



BAI Credit Union 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 mainly include subject-based courses. It is not inclusive of [role-based](#) or [mini-courses](#) that may be more appropriate for your institution.

Recommended Courses
30003C – OFAC: Addressing Risks and Red Flags
30123C - Understanding the Fair Debt Collection Practices Act (FDCPA)
30313C - Identity Theft Prevention: Safeguarding Information
30319C – Regulation E: Handling Errors and Complaints
30323C – CIP Procedures and Protections
30401C - Regulation B: Comprehensive
30402C - Regulation B: Essentials
30403C – Fair Lending: Essentials
30407C - HMDA: Enhanced Reporting Requirements
30408C – Servicemember Series: Servicemember Civil Relief Act (SCRA) Protections
30409C – Servicemember Series: A Military Lending Act (MLA) Guide
30410C – Flood Disaster Protection Act (FDPA) Compliance
30413C - The SAFE Act Compliance
30417C - Mortgage Basics: Laws and Regulations
30418C - Mortgage Basics: Products, Documents, and Costs
30420C - Reg Z: Fundamentals for Real Estate
30440C - HMDA Fundamentals
30450C - Real Estate Settlement Procedures Act (RESPA): Essentials
30502C – BSA and AML: Essentials
30504C - USA PATRIOT Act: Managing Compliance
31120C – Frontline: Privacy Considerations
31122C – Frontline: Robbery and Security
31400C - Mortgage Origination: Marketing
31401C - Mortgage Origination: Matching Products
31402C – Mortgage Origination: Pulling Credit Reports
31403C - Mortgage Origination: Completing the Application
31404C - Mortgage Origination: Collecting Information and Documentation
31410C - Mortgage Processing: Providing Disclosures
31411C – Mortgage Processing: Ordering Reports



31412C - Mortgage Processing: Verification and Documentation
31431C - Mortgage Underwriting: Examining Collateral
31432C - Mortgage Underwriting: Examining Capacity and Capital
31433C - Mortgage Underwriting: Examining Character
31434C - Mortgage Underwriting: BSA and Suspicious Activity
31460C - Mortgage Closing: Explaining Fees and Disclosures
31461C - Mortgage Closing: BSA and Suspicious Activity
31501C – Consumer Lending: Exploring Needs and Options
31502C - Consumer Lending: Understanding the Application Process
31510C - Consumer Lending: Private Education Loans
31511C - Consumer Lending: Home Equity Loans
31512C – Consumer Lending: Credit Cards
31513C – Consumer Lending: Ethics
31514C – Consumer Lending: Marketing and Social Media
31520C - Consumer Lending: Addressing Borrower Concerns
31521C - Consumer Lending: Borrower Protections
31540C - Consumer Lending: Considerations at Closing
31805C - Commercial Banking: Considerations at Closing
20040C – Reg Z: Closed-End Credit Disclosures
20319 – Servicing Consumer Loans
20500C – Reg Z: HPMLs and the Escrow Rule
20503C – Reg Z: Right of Rescission
20504C – Reg Z: Section 32 (HOEPA) Loans
20505C – Reg Z: Reverse Mortgages

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

Regulation	Job-Specific Task(s)	Recommended Courses
Appraisal Rules and Regulations	Know what constitutes a valid appraisal Exempt certain transactions from the appraisal requirement Keep appraisers separate from lending function	31411C – Mortgage Processing: Ordering Reports



	<p>Select and retain an appraiser</p> <p>Review appraisals in connection with loans</p> <p>Properly handle readdressed appraisals</p> <p>Order an evaluation instead of an appraisal when appropriate</p> <p>Understand USPAP's role in appraisals</p>	
Bank Bribery Act	<p>Know limitations of what to accept from customers</p> <p>Refrain from accepting gifts in return for business preferences</p>	<p>31513C – Consumer Lending: Ethics</p>
Bank Secrecy Act (BSA)	<p>Recognize and report suspicious activity</p>	<p>31434C – Mortgage Underwriting: BSA and Suspicious Activity</p> <p>31461C – Mortgage Closing: BSA and Suspicious Activity</p>
	<p>Deal with customers who may potentially be Politically Exposed Persons (PEPs)</p>	<p>30504C – USA PATRIOT Act: Managing Compliance</p>
	<p>Be aware of the stages of money laundering under AML guidelines</p>	<p>30502C – BSA and AML: Essentials</p>
	<p>Deal with customers under Customer Due Diligence (CDD) and Enhanced Due Diligence (EDD) programs</p>	
	<p>Collect and verify information according to CIP (USA PATRIOT Act)</p>	<p>30323C – MIP Procedures and Protections</p>
Credit Union Security Procedures	<p>Follow credit union's security procedures and robbery response program</p>	<p>31133C – Frontline: Robbery and Security</p>
Electronic Funds Transfers (Reg. E)	<p>Know of potential conflicts between debit card provisions of Reg. E and credit card provisions of Reg. Z</p>	<p>30319C – Regulation E: Handling Errors and Complaints</p>
	<p>Treat members fairly and equally</p>	<p>30403C – Fair Lending: Essentials</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 members, 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>Equal Credit Opportunity Act (ECOA/ Reg. B)</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>30401C - Regulation B: Comprehensive</p> <p>30402C - Regulation B: Essentials</p> <p>31805C – Commercial Banking: Considerations at Closing</p> <p>31401C - Mortgage Origination: Matching Products</p> <p>31403C - Mortgage Origination: Completing the Application</p> <p>31404C - Mortgage Origination: Collecting Information and Documentation</p> <p>31410C - Mortgage Processing: Providing Disclosures</p> <p>31411C - Mortgage Processing: Ordering Reports</p> <p>31431C - Mortgage Underwriting: Examining Collateral</p> <p>31433C - Mortgage Underwriting: Examining Character</p>



		31460C - Mortgage Closing: Explaining Fees and Disclosures
	Provide loans in the name of one or both applicants	30401C – Regulation B: Comprehensive
	Provide denial notices when application is turned down	30401C - Regulation B: Comprehensive 30402C - Regulation B: Essentials 31805C – Commercial Banking: Considerations at Closing 31401C - Mortgage Origination: Matching Products 31403C - Mortgage Origination: Completing the Application 31404C - Mortgage Origination: Collecting Information and Documentation 31410C - Mortgage Processing: Providing Disclosures 31411C - Mortgage Processing: Ordering Reports 31431C - Mortgage Underwriting: Examining Collateral 31433C - Mortgage Underwriting: Examining Character 31460C - Mortgage Closing: Explaining Fees and Disclosures
	Record government monitoring information (GMI) on written application forms	30402C – Regulation B: Essentials
	Place the applicant into the 'right' loan based on their credit profile	31501C – Consumer Lending: Exploring Needs and Options
Fair Credit Reporting Act (FCRA)	Pull consumer reports, including bad check reports	31402C – Mortgage Origination: Pulling Credit Reports



	<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>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>Fair Debt Collection Practices Act (FDCPA)</p>	<p>Know whether the credit union is considered a debt collector or falls under an exemption</p>	<p>30123C – Understanding the Fair Debt Collection Practices Act (FDCPA)</p>



	<p>Make collection efforts and speak with delinquent borrowers</p>	
Fair Housing Act (FHA)	<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>30403C – Fair Lending: Essentials</p>
Flood Insurance	<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 insurance coverage on a covered loan 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>30410C – Flood Disaster Protection Act (FDPA) Compliance</p>
Home Mortgage Disclosure Act (Reg. C)	<p>Know where HMDA public file information is located</p> <p>Know whether the institution must report HMDA data</p>	<p>30407C – HMDA: Enhanced Reporting Requirements</p> <p>30440C – HMDA Fundamentals</p>



	Request the proper information from the applicant(s) for proper application types	
Homeowners Protection Act (PMI Rules)	Understand PMI requirements for loans Provide proper PMI disclosures for covered loans Cancel or terminate PMI as appropriate	30417C – Mortgage Basics: Laws and Regulations
Information Security	Protect company assets - physical and information	30313C – Identity Theft Prevention: Safeguarding Information
IRS Reporting Requirements	Answer basic questions on 1098s	20319 - Servicing Consumer Loans
OFAC Regulations	Check SDN list when appropriate Block or reject funds as required Recognize a general or specific license	30003C – OFAC: Addressing Risks and Red Flags
Privacy of Consumer Financial Information	Differentiate between consumers vs. members of the credit union Provide initial or annual privacy notice disclosure Receive and process opt-out decisions for personal financial information Avoid providing personal information to a non-affiliated third party	31120C – Frontline: Privacy Considerations
Real Estate Lending Standards (LTV Rules)	Understand LTV standards and limits	30418C – Mortgage Basics: Products, Documents, and Costs
RESPA	Provide the Info Booklet for proper type of loans Provide GFE in timely manner to applicant(s) in covered loans Complete the settlement statement	30450C – Real Estate Settlement Procedures Act (RESPA): Essentials



	<p>Provide copy of settlement statement to borrower at least 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	30413C – The SAFE Act Compliance
Servicemember Civil Relief Act (SCRA)	Assist borrowers who are active-duty military	30408C – Servicemember Series: Servicemember Civil Relief Act (SCRA) Protections 30409C – Servicemember Series: A Military Lending Act (MLA) Guide
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>Provide disclosures for private education loans</p> <p>Explain restrictions on private education loans</p>	30420C - Reg Z: Fundamentals for Real Estate 31514C - Consumer Lending: Marketing and Social Media 31502C - Consumer Lending: Understanding the Application Process 31510C - Consumer Lending: Private Education Loans



		<p>31512C - Consumer Lending: Credit Cards</p> <p>31511C - Consumer Lending: Home Equity Loans</p> <p>31520C - Consumer Lending: Addressing Borrower Concerns</p> <p>31521C - Consumer Lending: Borrower Protections</p> <p>31540C - Consumer Lending: Considerations at Closing</p> <p>31404C - Mortgage Origination: Collecting Information and Documentation</p> <p>31410C - Mortgage Processing: Providing Disclosures</p> <p>31412C - Mortgage Processing: Verification and Documentation</p> <p>31460C - Mortgage Closing: Explaining Fees and Disclosures</p> <p>31400C - Mortgage Origination: Marketing</p> <p>31401C - Mortgage Origination: Matching Products</p> <p>31432C - Mortgage Underwriting: Examining Capacity and Capital</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>30420C - Reg Z: Fundamentals for Real Estate</p> <p>31514C - Consumer Lending: Marketing and Social Media</p>



	<p>Assist borrowers with periodic statement items</p> <p>Receive and process loan payments</p> <p>Respond to member's request for refund of credit balance on credit card account or to terminate the account</p>	<p>31502C - Consumer Lending: Understanding the Application Process</p> <p>31510C - Consumer Lending: Private Education Loans</p> <p>31512C - Consumer Lending: Credit Cards</p> <p>31511C - Consumer Lending: Home Equity Loans</p> <p>31520C - Consumer Lending: Addressing Borrower Concerns</p> <p>31521C - Consumer Lending: Borrower Protections</p> <p>31540C - Consumer Lending: Considerations at Closing</p> <p>31404C - Mortgage Origination: Collecting Information and Documentation</p> <p>31410C - Mortgage Processing: Providing Disclosures</p> <p>31412C - Mortgage Processing: Verification and Documentation</p> <p>31460C - Mortgage Closing: Explaining Fees and Disclosures</p> <p>31400C - Mortgage Origination: Marketing</p> <p>31401C - Mortgage Origination: Matching Products</p> <p>31432C - Mortgage Underwriting: Examining Capacity and Capital</p>
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	<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>Underwrite credit card applicants</p> <p>Charge fees to new credit card customers</p>	<p>31512C – Consumer Lending: Credit Cards</p>
	<p>Explain right of rescission</p>	<p>20503C – Reg Z: Right of Rescission</p>
	<p>Provide disclosures for term loans</p>	<p>20040C – Reg Z: Closed-End Credit Disclosures</p>
	<p>Providing disclosures for mortgage transactions and refinances</p> <p>Answer questions regarding consumer loan products</p>	<p>30420C – Reg Z: Fundamentals for Real Estate Loans</p>
	<p>Provide proper disclosures for credit ads</p>	<p>20339C – Marketing: Understanding the Regulations</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>20504C – Reg Z: Section 32 (HOEPA) Loans</p>
	<p>Provide disclosures for reverse mortgages</p>	<p>20505C – Reg Z: Reverse Mortgages</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>31512C – Consumer Lending: Credit Cards</p>



	Post card agreements online or provide them to consumers	
	Provide disclosures for Higher Priced Mortgage Loans	20500C – Reg Z: HPMLs and the Escrow Rule
Unfair, Deceptive, or Abusive Acts or Practices (UDAAP)	Understand who and what are covered by UDAAP	31501C – Consumer Lending: Exploring Needs and Options