document control.

KU15. importance of maintaining neutrality, confidentiality, and accuracy during the processing lifecycle.

Generic Skills (GS)

User/individual on the job needs to know how to:

GS1. read and interpret organizational and regulatory guidelines, and legitimacy of documents submitted by prospective customers

GS2. use numerical skills to compute ratios, repayment capacity, and basic financial assessments.

GS3. communicate effectively with supervisors and the customers using language understandable by the individual

GS4. apply problem-solving and critical thinking to resolve documentation or eligibility-related issues.

GS5. prioritize tasks and manage time to meet tight turnaround times (TATs) and service-level agreements (SLAs).

GS6. build customer relationships and use customer-centric approach

GS7. work collaboratively across departments such as sales, credit, and operations to ensure smooth loan processing.

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Conduct initial loan application assessment	**10**	**20**	**-**	**3**
PC1. scrutinize submitted loan applications for completeness, accuracy, and eligibility based on product guidelines.	1	4	-	-
PC2. verify KYC documents such as Aadhaar, PAN, Voter ID, and address proof in accordance with regulatory norms.	1	3	-	1
PC3. match vehicle loan eligibility with income documentation such as salary slips, bank statements, or ITRs.	2	3	-	-
PC4. ensure the application meets criteria like age, employment type, credit history, and minimum income threshold.	2	3	-	1
PC5. flag discrepancies or missing information in the application and coordinate with the channel partner or applicant for resolution.	2	4	-	1
PC6. record application details accurately in the loan management system (LMS) or core banking platform.	2	3	-	-
Evaluate creditworthiness and risk parameters	**12**	**22**	**-**	**5**
PC7. retrieve and review credit reports from CIBIL, Experian, or other bureaus for credit score, repayment history, and defaults.	2	3	-	1
PC8. apply credit score cut-offs and internal scoring criteria for profile segmentation (prime, subprime, etc.).	1	3	-	-
PC9. analyze applicant's repayment capacity using FOIR (Fixed Obligation to Income Ratio) and DTI (Debt to Income) calculations.	2	4	-	1
PC10. validate ownership and insurance documents of the vehicle, if re-financing or used vehicle loan is involved.	2	3	-	1

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. assess co-applicant or guarantor credentials and include in the credit evaluation process as applicable.	2	3	-	1
PC12. identify high-risk indicators like frequent job changes, address instability, or unverifiable references.	1	3	-	-
PC13. escalate cases requiring deviation approvals or policy exceptions to the appropriate credit authority.	2	3	-	1
Process loan against fixed deposits	**8**	**18**	**-**	**2**
PC14. forward completed application and appraisal report to credit officer/sanctioning authority for decisioning.	2	3	-	-
PC15. communicate sanction/rejection terms to internal teams, channel partners, and the customer.	-	3	-	1
PC16. confirm that vehicle-related documents like invoice, insurance, and RC copy are in order before disbursal.	1	3	-	1
PC17. initiate disbursal request post-verification of sanction conditions, margin payment, and documentation compliance.	2	3	-	-
PC18. ensure processing of ECS/NACH mandates or post-dated cheques (PDCs) for EMI repayments.	1	3	-	-
PC19. maintain audit trail of application documents, credit assessment, approvals, and disbursal memos for compliance.	2	3	-	-
NOS Total	**30**	**60**	**-**	**10**

National Occupational Standards (NOS) Parameters

NOS Code	BSC/N2322
NOS Name	Process Vehicle Loans
Sector	BFSI
Sub-Sector	
Occupation	Retail Asset Management/Central Processing
NSQF Level	4.5
Credits	2
Version	1.0
Last Reviewed Date	07/10/2025
Next Review Date	07/10/2028
NSQC Clearance Date	07/10/2025

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Element/ 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 Element/ PC.

2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC.

3. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.

4. SSC/Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below).

5. SSC/Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training center based on these criteria.

6. To pass the Qualification Pack assessment, every trainee should score the Recommended Pass % aggregate for the QP.

7. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

Minimum Aggregate Passing % at QP Level : 50

(**Please note**: Every Trainee should score a minimum aggregate passing percentage as specified above, to successfully clear the Qualification Pack assessment.)

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
BSC/N2313.Verify and process loan applications	30	60	-	10	100	18
BSC/N2314.Ensure compliance with regulatory and internal guidelines	30	60	-	10	100	18
BSC/N2315.Coordinate with stakeholders for loan approval and disbursement	30	60	-	10	100	18
BSC/N2316.Maintain Customer records and communication	30	60	-	10	100	18
DGT/VSQ/N0102.Employability Skills (60 Hours)	20	30	-	-	50	10
Total	**140**	**270**	**-**	**40**	**450**	**82**

Elective: 1 Process Home Loan

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
BSC/N2317.Process Home Loan	30	60	-	10	100	18
Total	**30**	**60**	**-**	**10**	**100**	**18**

Elective: 2 Process Loan against Property (LAP)

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
BSC/N2318.Process Loan against Property (LAP)	30	60	-	10	100	18
Total	**30**	**60**	**-**	**10**	**100**	**18**

Elective: 3 Process Gold Loan

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
BSC/N2319.Process Gold Loan	30	60	-	10	100	18
Total	**30**	**60**	**-**	**10**	**100**	**18**

Elective: 4 Process Personal & Student Loan

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
BSC/N2320.Process Personal & Student Loan	30	60	-	10	100	18
Total	**30**	**60**	**-**	**10**	**100**	**18**

Elective: 5 Process Secured and Unsecured Asset-Backed Loans

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
BSC/N2321.Process Secured and Unsecured Asset-Backed Loans	30	60	-	10	100	18
Total	**30**	**60**	**-**	**10**	**100**	**18**

Elective: 6 Process Vehicle Loans

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
BSC/N2322.Process Vehicle Loans	30	60	-	10	100	18
Total	**30**	**60**	**-**	**10**	**100**	**18**

Acronyms

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training
NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualification Pack
TVET	Technical and Vocational Education and Training

Glossary

Sector	Sector is a conglomeration of different business operations having similar business 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.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
Occupational Standards (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 (KU) they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria (PC)	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
National Occupational Standards (NOS)	NOS are occupational standards which apply uniquely in the Indian context.
Qualifications Pack (QP)	QP comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications 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.
Scope	Scope is a set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on quality of performance required.

Knowledge and Understanding (KU)	Knowledge and Understanding (KU) are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.
Organisational Context	Organisational context includes the way the organisation 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/ Generic Skills (GS)	Core skills or Generic Skills (GS) are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment 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.
Electives	Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Trainees must select at least one elective for the successful completion of a QP with Electives.
Options	Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options.
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