

## Overview

This standard is about you providing customers with documents as evidence of the agreed financing or credit facility. After the application has been accepted, you will prepare and issue the required documents to the customer, resolving any ambiguities or discrepancies. You must disclose information only to those who need it and pay attention to details that are critical to your work.

You must ensure that all information is processed accurately and that the resulting documentation is correct.

## Performance criteria

You must be able to:

1. Gather all information needed to process documentation in accordance with your organisation's procedures
2. Enter correct information in the appropriate location in accordance with your organisation's procedures
3. Produce the correct documents which are accurate and in accordance with your employer's procedures
4. Resolve any ambiguities or discrepancies in accordance with your organisation's procedures
5. Confirm the documents are accurate in accordance with your organisation's procedures
6. Issue documents to those who need them in accordance with your organisation's procedures
7. Keep accurate and complete records in accordance with your organisation's procedures
8. Comply with legal requirements, industry regulations, including ethical standards, organisational policies and professional codes of practice

## Knowledge and understanding

You need to know and understand:

1. The limits of your authority
2. Sources of information and advice
3. Your organisation's service and timescale standards
4. How to access customer records
5. Your organisation's systems and procedures for recording information
6. How to deal with situations where the information provided reveals discrepancies or inconsistencies
7. Your organisation's policy and procedures for communicating with customers
8. Your organisation's procedures for preparing documentation as evidence of financing or credit facilities
9. Your organisation's requirements relating to the application of codes, laws and regulatory requirements, including ethical standards as they impact on your activities

**Behaviours**

1. You gather and manage information effectively, efficiently ethically and confidentially
2. You present information clearly and concisely
3. You show understanding of others and deal with them in a professional manner

## Process documentation for financing and credit facilities

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