



## DIPLOMA IN HOME LOAN ADVISING

### Rules & Syllabus 2017

#### OBJECTIVE

To build professional competence and enhance counselling skills in Home Loan Market.

#### ELIGIBILITY

The applicant should be Graduate of a recognized university.

#### SUBJECT OF EXAMINATION

1. Essentials of Home Loan - practice & procedure
2. Home Loan Counselling

#### EXAMINATION FEES / REGISTRATION FEES

	For Members	For Non-Members
Subsequent each attempt	₹2,000/- *	₹2,000/- *

\* Plus Service Tax as applicable (Reg. No. AAATT3309DSD002)

#### MEDIUM OF EXAMINATION

Examination will be conducted in English only.

#### PATTERN OF EXAMINATION

- (i) Question Paper will contain approximately 120 objective type multiple choice questions.
- (ii) The examination will be held in online mode only.

#### DURATION OF EXAMINATION

Examination will be of two hours duration.

#### PERIODICITY AND EXAMINATION CENTRES

The examination will be conducted normally twice a year in June and December on a Sunday.

#### PASSING CRITERIA

- (i) Pass : Minimum marks for pass in every subject - 50 out of 100 marks.
- (ii) **Candidate securing atleast 45 marks in each subject with an aggregate of 50% marks in all subjects of examination in a single attempt will also be declared as Pass.**

- (iii) Candidates will be allowed to retain credits for the subject they have passed in an attempt till the expiry of the time limit for passing the examination as mentioned below :

### **TIME LIMIT FOR PASSING THE EXAMINATION**

- (i) Candidates will be required to pass the examination within a time limit of 2 years (i.e. 4 consecutive attempts). Initially a candidate will have to pay examination fee for a block of one year i.e. for two attempts. In case a candidate is not able to pass the examination within a time limit of one year, he can appear for a further period of one year i.e. two attempts on payment of requisite fee.
- (ii) Candidates not able to pass examination within stipulated time period of two years are required to re-enroll themselves afresh by submitting a fresh Examination Application Form. Such candidates will not be granted credit/s for subject/s passed, if any, earlier.
- (iii) Attempts will be counted from the date of application irrespective of whether a candidate appears at any examination or otherwise.

### **“CLASS OF PASS” CRITERIA**

- (i) The Institute will consider the FIRST PHYSICAL ATTEMPT of the candidate at the examination as first attempt for awarding class. In other words, the candidate should not have attempted any of the subject/s pertaining to the concerned examination any time in the past and has to pass all the subjects as per the passing criteria and secure prescribed marks for awarding class. Candidate re-enrolling for the examination after exhausting all permissible attempts as per the time limit rule will not be considered for awarding class.
- (ii) First Class : 60% or more marks in aggregate and pass in all the subjects in the FIRST PHYSICAL ATTEMPT.
- (iii) First Class with Distinction : 70% or more marks in aggregate and 60 or more marks in each subject in the FIRST PHYSICAL ATTEMPT.

### **PROCEDURE FOR APPLYING FOR EXAMINATION**

Institute has discontinued this examination. No new candidate/s for this examination will be enrolled effective from May 2017.

- For Candidates already enrolled for this examination, Institute will conduct the examinations.
- Candidates already enrolled will be permitted to attempt examinations till their permissible number of attempts (4) are over.
- The last Examination will be held in July 2018. (this will enable all candidates who are currently enrolled for examination to avail permissible 4 attempts)

### **STUDY MATERIAL / COURSEWARE**

The Institute has developed a courseware to cover the syllabus. Candidates are advised to make full use of the courseware and also the updates put on the IIBF website from time to time. However, as banking and finance fields are dynamic, rules and regulations witness rapid changes. Hence, candidates should keep themselves

updated on latest developments by going through Master Circulars issued by RBI, visiting the websites of organizations like RBI, SEBI, BIS etc.

The Institute has published study books to facilitate study and will be available at outlets / showrooms / distributors of M/s. Taxmann Publication Pvt. Ltd.

The price of each book and detailed list of outlets is mentioned below.

Candidates may purchase directly from outlets / showrooms / distributors of M/s. Taxmann Publication Pvt. Ltd. Candidates who purchase books directly from outlets of publishers will be offered a discount of 20% on the cost price of the book. Candidates desirous of purchasing books by post will not be offered any discount. However, the postage will be borne by publishers. Candidates would be required to send their indent to publishers' outlet along with a Demand Draft for the cost of books. The Demand Draft should be drawn in favour of M/s. Taxmann Publication Pvt. Ltd. **(No cheques will be accepted). Candidates are requested not to send any request for the purchase of books to the Institute's Zonal Offices / Corporate Office.**

Name of the Book	Price
Home Loans Counselling	₹385/-

## TUTORIAL / CONTACT PROGRAMMES

Tutorial / Contact programmes will be organized by the Institute / accredited Institutions. For further details candidates may get in touch with Zonal Office or logon to the Institute's website [www.iibf.org.in](http://www.iibf.org.in).

## SYLLABUS

The details of the prescribed syllabus which is indicative are furnished in the booklet. However, keeping in view the professional nature of examinations, all matters falling within the realm of the subject concerned will have to be studied by the candidate as questions can be asked on all relevant matters under the subject. Candidates appearing for the Examination should particularly prepare themselves for answering questions that may be asked on the latest developments taking place under the various subjects of the said examination although those topics may not have been specifically included in the syllabus. The Institute also reserves to itself the right to vary the syllabus / rules / fee structure from time to time. Any alterations made will be notified from time to time. Further, questions based on current developments in banking and finance may be asked.

Candidates are advised to refer to financial news papers / periodicals more particularly "IIBF VISION" and "BANK QUEST" published by the Institute.

## SYLLABUS

### PAPER - I: ESSENTIALS OF HOME LOAN-PRACTICE & PROCEDURE

1. Overview of housing finance - housing and economic development - evolution of housing finance in India and leading financiers in the field
2. Basics of housing finance

3. Essentials of a home loan proposal - quantum of finance - interest - tenure security - terms & conditions
4. Processing home loan application
5. Lenders appraisal procedure - pre-sanction stage - sanction - documentation insurance - monitoring-inspection - credit rating
6. Other lending schemes - finance to private builders - take over of loans from other institutions - home loans to NRIs
7. Housing finance in metro cities- local laws and requirements
8. Rural Housing Finance- Valmiki Ambedkar Awas Yojna
9. Securitization- mortgage backed schemes
10. RBI guidelines on Housing Finance
11. National Housing banks guidelines on Know your Customer - Anti Money Laundering - Project finance Policy - Fair Practices code for HFCs

## **PAPER - II : HOME LOAN COUNSELLING**

1. Financial Counselling - basic communication principles / skills - attending and listening skills - counselor leading responses
2. Housing finance & tax planning
3. Economic and regulatory context for giving mortgage advice - development of "home information packs" - quantitative skills - time value of money - interest and annuities - development of calculators such as EMI calculator - Stamp duty calculator - Tax calculator - Capital gain tax calculator - use of excel in complex computing; public awareness
4. Consumer behavior - customer service - managing service quality - conflict resolution skills - consumer protection, reduction of financial crime
5. Buyer of property - his expectations - legislative remedies available to consumer for redressal of his grievances
6. Mortgage - legislations relating to mortgages- the purpose of additional security including the role of guarantors - mortgage repayment methods - transfer of mortgages - mortgage arrears - other breaches of mortgage deed - debt consolidation arrangements - legal remedies in respect of non payment by borrowers - default protection and insurance - problems of senior citizens - dealing with senior citizens
7. Home buying process - Various participants- buyer, seller, lender, lawyer / solicitor, mortgage advisor, mortgage broker, conveyancer, valuer of property
8. Title of property - defects in title- taking search of property records with government authorities - marketable title
9. Conveyance of property - legal provisions - practical aspects of conveyance - title to flat in co-operating housing society - apartment co-operative societies maintenance charges - formalities of transfer of flats / apartment - essentials of tenancy law

10. Formation and Role of Mortgage Lenders Forum - accreditation of mortgage Councilors
11. Valuation of property - different forms of valuation for different types of properties
12. Essentials of civil work - flat / apartment / row houses / independent dwelling units / bungalows - Floor space index - measurement of areas - built up - carpet - service areas - amenities
13. Data management - maintenance of records - work flow.

## IMPORTANT RULES / INFORMATION FOR CANDIDATES

### 1. ADMIT LETTER OF EXAMINATIONS :

- a. Admit letter to all eligible candidates will be emailed to the candidates in their email id registered with the Institute, 10 days before the examination date.
- b. Admit letter of all eligible candidates will be hosted on Institute's website [www.iibf.org.in](http://www.iibf.org.in) under the menu 'Exam Related', 1 week before the examination date.
- c. For downloading and printing of admit letter from the above mentioned website, candidates will have to enter the following:
  - i. Membership or registration number as **login id**
  - ii. **Edit profile password.**
  - iii. If candidates do not remember their Edit profile password, they have to click on the 'Forgot password / Get Password' button after entering the Membership or Registration number. On clicking fresh edit profile password will be sent to their registered email id.
- d. Candidates are required to **produce printed copy of admit letter** along with Membership identity card or any other valid photo ID card (Aadhaar card / Employer's card / PAN Card / Driving License / Election voter's card / Passport etc.) at the examination venue.
- e. **In the absence of printed copy of Admit Letter and Photo Identity Card, candidates will be denied permission to write Examination.**

### 2. Mobile Phones

- a. Mobile phones and other electronic / smart gadgets (except calculator as permissible) are not allowed in the examination hall. It is clarified that mere possession of mobile phone and other electronic / smart gadgets in the examination hall whether in switch off mode or silent mode shall also be deemed to be resorting to adoption of unfair means in the examination.

### 3. Use of calculator

- a. Candidates will be allowed to use battery operated portable calculator in the examination. The calculator can be of any type up to 6 functions, 12 digits.

- b. Attempt to use any other type of calculator not complying with the specifications indicated above or having more features than mentioned above shall tantamount to use of unfair means. Scientific calculator is not allowed.

#### **4. Other Rules / Information**

- a. Candidates should ensure that they sign the Attendance Sheet.
- b. Candidates are advised to reach the Examination Venue at least 30 minutes before commencement of the examination.
- c. No candidate will be permitted to enter the Examination Venue / hall after expiry of 15 minutes and to leave the hall in the first 30 minutes from the scheduled commencement of the examination.
- d. Candidates would be able to login to the system only with the password mentioned in this Admit Letter. This password should not be disclosed to others. Keep it safe to avoid the possible misuse.
- e. If the examination could not commence on scheduled time or there is delay due to Failure of power, Technical snag of whatsoever nature or for any such reason having bearing upon the conduct of examination; candidates have to :-
  - i. Wait till resumption of power supply / solving of technical snag.
  - ii. Take-up the examination at other venue arranged by the examination conducting authority.
  - iii. Follow instructions given by the examination conducting authority.
- f. Candidates are required to strictly follow all the instructions given by the examination conducting authority during the examination and adhere to Rules of the examination.
- g. Violation of any of the Rules / Instructions, misuse of the Admit Letter will be considered to be an act of serious misconduct and the Institute will take action as per the Rules of the examination, which will also be reported to the employer of the candidate.

#### **5. Rules, Penalties for Misconduct / Unfair Practices :**

- a. Communication of any sort between candidates or with outsiders is not permitted and complete silence should be maintained during the examination.
- b. Copying answers from other candidates / other printed / Electronic material or permitting others to copy or consultation of any kind will attract the rules relating to unfair practices in the examination.
- c. No candidate shall impersonate others or allow others to impersonate himself / herself at the examination.
- d. No candidate shall misbehave / argue with the Examination Conducting Authorities at the centre.

- e. Candidates have to compulsory return any papers given including that given for rough work to invigilator.
- f. Candidates should not possess and / or use books, notes, periodicals, etc. in the examination hall at the time of examination / or use mathematical tables, slide rules, stencils etc. during the examination.

If any candidate violates any of the above rules, it will be considered to be an act of misconduct and he/she will be liable for punishment.

**PLEASE REFER INSTITUTE'S WEBSITE UNDER THE MENU "EXAM RELATED" FOR DETAILS OF DEBARMENT PERIOD FOR UNFAIR PRACTICES ADOPTED BY CANDIDATES DURING CONDUCT OF INSTITUTE'S EXAMINATIONS.**

#### **6. Result Advice / Consolidated Marksheet / Final Certificate**

- a. Result Advice of candidates will be hosted on Institute's website on declaration of result, which can be downloaded by the candidates.
- b. Consolidated mark sheet for candidates completing examination having more than one subject, will be available on the Institute's website after the declaration of results. Candidates can download the same after entering login credentials using their membership number and edit profile password.
- c. Final certificates will be sent by speed post within 2 months after the declaration of result.

## CONTACT DETAILS :

Register your queries through website [www.iibf.org.in](http://www.iibf.org.in) > Members / Candidates Support

Services (Help)

or

Email all your queries to [care@iibf.org.in](mailto:care@iibf.org.in)

### Member Support Service Office :

Indian Institute of Banking & Finance

191-F, Maker Towers, 19th Floor,

Cuffe Parade, Mumbai - 400 005

Tel. : 022-2218 3302 / 2218 5134

### For training / contact classes related queries contact :

Leadership Centre

Indian Institute of Banking & Finance

Kohinoor City, Commercial-II, Tower-I, 3rd Floor,

Kirol Road, Off L.B.S.Marg, Kurla West, Mumbai 400 070.

Tel. : 022 25039746 / 9604 / 9907

E-mail : [training@iibf.org.in](mailto:training@iibf.org.in)

### PROFESSIONAL DEVELOPMENT CENTRES :

South Zone	North Zone	East Zone
Indian Institute of Banking & Finance No. 94, Jawaharlal Nehru Road, (100 Feet Road), Opp. Hotel Ambica Empire, Vadapalani, Chennai – 600 026. Tel. : 044-2472 2990 / 2472 7961 E-mail : <a href="mailto:iibfsz@iibf.org.in">iibfsz@iibf.org.in</a>	Indian Institute of Banking & Finance 102-113, Vikrant Towers, 1st Floor, 4 Rajendra Place, New Delhi – 110 008. Tel. : 011-2575 2191 / 92 E-mail : <a href="mailto:iibfnz@iibf.org.in">iibfnz@iibf.org.in</a>	Indian Institute of Banking & Finance Hindusthan Building (Annexe), 7th Floor, 4, C. R. Avenue, Kolkatta – 700 072. Tel. : 033-2212 4992 E-mail : <a href="mailto:iibfez@iibf.org.in">iibfez@iibf.org.in</a>

**Corporate Office :** Indian Institute of Banking & Finance, Kohinoor City, Commercial-II, Tower-1, 2nd Floor, Kirol Road, Kurla (West), Mumbai - 400 070

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