

Module Number	Module Title	Module Overview	Lesson Description	Suggested Online Study Time
1	Assessing the Credit Opportunity	Discusses the environment in which financial institutions offer consumer credit and introduces basic consumer credit products. Introduces the Consumer Lending Decision Strategy as a systematic approach to consumer credit analysis and discusses the preliminary steps to take to determine if the loan request is logical, legal, and reasonable and to gather all the information needed.	Lesson 1: The Consumer Credit Environment Lesson 2: Interviewing the Applicant Lesson 3: Loan Request Review Lesson 4: Repayment Source Preview	1.5 hours
2	Repayment Source Analysis	Teaches participants how to use information from the credit application and the consumer credit report to assess and verify the applicant's willingness and ability to repay and to assess the risk involved in a loan. Explores the importance of determining living expenses and their impact on the borrower's loan serving ability.	Lesson 1: Financial History Review Lesson 2: Analysing Income and Expenses Lesson 3: Loan and Debt Servicing Ability	3 hours
3	Mortgage Lending	Teaches participants the importance of home loans and home equity lines of credit secured by the applicant's home, and introduces considerations specific to mortgage and real estate lending, such as valuing the security and determining loan to value ratio.	Lesson 1: What Is Mortgage Lending? Lesson 2: Analysing Mortgage Loans	1.5 hours
4	Making the Credit Decision	Teaches participants how to apply the analytical techniques described in the previous modules to a variety of credit applications.	Lesson 1: Making the Decision Lesson 2: Other Options and Declined Applications Lesson 3: Conditions and Approval	2 hours
5	Documenting and Managing the Loan	Teaches participants how to properly and accurately document each loan so it will be enforceable. Explores payment options when a loan becomes delinquent. Addresses bankruptcy issues.	Lesson 1: Loan Documentation Lesson 2: Documents by Loan Type Lesson 3: Loan Management	1 hour
Optional 1	Consumer Lending Regulatory Obligations	<i>Discusses the broad regulatory environment within which a consumer credit provider operates, with emphasis on the National Consumer Credit Protection Act. Introduces the concept of responsible lending and the steps to take to determine that the loan is "not unsuitable" for the borrower. Discusses key disclosures and hardship.</i>	<i>Lesson 1: The Regulatory Environment Lesson 2: Responsible Lending and Hardship</i>	2 hours

TOTAL

**9 hours
plus optional 2 hours**

Responsible Lending Alignment in Consumer Lending Core Modules

LEARNING SOLUTIONS

RESPONSIBLE LENDING OBLIGATION	MODULE AND LESSON/DECISION STRATEGY© STAGE		
	Module Number	Module Title	Lesson Description
1. Make reasonable inquiries about the customer's financial situation, requirements and objectives	1	Assessing the Credit Opportunity	Lesson 2: Interviewing the Applicant Lesson 3: Loan Request Review Lesson 4: Repayment Source Preview
2. Take reasonable steps to verify the customer's financial situation	1	Assessing the Credit Opportunity	Lesson 4: Repayment Source Preview
3. Assess whether the credit contract or consumer lease is not unsuitable for the customer so that: <ul style="list-style-type: none"> • The customer be able to meet their financial obligations under the credit contract or consumer lease without substantial hardship • The contract meets the customer's requirements and objectives 	1	Assessing the Credit Opportunity	Lesson 2: Interviewing the Applicant Lesson 3: Loan Request Review
	2	Repayment Source Analysis	Lesson 1: Financial History Review Lesson 2: Analysing Income and Expenses Lesson 3: Loan and Debt Servicing
	4	Making the Credit Decision	Lesson 1: Making the Decision Lesson 2: Other Options and Declined Applications Lesson 3: Condition and Approval