



# BAI Banking Series

## Loan Officer Curriculum Plan

This Curriculum Plan recommends courses based on typical tasks completed by Loan Officers and is intended to serve as a resource when planning curriculums or Rules. In addition to these recommended courses, there may be other training requirements of your specific regulator, state, or financial institution. The courses included here are mainly subject-based courses. It is not inclusive of [role-based](#) or [mini-courses](#) that may be more appropriate for your institution.

Recommended Courses
<a href="#">30504B</a> – USA PATRIOT Act: Managing Compliance
<a href="#">30123B</a> – Understanding the Fair Debt Collection Practices Act (FDCPA)
<a href="#">30214B</a> – Regulation W: Comprehensive
<a href="#">30417B</a> – Mortgage Basics: Laws and Regulations
<a href="#">30418B</a> – Mortgage Basics: Products Documents, and Costs
<a href="#">30201B</a> – Robbery Prevention and Response
<a href="#">30203B</a> – Bank Holding Company Act: Anti-Tying
<a href="#">30313B</a> – Identity Theft Prevention: Safeguarding Information
<a href="#">30319B</a> – Regulation E: Handling Errors and Complaints
<a href="#">30324B</a> – Fair Credit Reporting Act (FCRA): Essentials
<a href="#">30330B</a> – Regulation O: Essentials
<a href="#">30402B</a> – Regulation B: Essentials
<a href="#">30403B</a> – Fair Lending: Essentials
<a href="#">30406B</a> – Community Reinvestment Act (CRA): Comprehensive
<a href="#">30408B</a> – Servicemember Series: Servicemember Civil Relief Act (SCRA) Protections
<a href="#">30409B</a> – Servicemember Series: A Military Lending Act (MLA) Guide
<a href="#">30410B</a> – Flood Disaster Protection Act (FDPA) Compliance
<a href="#">30411B</a> – Appraisals and Evaluations: Essentials
<a href="#">30413B</a> – The SAFE Act Compliance
<a href="#">30420B</a> – Reg Z: Fundamentals for Real Estate Loans
<a href="#">30440B</a> – HMDA Fundamentals
<a href="#">30450B</a> – Real Estate Settlement Procedures Act (RESPA): Essentials
<a href="#">30502B</a> – BSA and AML: Essentials
<a href="#">31501B</a> – Consumer Lending: Exploring Needs and Options
<a href="#">31502B</a> – Consumer Lending: Understanding the Application Process
<a href="#">31510B</a> – Consumer Lending: Private Education Loans
<a href="#">31511B</a> – Consumer Lending: Home Equity Loans
<a href="#">31512B</a> – Consumer Lending: Credit Cards



<a href="#">31513B</a> – Consumer Lending: Ethics
<a href="#">31514B</a> – Consumer Lending: Marketing and Social Media
<a href="#">31521B</a> – Consumer Lending: Borrower Protections
<a href="#">31522B</a> – Consumer Lending: BSA and Security Concerns
<a href="#">20503</a> – Reg Z: Right of Rescission
<a href="#">20504</a> – Reg Z: Section 32 (HOEPA) Loans
<a href="#">20505</a> – Reg Z: Reverse Mortgages
<a href="#">20082</a> – Reg U: In Detail
<a href="#">20319</a> – Servicing Consumer Loans

View the recommended courses by regulation and job-specific task below.

Regulation	Job-Specific Task(s)	Recommended Course(s)
Anti-Tying (Reg. Y)	Understand what products and/or services can be required with a loan product	<a href="#">30203B</a> – Bank Holding Company Act: Anti-Tying
Appraisal Rules and Regulations	Know what constitutes a valid appraisal Exempt certain transactions from the appraisal requirement Keep appraisers separate from lending function Select and retain an appraiser Review appraisals in connection with loans Properly handle readdressed appraisals Order an evaluation instead of an appraisal when appropriate Understand USPAP's role in appraisals	<a href="#">30411B</a> – Appraisals and Evaluations: Essentials
Bank Bribery Act	Know limitations of what to accept from customers	<a href="#">31513B</a> – Consumer Lending: Ethics



	Refrain from accepting gifts in return for business preferences	
Bank Secrecy Act (BSA)	Recognize and report suspicious activity	<a href="#">31522B</a> – Consumer Lending: BSA and Security Concerns
	Deal with customers who may potentially be Politically Exposed Persons (PEPs)	<a href="#">30504B</a> – USA PATRIOT Act: Managing Compliance
	Be aware of the stages of money laundering under AML guidelines Deal with customers under Customer Due Diligence (CDD) and Enhanced Due Diligence (EDD) programs Collect and verify information according to CIP (USA PATRIOT Act)	<a href="#">30502B</a> – BSA and AML: Essentials
Bank Security Procedures	Follow bank's security procedures and robbery response program	<a href="#">30201B</a> – Robbery Prevention and Response
Community Reinvestment Act	Understand main thrust of CRA, and ultimate indicator of CRA rating Know how bank selects and maintains its assessment area for CRA consideration Collect and report information for CRA-reportable loans Know where CRA public file information is located Post public availability of CRA data	<a href="#">30406B</a> – Community Reinvestment Act (CRA): Comprehensive
Electronic Funds Transfers (Reg. E)	Know of potential conflicts between debit card provisions of Reg. E and credit card provisions of Reg. Z	<a href="#">30319B</a> – Regulation E: Handling Errors and Complaints



<p>Equal Credit Opportunity Act (ECOA/ Reg. B)</p>	<p>Treat customers fairly and equally</p> <p>Avoid discriminating on a prohibited basis in any aspect of a credit transaction</p> <p>Avoid discouraging applications on a prohibited basis</p> <p>Handle distressed borrowers and past-due loans</p> <p>Analyze inherent and residual risk of all customers, products, and geographies for fair lending risk</p> <p>Evaluate applications utilizing any information that the applicants provides</p> <p>Use appropriate discretion when waiving fees or making exceptions</p> <p>Provide denial notices when application is turned down</p>	<p><a href="#">30402B</a> – Regulation B: Essentials</p>
<p>Equal Credit Opportunity Act (ECOA/ Reg. B) (cont.)</p>	<p>Provide applicants with a copy of the appraisal report used in evaluation of certain applications</p> <p>Furnish credit information to credit bureaus when dealing with accounts held by spouses</p> <p>Retain proper records for ECOA compliance</p> <p>Provide loans in the name of one or both applicants</p> <p>Record government monitoring information (GMI) on written application forms</p>	<p><a href="#">31502B</a> – Consumer Lending: Understanding the Application Process</p>
	<p>Place the applicant into the 'right' loan based on their credit profile</p>	<p><a href="#">31501B</a> – Consumer Lending: Exploring Needs and Options</p>



<p>Fair Credit Reporting Act (FCRA)</p>	<p>Pull consumer reports, including bad check reports</p> <p>Respond appropriately to a fraud or other alert on a consumer credit report</p> <p>Provide consumers copies of their credit reports</p> <p>Resolve disputes based on information bank is reporting to the bureau</p> <p>Provide proper notice when denying applications</p> <p>Receive and process opt-out decisions for consumer information</p> <p>Ensure that accurate information is submitted to credit bureaus</p> <p>Properly handle medical information provided by consumers</p> <p>Respond to reports of fraud or related identity theft</p> <p>Process address change and new card (debit or credit) requests</p>	<p><a href="#">30324B</a> – Fair Credit Reporting Act (FCRA): Essentials</p>
<p>Fair Credit Reporting Act (FCRA) (cont.)</p>	<p>Resolve issues when the address on credit report is different from that reported directly from the applicant/borrower</p> <p>Observe red flag guideline events</p> <p>Make prescreened credit offers based on pre-established criteria</p> <p>Resolve differences in identifying information on consumer report and what customer presents</p>	<p><a href="#">30324B</a> – Fair Credit Reporting Act (FCRA): Essentials</p>



<p>Fair Debt Collection Practices Act (FDCPA)</p>	<p>Know whether the bank is considered a debt collector or falls under an exemption</p> <p>Make collection efforts and speak with delinquent borrowers</p>	<p><a href="#">30123B</a>– Understanding the Fair Debt Collection Practices Act (FDCPA)</p>
<p>Fair Housing Act (FHA)</p>	<p>Avoid discriminating on a prohibited basis in any aspect of a housing-related transaction</p> <p>Include the "Equal Housing Lender" logo or statement on written or verbal advertisements of residential loan products</p>	<p><a href="#">30403B</a> – Fair Lending: Essentials</p>
<p>Flood Insurance</p>	<p>Know when flood insurance requirements do and do not apply</p> <p>Require escrow accounts for loans that require flood insurance</p> <p>Perform a flood insurance determination on a covered loan</p> <p>Maintain flood insurance coverage even if it lapses or borrower refuses it</p> <p>Assess determination fees (initial and life-of-loan) against the borrower</p> <p>Inform applicant that flood insurance will be required for the loan</p> <p>Provide flood insurance on loans secured by condos</p> <p>Calculate how much insurance to require on a covered loan</p> <p>Resolve issues when flood insurance policy is written for a different flood zone than that shown on the determination form</p>	<p><a href="#">30410B</a> – Flood Disaster Protection Act (FDPA) Compliance</p>



<p>Home Mortgage Disclosure Act (Reg. C)</p>	<p>Know where HMDA public file information is located</p> <p>Know whether the institution must report HMDA data</p> <p>Request the proper information from the applicant(s) for proper application types</p>	<p><a href="#">30440B</a> – HMDA Fundamentals</p>
<p>Homeowners Protection Act (PMI Rules)</p>	<p>Understand PMI requirements for loans</p> <p>Provide proper PMI disclosures for covered loans</p> <p>Cancel or terminate PMI as appropriate</p>	<p><a href="#">30417B</a> – Mortgage Basics: Laws and Regulations</p>
<p>Information Security</p>	<p>Protect company assets - physical and information</p>	<p><a href="#">30313B</a> – Identity Theft Prevention: Safeguarding Information</p>
<p>IRS Reporting Requirements</p>	<p>Answer basic questions on 1098s</p>	<p><a href="#">20319</a> – Servicing Consumer Loans</p>
<p>Lending to Insiders (Reg. O)</p>	<p>Determine if a loan is made to an insider or related interest</p> <p>Apply proper exceptions to some loans</p> <p>Get prior approval for insider loans</p> <p>Approve insiders' overdrafts as appropriate</p> <p>Maintain proper records for insider loans</p> <p>Ensure that public disclosures of insider loans are kept and updated</p>	<p><a href="#">30330B</a> – Regulation O: Essentials</p>



<p>Lending on Securities (Reg. U)</p>	<p>Know what types of loans are covered</p> <p>Make loans secured by marketable securities</p> <p>Complete Form FR U-1</p> <p>Properly treat multiple loans secured by margin stock</p>	<p><a href="#">20082</a> – Reg U: In Detail</p>
<p>OFAC Regulations</p>	<p>Check SDN list when appropriate</p> <p>Block or reject funds as required</p> <p>Recognize a general or specific license</p>	<p><a href="#">31522B</a> – Consumer Lending: BSA and Security Concerns</p>
<p>Privacy of Consumer Financial Information</p>	<p>Differentiate between consumers vs. customers of the bank</p> <p>Provide initial or annual privacy notice disclosure</p> <p>Receive and process opt-out decisions for personal financial information</p> <p>Avoid providing personal information to a non-affiliated third party</p>	<p><a href="#">31521B</a> – Consumer Lending: Borrower Protections</p>
<p>Real Estate Lending Standards (LTV Rules)</p>	<p>Understand LTV standards and limits</p>	<p><a href="#">30418B</a> – Mortgage Basics: Products, Documents, and Costs</p>
<p>RESPA</p>	<p>Provide the Info Booklet for proper type of loans</p> <p>Provide GFE in timely manner to applicant(s) in covered loans</p> <p>Complete the settlement statement</p> <p>Provide copy of settlement statement to borrower at least</p>	<p><a href="#">30450B</a> – Real Estate Settlement Procedures Act (RESPA): Essentials</p>





	<p>one day before closing if requested</p> <p>Assess charges for document preparation</p> <p>Assess or collect fees only for work actually done by a third party</p> <p>Refer settlement services to parties that are affiliated with the lender</p> <p>Receive and process loan payments, including escrow portion</p> <p>Provide proper disclosure upon loan origination and transfers of servicing rights</p>	
Secure and Fair Enforcement for Mortgage Licensing (SAFE) Act	Register with NMLS if definition of mortgage loan originator is met	<a href="#">30413B</a> – The SAFE Act Compliance
Servicemember Civil Relief Act (SCRA)	Assist borrowers who are active-duty military	<p><a href="#">30408B</a> – Servicemember Series: Servicemember Civil Relief Act (SCRA) Protections</p> <p><a href="#">30409B</a> – Servicemember Series: A Military Lending Act (MLA) Guide</p>
Transactions Between Affiliates (Reg. W)	<p>Observe limitations of covered transactions with affiliates</p> <p>Understand requirements of affiliate transactions</p> <p>Determine if transaction meets the rules of Reg. W</p> <p>Calculate the extent of an affiliate transaction</p> <p>Exempt proper transactions</p>	<a href="#">30214B</a> – Regulation W: Comprehensive



Truth in Lending (Reg. Z)	<p>Meet requirements when ownership of mortgage loan is transferred to a new party</p> <p>Know what loans are covered by Reg. Z and important terms</p> <p>Calculate the finance charge and APR for loans</p> <p>Providing disclosures for mortgage transactions and refinances</p> <p>Answer questions regarding consumer loan products</p>	<p><a href="#">30420B</a> – Reg Z: Fundamentals for Real Estate Loans</p>
	<p>Provide disclosures for private education loans</p> <p>Explain restrictions on private education loans</p>	<p><a href="#">31510B</a> – Consumer Lending: Private Education Loans</p>
	<p>Provide disclosures for open-end credit plans, such as credit cards and overdraft lines of credit</p> <p>Provide disclosures for HELOCs</p> <p>Provide periodic statements</p> <p>Assist borrowers with periodic statement items</p> <p>Receive and process loan payments</p>	<p><a href="#">31511B</a> – Consumer Lending: Home Equity Loans</p>
	<p>Respond to request for refund of credit balance on account or to terminate the account</p> <p>Receive credit card applications and/or respond to solicitations for such plans</p> <p>Renew and replace credit cards</p> <p>Resolve customer claims of unauthorized charges on credit card statements</p>	<p><a href="#">31512B</a> – Consumer Lending: Credit Cards</p>



	<p>Underwrite credit card applicants</p> <p>Charge fees to new credit card customers</p> <p>Allocate payments above the minimum amount to card balance</p> <p>Assess charges due to loss of grace period</p> <p>Raise credit card rates</p> <p>Charge over-the-limit fees</p> <p>Provide credit cards to college students</p> <p>Post card agreements online or provide them to consumers</p>	
	<p>Explain right of rescission</p>	<p><a href="#">20503</a> – Reg Z: Right of Rescission</p>
	<p>Provide disclosures for term loans</p>	<p><a href="#">31502B</a> – Consumer Lending: Understanding the Application Process</p>
	<p>Provide proper disclosures for credit ads</p>	<p><a href="#">31514B</a> – Consumer Lending: Marketing and Social Media</p>
	<p>Provide disclosures for high-rate, high-fee (HOEPA or Section 32) mortgage loans</p> <p>Understand restrictions placed on HOEPA/Section 32 mortgages</p>	<p><a href="#">20504</a> – Reg Z: Section 32 (HOEPA) Loans</p>



	Provide disclosures for reverse mortgages	<a href="#">20505</a> – Reg Z: Reverse Mortgages
	Provide disclosures for Higher Priced Mortgage Loans	<a href="#">20500</a> – Reg Z: HPMLs and the Escrow Rule

