

EXECUTIVE SUMMARY

Loan Operations Onboarding Program

A 10-day program that takes new processors and conditions coordinators from orientation to handling live refinance files with confidence.

THE BOTTOM LINE

New hires reach job-ready performance in two weeks instead of learning on live files. The program pairs core knowledge with realistic, system-based practice and ends with an end-to-end capstone file, so leaders see readiness before a new hire touches a borrower's loan.

Purpose & scope

New hires were arriving at their desks after corporate orientation without the role-specific skills to manage complex, high-volume refinance files. This program bridges that gap. By the end, new hires can manage FHA, VA, and conventional refinance files in compliance and deliver a consistent borrower experience.

How the program runs

When	Focus	What happens
Before Day 1	Alignment & setup	HR completes onboarding requirements. IT prepares credentials and equipment. A welcome letter, agenda, and participant workbook ship with the laptop.
Day 1	Connection & orientation	IT validates access to every system. A welcome call introduces the team culture and expectations. HR covers benefits, compliance, and resources.
Days 2-5	Phase 1: Foundations	Department strategy, role responsibilities, file intake and eFolder review, red-flag identification, system navigation (LOS, borrower portal, AUS), loan milestones, and product overviews: FHA Streamline, VA IRRRL, full doc, home equity.
Days 6-10	Phase 2: Mastery	Guided processing in the live systems, managing milestones from submission to clear to close, troubleshooting and pipeline management, a capstone end-to-end file, and a wrap-up with knowledge checks and leadership Q&A.
Ongoing	Support after training	An onboarding support team handles technical help and runs 30-day reviews. The hiring manager sets expectations and gives ongoing feedback.

Organizational outcomes

Outcome	What changes	Suggested measure
Faster productivity	New hires contribute sooner, with less training lag.	Days to first independent file
Fewer errors & compliance misses	Standard instruction and practice prevent costly mistakes.	Conditions and rework per file
Better communication	Consistent messaging strengthens borrower relationships and collaboration with underwriting and sales.	Escalations and borrower complaints
More efficiency	Confident processors need fewer escalations, freeing leaders for strategic work.	Manager questions per week
Retention & satisfaction	Ongoing support and feedback build a positive work environment.	90-day retention

What's needed

- **Equipment:** laptop, monitors, headset, keyboard, and mouse, shipped before Day 1.
- **Materials:** welcome letter, participant workbook, and onboarding agenda.
- **HR resources:** Day 1 resources, employee handbook, and benefits information.
- **Support:** onboarding support team contact sheet.

Summary

This framework turns new hire training into a measurable business driver. It speeds up readiness, improves compliance accuracy, and raises the quality of the borrower experience.