

Credit assistant onboarding checklist

ONBOARDING CHECKLIST TEMPLATE

Check this template against your local regulations and your own policies before you use it.

Employee _____ Role _____ Start date _____

Buddy or manager _____

Onboarding From the signed offer to the end of probation

TASK	DUE	DATE	INITIALS
Before day 1			
☐ Complete the background and credit checks your licensee requires	Before day 1		
☐ Collect the contract, payroll details and emergency contacts	Before day 1		
☐ Set up email, the CRM, and the aggregator and lender portal access Some lenders need the assistant registered before they can access the portal.	Before day 1		
☐ Have them sign the privacy and confidentiality agreement	Before day 1		
Day 1			
☐ Introduce them to the brokers and how work is shared between them	Day 1		
☐ Go through the CRM, the pipeline stages and file naming	Day 1		
☐ Explain how client information is stored and shared securely	Day 1		
Week 1			
☐ Train on the client identification (KYC) procedure	Week 1		
☐ Train on the loan file checklist, stage by stage	Week 1		
☐ Train on collecting and checking income, expense and asset documents	Week 1		
☐ Train on servicing calculators and lender policy lookups	Week 1		
☐ Train on lodgment, conditions and settlement tracking for the main lenders	Week 1		
☐ Explain what an assistant may and may not say to clients about loans Recommendations and credit advice stay with the licensed broker.	Week 1		
Month 1			
☐ Have the broker review the first files they prepare, before lodgment	Month 1		
☐ Hold a 30-day check-in and agree goals	Month 1		
End of probation			
☐ Hold the probation review and confirm the outcome in writing	Month 3		
☐ Update their training record and file	Month 3		

Completed by _____ Checked by (manager) _____ Date _____ Notes _____