



# Certificates, Certifications and Diplomas 2019 - 2020



Center for Financial Training and Education Alliance  
2019 - 2020 Programs

For more information, use the Contact page at [www.cftea.org](http://www.cftea.org) ,  
contact [info@cftea.org](mailto:info@cftea.org) or 888.366.3242

# Center for Financial Training and Education Alliance

## Certificate, Certification and Diploma Requirements, General Information, Updates and Changes

The financial services industry encompasses a variety of career possibilities. CFTEA offers both its own diplomas and certificates and the American Bankers Association's diplomas, certifications and certificates. The combined series of programs offers classes of education and/or training in most of the career fields available in financial services.

Many CFTEA diplomas and ABA/CFTEA certificates are now the first step in a successful career path for bank employees and strive to provide our students with the competencies and educational background that will prepare them for the financial services career of their choice. Many meet the pre-certification education requirements that qualify a candidate to sit for the certification exam through the Institute of Certified Bankers (ICB) in their chosen field.

A brief description and worksheet for each diploma offered by CFTEA, including ABA programs, is available under Academics within Certificate, Certification or Diploma areas of our website: [www.cftea.org](http://www.cftea.org). General Information as well as updates and changes are listed below. The information below as some sections may affect a diploma or certificate you choose to pursue.



**AMERICAN BANKERS ASSOCIATION:** The American Bankers Association (ABA) is a continuing education curriculum for the financial services industry. Many of CFTEA's classes are products of the American Bankers Association. ABA provides banking specific educational programs and products and is CFTEA's first option in many banking-related classes. Any class or training program provided solely by ABA

will show an ABA logo beside the program name on each diploma/certificate worksheet. The Center for Financial Training and Education Alliance is a Local ABA Training Provider.

CFTEA maintains records of classes and a transcript for each CFTEA student under the student's name and month and day of birth. If at any time, the month and day of birth were not provided when receiving an enrollment a new record may be established and records for this student may not be complete in one file. For this and other reasons, please do not assume the CFTEA office will automatically know when a student has completed all of the requirements for a diploma, certification or certificate.

**ANY STUDENT APPROACHING COMPLETION OF A DIPLOMA, CERTIFICATION OR  
CERTIFICATE MUST INFORM THE CFTEA OFFICE FOR CONFIRMATION OF COMPLETION.**

## DIPLOMA AND CERTIFICATE UPDATES AND CHANGES

A mission of the Center for Financial Training and Education Alliance is to meet the educational needs of the financial services institutions it serves, and to offer its students the educational tools they may use to succeed in their careers. As educational requirements and necessary knowledge and expertise in the banking industry change, so do the requirements of our diplomas and certificates. As classes become obsolete or revised into new programs our diplomas and certificates must be revised also. As banking is an ever-evolving industry, CFTEA must keep current with its training and educational tools.

If you are currently working on a diploma or certificate program, please review the program's worksheet to be sure you know the most recent requirements of the program. If there are changes to the worksheet that will affect your completion of the program, please contact the CFTEA office for a review of your completed work and the changes that will affect you. *CFTEA is committed to assisting you in the completion of your desired program and we will work with you to the extent that we are able to comply with the program requirements.* Each student in this situation will be treated individually and fairly and given every avenue within reason to complete his/her diploma or certificate program. Some notes to keep in mind:

- Normally, a diploma or certificate program that is less than one-half completed will require the completion of any and all new requirements. (Exceptions for valid reasons may be made upon approval of the CFTEA Executive Director.)
- A diploma or certificate that is not completed within eighteen months after the new diploma or certificate requirements have been announced will need to be completed under the new program requirements. (Exceptions for valid reasons may be made upon approval of the CFTEA Executive Director.)
- July 1, 2019 saw the roll out of many new awards, the updating of some awards and the retirement of other awards. Please check with [Tammy@cftea.org](mailto:Tammy@cftea.org) if you were working on an award you no longer see listed or that has significant changes. The updated and retired awards can still be earned with the original requirements through December 31<sup>st</sup>, 2020. Please confirm if you plan to finish up an award with the original requirements.

## CFTEA DIPLOMA AND CERTIFICATE REQUIREMENTS and GENERAL INFORMATION

*While you are reviewing the diplomas and certificates please pay close attention to the requirements. Each program has its own unique structure. Some information to keep in mind:*

- If your goal is to achieve a certificate sanctioned by ABA, all of the programs with an ABA logo on the top of the page require the completion of only ABA classes, with the exception of Verbal and Written Communication. CFTEA will award the same diploma/certificate with the use of classes and programs from CFTEA.
- Many ABA certificates may be completed as one self-paced bundled online program.
- Up to 50% of the required classes for the CFTEA diplomas may be transfer classes from an accredited college or university. Local programs and in-house programs may also be considered. Please see descriptions of transfers, local programs and in-house programs below.

## CFTEA DELIVERY FORMATS AND LEGEND:

Several classes required on CFTEA diplomas and CFTEA/ABA certificates are available in various learning formats. Some are available only in one format. Prior to beginning a diploma or certificate, please check the formats of the classes required to assure you will have access to each format required of the diploma/certificate. Each worksheet lists the available format of each class. Current learning formats available through CFTEA are:

# Learning Formats

## Instructor Led Online

Subject matter expert instructors guide learning outcomes and support. The instructor is available to answer questions and provide feedback on your assignments. Each week you will receive an assignment over the Internet. The assignments may include reading a chapter in your text, completing an assignment to post on the discussion board, taking a self-check test, or collaborating with other students using discussion boards and email.

## Guided Learning (formerly Assisted Self Study)

If you find attending live classes difficult with your busy schedule and family obligations, and online training is not your preference, Guided Learning is a powerful option. For each Guided Learning class you will be required to study on your own; however, you will have an instructor available to assist with material. Upon registering for a Guided Learning class you will receive the class material within two weeks including an introduction letter, a syllabus and instructions for working through and completing your chosen class.

## Live and In-House

Live and In-House training options provide face-to-face access to the instructor as well as fellow learners. Instructors are subject matter experts that support a format that allows for active discussion and material exploration related to challenges in today's ever-changing business world. Students attend in-person at a specified location, time and while connecting with fellow learners in their field. Sessions are held at various locations throughout Maine, New Hampshire, Vermont and Virginia!

## Self-Paced eLearning

Self-Paced eLearning topics that provide high flexibility for busy students while balancing a high quality experience. These programs include a mixture of instruction, case studies, assessments, exercises, videos, engaged learning structures and job aids. The topics covered are relevant in an ever-changing business environment. Self-Paced eLearning content is delivered in partnership with ABA, Ascensus, HRDQ, MindEdge and OnCourse. All our partners have earned national recognition, customer loyalty and an unmatched reputation for engagement and results in the learning and development field.

## Seminars

Various seminars are conducted throughout Maine, New Hampshire, Vermont and Virginia. Seminars allow for live, small group discussions on focused topics in business and professional development. Instructors are subject matter experts and provide key insights into professional growth in highly specialized topics.

## Webcourse

Webcourse options combine the personal interaction of a live class with the convenience of attending a class anywhere you have an Internet and phone connection. With a set date and time, students interact by preparing homework assignments for classroom discussion and reviewing instructor materials discussed with the class. Through engaged learning, students participate in "classroom" discussions and ask instructor questions. Finish the class in fewer sessions earning the same credits as comparable Live class options.

## Webinars

CFTEA's partnership with Total Training Solutions allows access to a large variety of training programs and subject matter experts for financial institutions of all sizes in the area of compliance, IRAs, teller skills, credit analysts, security and operations. This type of training program combines the clarity of a conference call with the interactions and visual presentation online. With a speakerphone and projector, an entire room of attendees can participate at the same low cost. If an internet connection is not available, students may participate by listening to the program over the telephone and following along with written materials.

Unable to attend at the scheduled time? Programs are available with additional OnDemand or CD-ROM options for playback at a time that convenient for organizations and their employees.

View all of the topics available in the coming months as well as their times and dates on the CFTEA Website, [www.cftea.org](http://www.cftea.org).



**GRADES:** All classes used toward a diploma or certificate must be completed with a passing grade. A minimum grade point average of "C" must be earned in order for the diploma to be awarded.

**CREDITS:** CFTEA diplomas are no longer awarded according to number of credits earned. All diplomas and certificates are awarded according to the classes required.

**TRANSFERS:** A Transfer is the use of a class from another educational institution to satisfy a class requirement of a CFTEA diploma or certificate. All transfers must be approved by the CFTEA office. **Please contact the CFTEA office before beginning the transfer process.** In order to review a class for transfer, an official transcript from the educational institution showing the class to be reviewed must be sent to the CFTEA office along with a course description of the class from the semester it was taken. Transfers will only be accepted for business or banking classes and only classes with a grade of "C" or better will be accepted for transfer. (Should the class be a pass/fail program only classes evidencing a Passing grade will be reviewed for transfer.) Transcripts are reviewed at a cost of \$90.00 per transcript. You may print the Recordkeeping Form at [WWW.CFTEA.ORG](http://WWW.CFTEA.ORG) to begin that process.

**LOCAL PROGRAM REVIEW:** Several organizations other than educational institutions provide training programs that may be used as substitutions for some CFTEA requirements. CFTEA will review for transfer any programs that can be evidenced by a certificate of completion, course description, qualifications of the instructor and length of time of the training. Transfer credit fees may apply.

**IN-HOUSE PROGRAMS:** Many financial institutions provide in-house training using their employees as their trainers. CFTEA will review for transfer or substitution any programs that can be evidenced by a letter from the financial institution detailing the description of the program, qualifications of the instructor and length of time of the training. Transfer credit fees may apply.

**CLASS TITLES:** Titles of the classes offered by CFTEA may occasionally be slightly changed, and some classes of similar titles may be used as substitutions for other classes of the same topic. Please contact the CFTEA office if in doubt as to whether a class with a slightly different title may be used to satisfy the class requirement.

**GENERIC CLASS TITLES:** Some generic titles are used on several diplomas and certificates. For instance:

**ACCOUNTING:** The requirements of an "Accounting" class may be satisfied by a General Accounting, Financial Accounting, Basic Accounting, or a college or university accounting class that covers financial statements and other topics similar to CFTEA's accounting classes. (See transfer credit section above.)

**COMMUNICATION SKILLS:** Many college and in-house classes may satisfy the verbal communication skills and written communication skills requirements. Both verbal and written communication skills requirements may be satisfied with an approved class that covers both, or the classes may be taken and completed individually.

**WRITTEN COMMUNICATION and VERBAL COMMUNICATION:** For the purposes of CFTEA Diplomas, the Written Communication and Verbal Communication requirements refer to a class of 1 credit or more. Please check with the CFTEA office before you take either class to be certain of its credit value.

**CFTEA TRANSCRIPTS:** Transcripts indicating classes completed by a student may be requested at any time by the student IN WRITING (an email message is satisfactory) and with an accompanying payment of \$10.00. In order for a class to be included on a transcript, the request must be made after the end of the semester during which the class was taken.

**GRADE REPORTS:** A grade report for a completed class may be requested by a student IN WRITING (an email message is satisfactory) at any time. There is no fee for a grade report of a single class; however, the request will be honored only after CFTEA has received official documentation of the final grade for the class.

## Complete Listing of CFTEA Diplomas, Certifications and Certificates

### DIPLOMAS

Advanced Financial Services  
Bank Marketing  
Bank Operations  
Business Banking and Commercial Lending  
Consumer Banking  
Credit Analyst  
Deposit Operations  
General Banking  
General Business  
Human Resources  
Introduction to Lending  
Loan Servicing  
Marketing  
Residential Mortgage Lending  
Supervision  
Universal Banker

### CERTIFICATIONS

Certified Banker  
Certified Business Credit Analyst  
Certified Business Credit and Tax Analyst  
Certified Health Professional CHSP  
Certified IRA Specialist CIS I  
Certified Modern Banking Representative  
Certified Modern Branch Professional – Level 1  
Certified Modern Branch Professional – Level 2  
Certified Modern Manager  
Certified Modern Supervisor  
Modern Classroom Certified Trainer (MCCT)

### CERTIFICATES

AGILE Project Management  
Bank Financial Management  
Bank Solutions Provider  
Bank Teller  
Banking Customer Service Experience  
Branch Manager  
Branch Manager Bootcamp

### CERTIFICATES continued

BSA and AML Compliance  
Business and Commercial Lending  
Business Communication  
Commercial Real Estate Lending Decision Process  
Consumer Lending  
Creativity and Innovation  
Credit Union Member Services Experience  
Customer Service Representative  
Cybersecurity  
Data Analytics  
Deposit Compliance  
Deposit Operations  
Digital Marketing  
Finance Essentials for Managers  
Foundational Bank Marketing  
Fraud Prevention  
Human Resource Management  
Interpersonal Skills  
Introduction to Leadership  
Leadership Narrative  
Lending Compliance  
Loan Servicing  
Non-Profit Management  
Online Learning  
Operational Risk Management  
Personal Banker  
Professional Communication Skills  
Professional Development I  
Professional Development II  
Professional Development III  
Professional Development for Supervisors I  
Professional Development for Supervisors II  
Project Management for Information Technology  
Project Management for Team Leadership  
Project Management for Teams  
Residential Mortgage Lender  
Sales Essentials  
Sales Manager  
Small Business Banker  
Supervisor/Team Leader  
The Effective Manager's Toolbox  
Trust: Advanced  
Trust: Foundational  
Trust: Intermediate  
Universal Banker

### **BACHELOR OF SCIENCE IN BUSINESS ADMINISTRATION (BSBA) BANKING MAJOR**

At Saint Joseph's College in partnership with CFTEA

NAME: \_\_\_\_\_ Month/Day of Birth: \_\_\_\_/\_\_\_\_

Organization: \_\_\_\_\_

Email address: \_\_\_\_\_ Tel# \_\_\_\_\_

This curriculum continues the knowledge and expertise derived from earning at least one other diploma through CFTEA. To earn this diploma, a student successfully completes all courses below. This curriculum provides students with the specific competencies and in-depth knowledge necessary to establish the successful foundation for a successful career.

GRADE	DATE COMPLETED	COURSE	DELIVERY OPTIONS				
			L	W	SP	ILO	GL
		Accounting 3 Credit Financial or General	●	●		●	●
		Analyzing Financial Statements <u>or</u> Certificate in Business & Commercial Lending Levels 1-3	●			●	●
		Consumer Lending <u>or</u> Residential Mortgage Lending	●	●	●		●
		Legal Foundations in Banking	●	●			●
		Marketing <u>or</u> Certificate in Digital Marketing <u>or</u> Marketing in Banking, Marketing Management and Marketing Planning	●	●		●	●
		Money and Banking	●	●		●	●
		Principles of Banking <u>or</u> Banking Fundamentals	●	●		●	●
		Supervision <u>or</u> Supervisor/Team Leader Certificate, Certified Modern Manager, Introduction to Leadership Certificate <u>or</u> Modern Supervisor Certificate	●	●		●	●
		Verbal Communications <u>or</u> (Certificate in Business Communication may be applied as requirement for Verbal <u>or</u> Written Communication)	●	●		●	
		Written Communication <u>or</u> (Certificate in Business Communication may be applied as requirement for Verbal <u>or</u> Written Communication)	●	●		●	●
		Ethical Issues in the Workplace	●	●	●		●

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The Bank Marketing diploma is an ideal program for bank marketers who are relatively new to the profession. It also represents an excellent opportunity for those outside the marketing area who desire a solid background in marketing to support their current responsibilities (e.g., branch managers). Courses on financial and business planning provide essential business skills that experienced bank marketers have identified.

## REQUIRED COURSES:

GRADE	DATE COMPLETED	COURSE	DELIVERY OPTIONS				
			L	W	SP	ILO	GL
		Marketing <u>or</u> Certificate in Digital Marketing <u>or</u> Marketing in Banking, Marketing Management and Marketing Planning	●	●		●	●
					●		
						●	
		Principles of Banking <u>or</u> Banking Fundamentals	●	●		●	●
						●	
		Written Communication <u>or</u> (Certificate in Business Communication may be applied as requirement for Written Communication)	●	●			●
					●		
		Balancing Priorities	●	●	●		●
		Ethical Issues in the Workplace	●	●	●		●
		Handling Workplace Conflict	●	●	●		●
		Meetings That Work	●	●	●		●
		Successful Sales Campaigns			●		
		Working Effectively with Co-Workers	●	●	●		●

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This curriculum provides a solid foundation in banking fundamentals, that is essential to new or aspiring operations managers or supervisors. Critical knowledge such as accounting, legal and regulatory aspects of banking, general operations and supervision are central to this program.

## REQUIRED COURSES:

GRADE	DATE COMPLETED	COURSE	DELIVERY OPTIONS				
			L	W	SP	ILO	GL
		Accounting 3 Credit Financial or General	•	•		•	•
		Ethical Issues in the Workplace	•	•	•		•
		Legal Foundations in Banking	•	•			•
		Money and Banking	•	•		•	•
		Principles of Banking <u>or</u> Banking Fundamentals	•	•		•	•
		Supervision <u>or</u> Supervisor/Team Leader Certificate, Certified Modern Manager, Introduction to Leadership Certificate <u>or</u> Certified Modern Supervisor	•	•		•	•
		Verbal Communications <u>or</u> (Certificate in Business Communication may be applied as requirement for Verbal <u>or</u> Written Communication)	•	•			
		Written Communication <u>or</u> (Certificate in Business Communication may be applied as requirement for Verbal <u>or</u> Written Communication)	•	•			•

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This curriculum is designed for small business lenders, new commercial lenders and those individuals in lending support positions and management trainees. The courses address broad banking comprehension, financial accounting, commercial lending and credit analysis, product knowledge, regulations and a number of topics that support the business relationship.

**REQUIRED COURSES:**

GRADE	DATE COMPLETED	COURSE	DELIVERY OPTIONS				
			L	W	SP	ILO	GL
		Accounting	●	●		●	●
		Certificate in Business Communication			●		
		Legal Foundations in Banking	●	●			●
		Certificate in Business & Commercial Lending Levels 1-5 <u>or</u> Analyzing Financial Statements AND Commercial Lending			●		
			●			●	●
		Credit Products for Small Businesses			●		
		Deposit Products for Small Businesses			●		
		Ethical Issues in the Workplace	●	●	●		●
		Fundamentals of Small Business Banking			●		
		Principles of Banking <u>or</u> Banking Fundamentals	●	●		●	●
						●	
		Relationship Selling to Small Business Customers			●		
		Servicing and Growing Small Business Relationships			●		
		Written Communication <u>or</u> (Certificate in Business Communication may be applied as requirement for Written Communication)	●	●			●
					●		

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Consumer lenders provide service to customers and prospective customers through various credit products and services. They need to understand the consumer lending process and taking loan applications to collection and recovery. This diploma reflects a balanced treatment of the knowledge and skill requirements of a typical consumer lender.

## REQUIRED COURSES:

GRADE	DATE COMPLETED	COURSE	DELIVERY OPTIONS				
			L	W	SP	ILO	GL
		Accounting 3 Credit Financial or General	●	●		●	●
		Legal Foundations in Banking	●	●			●
		Introduction to Analyzing Financial Statements <u>or</u> Personal Tax Return Analysis			●		
		Consumer Lending	●	●		●	●
		Effective Referrals Suite			●		
		Ethical Issues in the Workplace	●	●	●		●
		Sales Essentials Certificate			●		
		Principles of Banking <u>or</u> Banking Fundamentals	●	●		●	●
		Verbal Communications <u>or</u> (Certificate in Business Communication may be applied as requirement for Verbal <u>or</u> Written Communication)	●	●			
		Written Communication <u>or</u> (Certificate in Business Communication may be applied as requirement for Verbal <u>or</u> Written Communication)	●	●			●

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This diploma provides students with important knowledge used to analyze companies and their ability to repay loans.

## REQUIRED COURSES:

GRADE	DATE COMPLETED	COURSE	DELIVERY OPTIONS				
			L	W	SP	ILO	GL
		Accounting 3 Credit Financial or General	●	●		●	●
		Legal Foundations in Banking	●	●			●
		Analyzing Financial Statements or Certificate in Business & Commercial Lending Levels 1-3	●			●	●
		Commercial Lending or Certificate in Business & Commercial Lending Levels 4-5	●	●		●	●
		Ethical Issues in the Workplace	●	●	●		●
		Personal Tax Return Analysis Or Analyzing Personal Finance Statements & Tax Returns			●		
		Principles of Banking or Banking Fundamentals	●	●		●	●
		Verbal Communications or (Certificate in Business Communication may be applied as requirement for Verbal or Written Communication)	●	●			
		Written Communication or (Certificate in Business Communication may be applied as requirement for Verbal or Written Communication)	●	●			●

Choose two electives:							
		Advanced Credit Analysis and Business Finance	●				
		Analyzing the Tax Returns of Businesses	●		●		
		Consumer Lending	●	●		●	●
		Fundamentals of Credit Analysis and Business Finance	●				
		Residential Mortgage Lending	●	●		●	●
		Structuring Commercial Loan Packages	●		●		

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This curriculum provides an educational career path to bank personnel in the role of deposit operations. The courses within this Diploma build on the essentials in the Deposit Operations Certificate and provide additional advancement toward the General Banking Diploma and/or the Bank Operations Diploma. Deposit Operations Certificate required for completion.

## REQUIRED COURSES:

GRADE	DATE COMPLETED	COURSE	DELIVERY OPTIONS				
			L	W	SP	ILO	GL
		Accounting 3 Credit Financial or General	•	•		•	•
		Legal Foundations in Banking	•	•			•
		Achieving Unclaimed Property Compliance Best Practices			•		
		Creative Problem Solving	•	•	•		•
		Ethics in the Workplace	•	•	•		•
		IRA Advanced	•	•		•	
		<u>or</u> IRA University <u>or</u> HSA University				•	
		Leading and Managing Change			•		
		Meetings that Work	•	•	•		•
		Personal Branding (replacement for Developing as a Professional)			•		
		Working Effectively with Co-Workers	•	•	•		•

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Email address: \_\_\_\_\_ Tel# \_\_\_\_\_

This curriculum introduces entry-level bank personnel to the role of banking in the United States economy and to specific functions in the banking world. It develops knowledge and practical skills related to basic banking services and is intended to provide a focused knowledge of the banking industry as a whole.

## REQUIRED COURSES:

GRADE	DATE COMPLETED	COURSE	DELIVERY OPTIONS				
			L	W	SP	ILO	GL
		Accounting 3 Credit Financial or General	•	•		•	•
		Legal Foundations in Banking #	•	•			•
		Marketing or Certificate in Digital Marketing or Marketing in Banking, Marketing Management and Marketing Planning	•	•		•	•
					•		
						•	
		Money and Banking	•	•		•	•
		Principles of Banking or Banking Fundamentals	•	•		•	•
						•	
		Verbal Communications or (Certificate in Business Communication may be applied as requirement for Verbal or Written Communication)	•	•			
					•		
		Written Communication or (Certificate in Business Communication may be applied as requirement for Verbal or Written Communication)	•	•			•
					•		
# Law & Banking: Applications (retired) or Law & Banking: Principles (retired) may be applied in place of Legal Foundations in Banking.							
<b>Elective (Choose One)</b>							
		Commercial Lending	•	•		•	•
		Consumer Lending	•	•		•	•
		Residential Mortgage Lending	•	•		•	•
		Supervisor / Team Leader Certificate, Introduction to Leadership or Certified Modern Supervisor			•		
			•				

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This curriculum provides the support in a business environment to manage the multiple duties that exist in smaller organizations. The variety of tasks and responsibilities require complex demands in a fast moving business environment. The material within this diploma provides a general business foundation in partnership with M.I.T. and Harvard educators with a cost effective approach.

GRADE	DATE COMPLETED	COURSE	DELIVERY OPTIONS				
			L	W	SP	ILO	GL
		Business Communications Certificate			●		
		Certificate in Digital Marketing			●		
		Certificate in Finance Essentials			●		
		Certificate in Human Resource Management			●		
		Certified Modern Manager			●		
		<u>or</u>					
		Introduction to Leadership Certificate			●		
		<u>or</u>					
		Modern Supervisor Certificate	●				
		Ethical Issues in the Workplace	●	●	●		●
		Meetings That Work	●	●	●		●

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NAME: \_\_\_\_\_ Month/Day of Birth: \_\_\_\_/\_\_\_\_

Organization: \_\_\_\_\_

Email address: \_\_\_\_\_ Tel# \_\_\_\_\_

This program is designed to provide an introductory understanding of the functions of the human resource position as well as training in the skills and strengths required of the successful Human Resource Management Professional.

## REQUIRED COURSES:

GRADE	DATE COMPLETED	COURSE	DELIVERY OPTIONS				
			L	W	SP	ILO	GL
		Human Relations	●			●	●
		Human Resource Management <u>or</u> Certificate in Human Resource Management (SHRM Approved)	●			●	●
		Ethical Issues in the Workplace	●	●	●		●
		Meetings That Work	●	●	●		●
		Organizational Behavior				●	
		Productive Work Habits	●	●	●		●
		Verbal Communications <u>or</u> (Certificate in Business Communication may be applied as requirement for Verbal <u>or</u> Written Communication)	●	●			
		Written Communication <u>or</u> (Certificate in Business Communication may be applied as requirement for Verbal <u>or</u> Written Communication)	●	●			●
					●		

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Lending is an integral part of a bank's products—from consumer lending to mortgage lending to commercial lending and other lending products. This diploma will assist students with the basic lending concepts and functions that will provide an educational background necessary to pursue CFTEA's more specific lending diplomas

## REQUIRED COURSES:

GRADE	DATE COMPLETED	COURSE	DELIVERY OPTIONS				
			L	W	SP	ILO	GL
		Accounting 3 Credit Financial or General	●	●		●	●
		Money and Banking	●	●		●	●
		Ethical Issues in the Workplace	●	●	●		●
		Introduction to Analyzing Financial Statements			●		
		Principles of Banking <u>or</u> Banking Fundamentals	●	●		●	●
		Written Communication <u>or</u> (Certificate in Business Communication may be applied as requirement for Written Communication)	●	●			●
					●		

## Plus two electives:

		Consumer Lending	●	●		●	●
		Commercial Lending	●	●		●	●
		Residential Mortgage Lending	●	●		●	●

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This curriculum provides an educational career path to bank personnel in the role of loan servicing. The courses within this Diploma build on the essentials in the Loan Servicing Certificate and provide additional advancement toward the General Banking Diploma and/or the Bank Operations Diploma. Loan Servicing Certificate required for completion.

## REQUIRED COURSES:

GRADE	DATE COMPLETED	COURSE	DELIVERY OPTIONS				
			L	W	SP	ILO	GL
		Accounting 3 Credit Financial or General	●	●		●	●
		Legal Foundations in Banking <sup>#</sup>	●	●			●
		Creative Problem Solving	●	●	●		●
		Ethics in the Workplace	●	●	●		●
		Fundamentals of Consumer Lending	●	●			●
		Leading and Managing Change			●		
		Meetings that Work	●	●	●		●
		Personal Branding (replacement for Developing as a Professional)			●		
		Regulation: Fair Credit Reporting Act <sup>#</sup>			●		
		Regulation: Fair Lending <sup>#</sup>			●		
		Regulation: Flood Disaster Protection Act <sup>#</sup>			●		
		Regulation: Real Estate Settlement Procedures Act <sup>#</sup>			●		
		Regulation: Servicemember Civil Relief Act <sup>#</sup>			●		
		Regulation: Truth in Lending: Reg Z Overview <sup>#</sup>			●		
		Regulation: Private Mortgage Insurance <sup>#</sup>			●		
		Working Effectively with Co-Workers	●	●	●		●

<sup>#</sup> Regulations may be transferred towards this diploma from an internal compliance program currently within an organization

<sup>#</sup> Law & Banking: Applications (retired) or Law & Banking: Principles (retired) may be applied in place of Legal Foundations in Banking.

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This curriculum provides the tips on running a successful marketing campaign. Courses will teach you the basic principles of marketing and the technical elements of digital marketing, including: social media marketing, search engine optimization, marketing automation and web analytics.

## REQUIRED COURSES:

GRADE	DATE COMPLETED	COURSE	DELIVERY OPTIONS				
			L	W	SP	ILO	GL
		Certificate in Digital Marketing			●		
		Certificate in Business Communication			●		
		Ethical Issues in the Workplace	●	●	●		●
		Handling Workplace Conflict	●	●	●		●
		Meetings That Work	●	●	●		●
		Productive Work Habits	●	●	●		●
		Successful Sales Campaigns			●		

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This diploma requires a solid understanding of banking, accounting, credit analysis and compliance. The courses provide a solid foundation for learning the mortgage lending business, including aspects of underwriting, processing and services, and approaches to profiling mortgage prospects. This diploma is well suited to aspiring mortgage lenders.

### REQUIRED COURSES:

GRADE	DATE COMPLETED	COURSE	DELIVERY OPTIONS				
			L	W	SP	ILO	GL
		Accounting 3 Credit Financial or General	●	●		●	●
		Legal Foundations in Banking <sup>#</sup>	●	●			●
		Introduction to Analyzing Financial Statements <sup>^</sup>			●		
		Money and Banking	●	●		●	●
		Residential Mortgage Lending	●	●		●	●
		Handling Mortgage Inquiries and Making Referrals			●		
		Ethical Issues in the Workplace	●	●	●		●
		Personal Tax Return Analysis	●		●		
		Balancing Priorities	●	●	●		●
		Principles of Banking <u>or</u> Banking Fundamentals	●	●		●	●
		Verbal Communications <u>or</u> (Certificate in Business Communication may be applied as requirement for Verbal <u>or</u> Written Communication)	●	●			
		Written Communication <u>or</u> (Certificate in Business Communication may be applied as requirement for Verbal <u>or</u> Written Communication)	●	●			●
					●		

<sup>#</sup> Law & Banking: Applications (retired) or Law & Banking: Principles (retired) may be applied in place of Legal Foundations in Banking.  
<sup>^</sup> Full Analyzing Financial Statements course will also cover this requirement.

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The curriculum provides participants with the integration of supervisory concepts and skills development plus management techniques for a well developed educational background in the role of a supervisor.

## REQUIRED COURSES:

GRADE	DATE COMPLETED	COURSE	DELIVERY OPTIONS				
			L	W	SP	ILO	GL
		Supervision	•	•		•	•
		Teaching Adults	•		•		
		Balancing Priorities	•	•		•	•
		Handling Workplace Conflict	•	•	•		•
		Meetings That Work	•	•		•	•
		Personal Branding (replacement for Developing as a Professional)			•		
		Principles of Banking or Banking Fundamentals	•	•		•	•
		Supervisor/Team Leader or Introduction to Leadership or Modern Supervisor Certificate			•		
		Verbal Communications or (Certificate in Business Communication may be applied as requirement for Verbal or Written Communication)	•	•			
		Written Communication or (Certificate in Business Communication may be applied as requirement for Verbal or Written Communication)	•	•			•

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The CFTEA Universal Banker Diploma is a capstone and continues the education left by the Certified Modern Branch Professional —Level 1 and 2 to provide the tools to develop further within a retail branch.

## REQUIRED COURSES:

GRADE	DATE COMPLETED	COURSE	DELIVERY OPTIONS				
			L	W	SP	ILO	GL
		Business Telephone Skills	●	●		●	●
		Certified Modern Branch Professional — Level 1	See Program Details				
		Certified Modern Branch Professional — Level 2	See Program Details				
		Money and Banking	●	●		●	●
		Verbal Communications <u>or</u> (Certificate in Business Communication may be applied as requirement for Verbal <u>or</u> Written Communication)	●	●			
		Written Communication <u>or</u> (Certificate in Business Communication may be applied as requirement for Verbal <u>or</u> Written Communication)	●	●			●
					●		

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The Certified Banker program is designed to provide new bankers with general knowledge of banking, bank security and regulations that impact the banking industry. This certification encourages individuals to develop a strong professional image and high ethical standards.

**REQUIRED COURSES:**

GRADE	DATE COMPLETED	COURSE	DELIVERY OPTIONS				
			L	W	SP	ILO	GL
		Principles of Banking <u>or</u> Banking Today <u>or</u> Banking Fundamentals <u>or</u> Banking Basics Suite	●	●		●	●
			●	●		●	●
						●	
					●		
		Legal Foundations in Banking	●	●			●
		Bank Security	●	●			●
		Essentials of Workplace Conduct	●	●	●		●
		Quality Service (formerly Customer Service)	●	●			●
		Understanding Bank Products	●	●	●		●
		Your Role as a New Banker	●				
		Certification Exam			●		

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Organization: \_\_\_\_\_

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This program will give financial services individuals the skills necessary to distinguish between quality, poor and marginal credit. Students will receive training in analyzing the financial statements for various types and forms of businesses, and how to structure appropriate loan packages. Students will work with balance sheets, profit and loss statements and cashflow statements of businesses and learn how to identify the ways in which cash is generated and used by businesses.

**REQUIRED COURSES:**

GRADE	DATE COMPLETED	COURSE	DELIVERY OPTIONS				
			L	W	SP	ILO	GL
		Fundamentals of Credit Analysis and Business Finance (2 day program)	●				
		Advanced Credit Analysis and Business Finance (2 day program)	●				
		Principles of Banking	●	●		●	●
		or Banking Today	●	●		●	●
		or Banking Fundamentals				●	
		or Banking Basics Suite			●		
		Structuring Commercial Loan Packages	●				
		Certification Exam			●		

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This program will give financial services individuals the skills necessary to distinguish between quality, poor and marginal credit. Students will receive training in analyzing the financial statements for various types and forms of businesses, and how to structure appropriate loan packages. Students will work with balance sheets, profit and loss statements and cashflow statements of businesses and learn how to identify the ways in which cash is generated and used by businesses.

## REQUIRED COURSES:

GRADE	DATE COMPLETED	COURSE	DELIVERY OPTIONS				
			L	W	SP	ILO	GL
		Certified Business Credit Analyst	See Certification Details				
		Analyzing Personal Financial Statements and Tax Returns	●				
		Analyzing the Tax Returns of Businesses	●				
		Certification Exam			●		

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Attaining this designation creates an industry standard in HSA expertise with the accredited Certified Health Savings Professional (CHSP) designation. Expand your HSA knowledge in 75 minutes a week over five weeks in a format that is flexible to fit your busy schedule.

This flexible five-week blended learning course combines weekly webinars with self-paced eLearning modules to give you the education and confidence you need to pass the Certified Health Savings Professional (CHSP) exam. This blended approach gives you the flexibility to build your HSA knowledge base and become a CHSP without leaving the office.

Registration for HAS University is open to all types of financial organizations and business professionals. The National Association of Federal Credit Unions (NAFCU) has partnered with Ascensus on the certification program and CHSP designation, but both are open to all types of financial organizations.

## REQUIRED COURSES:

GRADE	DATE COMPLETED	COURSE	DELIVERY OPTIONS				
			L	W	SP	ILO	GL
		HSA University				●	
		Certification Exam			●		

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Attaining this designation will help fulfill your career and give your financial organization's IRA owners the peace of mind that comes from working with a professional IRA representative. This six week course provides attendees with a solid foundation of IRA knowledge through a combination of interactive weekly webinars and eLearning modules.

After the "Getting Started" kickoff webinar, each week consists of a self-paced eLearning module (45 minutes to 1 hour) followed by a 90 minute interactive webinar to help participants apply their knowledge from the eLearning modules. After completing, IRA University, attendees have the opportunity to earn their Certified IRA Specialist I (CIS 1) designation for no additional cost.

## REQUIRED COURSES:

GRADE	DATE COMPLETED	COURSE	DELIVERY OPTIONS				
			L	W	SP	ILO	GL
		IRA University				●	
		Certification Exam			●		

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As a modern certification in today's business world, the Modern Banking Representative (MBRC) covers updated material that allows those new, entry-level employees to develop in their career and equips them to take on modern banking challenges with knowledge, confidence and skill. This is an update and replacement for discontinued CERTIFIED TELLER.

## REQUIRED COURSES:

GRADE	DATE COMPLETED	COURSE	DELIVERY OPTIONS				
			L	W	SP	ILO	GL
		Banking Today	●	●		●	●
		Legal Foundations in Banking	●	●			●
		Fighting Fraud: Top 10 Scams Targeting Our Nations Seniors (Free Course)			●		
		Quality Service (formerly Customer Service)	●	●			●
		Certification Exam			●		

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Designed for branch employees seeking a true and rich universal banking model and suited as a career path beyond entry-level through assistant manager levels. Retail employees require a full range of skills and knowledge to manage relationships across a broad spectrum of modern topics. Next level after Certified Modern Banking Representative.

## REQUIRED COURSES:

GRADE	DATE COMPLETED	COURSE	DELIVERY OPTIONS				
			L	W	SP	ILO	GL
		Principles of Banking	●	●		●	●
		Legal Foundations in Banking	●	●			●
		Deposit Accounts and Services	●	●			●
		Handling Workplace Conflict	●	●	●		●
		IRA Essentials OnDemand or equivalent internal IRA Basics course	●		●		
		Sales Essentials Certificate or equivalent internal sales course	●		●		●
		Security Awareness			●		
		Certification Exam			●		

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Organization: \_\_\_\_\_

Email address: \_\_\_\_\_ Tel# \_\_\_\_\_

Designed for branch employees seeking a true and rich universal banking model and suited as a career path beyond entry-level through assistant manager levels. Retail employees require a full range of skills and knowledge to manage relationships across a broad spectrum of modern topics, including lending. Level 1 Required for completion.

## REQUIRED COURSES:

GRADE	DATE COMPLETED	COURSE	DELIVERY OPTIONS				
			L	W	SP	ILO	GL
		Written Communication <u>or</u> Certificate in Business Communication	●	●			●
		Fundamentals of Consumer Lending <u>or</u> Consumer Credit Products	●	●			●
		Fundamentals of Mortgage Lending	●	●			●
		Fundamentals of Small Business Banking	●	●			●
		Overview of Analyzing Financial Statements ~	●	●			●
		Introduction to Leadership			●		
		Certification Exam			●		

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Managers face new challenges in today's business world. The Certified Modern Manager covers new material from Harvard and M.I.T. educators that allow managers to provide a measurement of their knowledge and skill to enhance their career development as a step beyond the Certified Modern Supervisor. For additional information for new managers, see The Effective Manager's Toolbox.

**REQUIRED COURSES:**

GRADE	DATE COMPLETED	COURSE	DELIVERY OPTIONS				
			L	W	SP	ILO	GL
		A Manager's Guide to Information Technology			●		
		A Manager's Guide to Superior Customer Service			●		
		A Manager's Guide to Time Management			●		
		Body Language for Leaders			●		
		Business Ethics in the 21st Century			●		
		Emotional Intelligence for Managers			●		
		Introduction to Negotiations			●		
		Leading and Managing Change			●		
		Managing a Modern Organization			●		
		Managing Remote Teams (free course)			●		
		Security Awareness			●		
		Certification Exam			●		

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Today's Supervisor program has been updated with new, relevant materials that speak to the needs of new supervisors in the current and future business world. The modules have been organized to better complement and build on each section during this interactive program. The final assessment is provided online and the grade is available upon completion. Four day program. Lunch and materials included. (\$1700 value for \$799).

## REQUIRED COURSES:

GRADE	DATE COMPLETED	COURSE	DELIVERY OPTIONS				
			L	W	SP	ILO	GL
		Everything DiSC Management Profile			●		
		Day One—Behavioral Interviewing	●		●		
		Day One—Ethics in the Workplace	●		●		
		Day Two—Diversity Awareness	●		●		
		Day Two—Coaching for Development	●		●		
		Day Three—Toughest Supervisor Challenges	●		●		
		Day Three—How to Handle Change and Upheaval	●		●		
		Day Four—Performance Management	●		●		
		Day Four—Delegating for Growth	●		●		
		Certification Exam			●		

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The Modern Classroom Certified Trainer (MCCT) prepares instructors at all levels of experience to deliver courses using the latest technologies and approaches. In the MCCT program, instructors will learn class preparation techniques, how to effectively manage a classroom and learners, how to teach successfully in all modern classroom modes (including asynchronous and virtual learning), and how to respond to special technical challenges of the modern classroom.

**REQUIRED COURSES:**

GRADE	DATE COMPLETED	COURSE	DELIVERY OPTIONS				
			L	W	SP	ILO	GL
		Modern Classroom Certified Trainer				●	
		Certification Exam			●		

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Agile project management practices have become the standard for software development projects. More recently, Agile has grown beyond software projects as more and more companies adopt Agile concepts and methodologies. Individuals who have a solid understanding of Agile have a distinct advantage in today's changing project management atmosphere. The courses included in this certificate program will provide managers the basic foundation they need to become competent Agile practitioners. The program introduces the learner to the basic methodologies, practices, and key concepts of Agile and enables the learner to explore, through case studies, many of the common challenges of working on an Agile team.

## REQUIRED COURSES:

GRADE	DATE COMPLETED	COURSE	DELIVERY OPTIONS				
			L	W	SP	ILO	GL
		Agile Team Challenges			●		
		Integrating Agile and Waterfall Practices			●		
		Introduction to Agile			●		

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Develop a broad understanding of the underpinnings of the banking industry. Dive deeply into the purpose of specific banking functions and the role of specific banking functions and the role of specific banking functions. Develop foundational skills for making key decisions that affect bank profitability. Learn how to conduct performance analyses. Discover ways to measure and manage interest rate risk. Explore best practices in managing funding, liquidity and capital. Demonstrate understanding by applying concepts in organization-specific exercises.

By completing the ABA Certificate in Bank Financial Management curriculum, you'll strengthen your knowledge of sound financial management in a banking institution.

## REQUIRED COURSES:

GRADE	DATE COMPLETED	COURSE	DELIVERY OPTIONS				
			L	W	SP	ILO	GL
		Analyzing Bank Performance				●	
		Managing Interest Rate Risk				●	
		Managing Funding, Liquidity and Capital				●	
		Managing the Bank's Investment Portfolio				●	
		Ethical Issues for Bankers	●		●		

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Organization: \_\_\_\_\_

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ABA Bank Solutions Provider Certificate: Develop a broad understanding of the banking business. For new members of organizations that provide products and services to the banking industry, enable your team to better know their bank customers – from the terminology they use to the constructs under which they operate. By completing the ABA Bank Service Provider Certificate curriculum, you'll strengthen your knowledge of the language of bankers, core products, and the regulatory and ethical constraints under which banks operate.

## REQUIRED COURSES:

GRADE	DATE COMPLETED	COURSE	DELIVERY OPTIONS				
			L	W	SP	ILO	GL
		Banking Basics Suite			●		
		<u>or</u> Principles of Banking	●	●		●	●
		<u>or</u> Banking Fundamentals				●	
		Ethical Issues for Bankers	●		●		
		Fundamentals of Consumer Lending Suite			●		
		Fundamentals of Small Business Banking Suite			●		
		Understanding Bank Products	●		●		●
		<u>or</u> Deposit Accounts and Services	●			●	●

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ABA Bank Teller Certificate: Develop essential bank teller skills. Master core competencies such as cash handling, check cashing, deposit and withdrawal processing, cash payments, and daily settlements of teller cash and proof transactions. Develop a broad understanding of bank products. Build interpersonal skills that are effective with both customers and coworkers. Master the principles of professional conduct. Learn how to cultivate relationships and provide value-added service.

By completing the ABA Bank Teller Certificate curriculum, you'll build a solid foundation of critical customer service skills.

## REQUIRED COURSES:

GRADE	DATE COMPLETED	COURSE	DELIVERY OPTIONS				
			L	W	SP	ILO	GL
		Banking Basics Suite <i>or</i> Principles of Banking <i>or</i> Banking Fundamentals			●		
			●	●		●	●
						●	
		Communication Basics Suite			●		
		Dealing Effectively with Co-Workers	●		●		
		Effective Referrals Suite <i>or</i> Effective Client Referrals			●		
			●				
		Essentials of Workplace Conduct	●		●		
		Ethical Issues for Bankers	●		●		
		Online Communication Suite			●		
		Today's Teller	●		●		●
		Verbal Communication Suite <i>or</i> Effective Telephone Communication			●		
			●				
		Written Communication Suite <i>or</i> Effective Written Communication <i>or</i> Written Communication			●		
			●				
			●	●			●

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To be a leader in the marketplace, employees at every touch point must go the extra miles and deliver a consistent, world-class experience. OnCourse Learning Customer Service courses are a comprehensive curriculum that teaches employees how to provide stellar customer service that will set your institution apart from the competition.

## REQUIRED COURSES:

GRADE	DATE COMPLETED	COURSE	DELIVERY OPTIONS				
			L	W	SP	ILO	GL
		Customer Service			●		
		Real Customer Service 1- Showing Customers Your Care			●		
		Real Customer Service 2 – Using Language to Service the Customer			●		
		Real Customer Service 3 – Opening the Conversation			●		
		Real Customer Service 4 – Diagnosing Customer Needs			●		
		Real Customer Service 5 – Responding to Customer Requests			●		
		Real Customer Service 6 – Taming Challenging Conversations			●		
		Real Customer Service 7 – That’s a Wrap – Closing the Conversation			●		

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Develop skills essential to successful management. Hone your knowledge of banking and banking operations. Develop expertise in deposit and loan products, as well as sales management and customer service. Build strong communication skills. Gain insight into effectively managing staff and creating a culture of excellence. Explore techniques to raise the bar for delivering quality customer service.

By completing the ABA Branch Manager Certificate curriculum, you'll strengthen your ability to manage branch office operations.

## REQUIRED COURSES:

GRADE	DATE COMPLETED	COURSE	DELIVERY OPTIONS				
			L	W	SP	ILO	GL
		Banking Basics Suite			•		
		<u>or</u> Principles of Banking	•	•		•	•
		<u>or</u> Banking Fundamentals				•	
		Coaching to Support the Sales Process Suite			•		
		<u>or</u> Sales Coaching	•				
		Employment Law			•		
		<u>or</u> Managing Employee Relations	•				
		Ethical Issues for Bankers	•		•		
		Fundamentals of Consumer Lending Suite			•		
		<u>or</u> Fundamentals of Consumer Lending	•				
		Fundamentals of Small Business Banking Suite			•		
		<u>or</u> Fundamentals of Small Business Banking	•				
		Leadership in Action Suite			•		
		Leveraging the Benefits of a Diverse Workforce			•		
		<u>or</u> Working Together	•				
		Making the Client Call Suite			•		
		<u>or</u> Needs-Based Selling (fka Cross-Selling Deposit Products)	•				

		Management Essentials Suite <u>Or All Six</u>			•		
		Coaching for Success Corrective Action Meetings that Work Rewards and Recognition Hiring the Best Managing Employee Performance	•				
		<u>or</u> Certified Modern Supervisor	•				
		Overcoming Objections Suite			•		
		Presentation Skills Suite <u>or</u>			•		
		Verbal Communication	•	•			
		<u>or</u> (Certificate in Business Communication may be applied as requirement for Verbal <u>or</u> Written Communication)			•		
		Relationship Sales Suite <u>or</u>			•		
		Introduction to Relationship Selling	•				
		Sales Planning Suite <u>or</u>			•		
		Building and Retaining Customer Relationships	•				
		Servicing and Growing Small Business Relationships			•		
		Verbal Communication Suite <u>or</u>			•		
		Effective Telephone Communication	•				
		Why Quality Customer Service Matters Suite <u>or</u>			•		
		Quality Service	•				•
		Written Communication Suite <u>or</u>			•		
		Effective Written Communication	•				
		<u>or</u> Written Communication	•	•			•
		<u>or</u> (Certificate in Business Communication may be applied as requirement for Verbal <u>or</u> Written Communication)			•		

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What does your branch have that alternate branch channels don't? The branch has you and your people. As the number of branch transactions continues to fall, banks must reassess the role of the branch manager. Developing the right people, tools, client and sales goals will see results change into a dynamic source of profitability. This exciting, two-day series will focus on the next generation manager who will be leading the transition to client relationship management, and to managing an active advisory environment for the client to achieve financial goals. This next gen manager will be leading this vital transformation.

## REQUIRED COURSES:

GRADE	DATE COMPLETED	COURSE	DELIVERY OPTIONS				
			L	W	SP	ILO	GL
		Two Day Branch Manager Bootcamp Program	●				

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Financial institutions face increased risk from advanced money-laundering schemes and terrorist financing activities. It is critical that banks hire and train individuals who can establish and maintain an effective BSA/AML program. The ABA Certificate in BSA and AML Compliance will help financial crimes professionals improve their ability to detect and prevent suspicious and criminal activity by providing an overview of the types of criminal behavior commonly used against banks, and in-depth training on the applicable U.S. laws and regulations governing money-laundering.

The **ABA Certificate in BSA and AML Compliance** is an excellent refresher for experienced financial crimes professionals who wish to take the Certified AML and Fraud Professional (CAFP) exam and may be required for those individuals with less than five years' experience in the field.

## REQUIRED COURSES:

GRADE	DATE COMPLETED	COURSE	DELIVERY OPTIONS				
			L	W	SP	ILO	GL
		Introduction to BSA/AML			•		
		SARs and Information Sharing			•		
		Currency and Correspondent Banking Accounts			•		
		Electronic Banking and Funds Transfer Activities			•		
		Higher Risk Accounts and Activities			•		
		BSA Requirements for Business Accounts			•		
		BSA Requirements for Foreign Customers and Accounts			•		
		Components of an AML Compliance Program			•		
		International Partners in AML			•		
		Office of Foreign Assets Control for Compliance Professionals			•		

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The **ABA Certificate in Commercial Lending** focuses on financial statement analysis and commercial lending, will familiarize lenders with both audited and unaudited statements, and fill any gaps in your understanding of credit analysis and underwriting. Pre and post-tests allow seasoned lenders to test out, and more importantly, let the industry know you are "credit trained" and ready to bring in new, qualified business.

## REQUIRED COURSES:

GRADE	DATE COMPLETED	COURSE	DELIVERY OPTIONS				
			L	W	SP	ILO	GL
		Level 1: Understanding Business Borrowers			•		
		Level 2: Analyzing Business Financial Statements and Tax Returns			•		
		Level 3: Analyzing Personal Financial Statements and Tax Returns			•		
		Level 4: Qualitative Analysis and Determining a Credit Risk Rating			•		
		Level 5: Loan Structuring, Documentation, Pricing and Problem Loans			•		

The **ABA Certificate in Commercial Lending** is an equivalent of completing Analyzing Financial Statements and Commercial Lending, in the facilitated online format.

The entire Certificate in Commercial Lending program is available as a self-paced online bundled program.

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Communicating clearly and concisely in written and oral formats is critical to your professional success. This certificate offers instruction on crafting many of the most common business communication formats: memos, reports, brochures, proposals, presentations, catalogs, and websites. Topics include formal and informal outlining techniques, using email appropriately in an organizational setting, and revising for wordiness, unnecessary phrases, redundancy, and jargon.

Each of these self-paced courses offer an assortment of interactive exercises, selected readings, and self-assessments that will engage you and help you practice effective business communication.

## REQUIRED COURSES:

GRADE	DATE COMPLETED	COURSE	DELIVERY OPTIONS				
			L	W	SP	ILO	GL
		Communicate Collaboratively			●		
		Effective Business Writing			●		
		Effective Emails, Memos, and Letters			●		
		Effective Presentations			●		
		Effective Public Speaking			●		

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A comprehensive study of CRE lending, beginning with a description of loan types and progressing to an understanding of the underwriting process, leases, appraisals, loan structures and related risks. The series also includes resources, including reproducible work sheets for cash flow, compliance and important financial ratio calculations.

## REQUIRED COURSES:

GRADE	DATE COMPLETED	COURSE	DELIVERY OPTIONS				
			L	W	SP	ILO	GL
		Series 1: Types of CRE Loans, Risk Areas and Performance Drivers			•		
		Series 2: The CRE Underwriting Process			•		
		Series 3: Financing Different Types of Commercial Properties			•		
		Series 4: Understanding and Evaluating Leases, Appraisals and Environmental Assessments			•		
		Series 5: Loan Structure and Documentation Considerations			•		
		Series 6: Construction Lending			•		

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This unique, cost-effective series gives employees the tools they need to verify key information, understand consumer regulations, underwrite the loan, and follow up to minimize fraud. Our web-based learning management system brings together best practices in applied learning, course management, scheduling and reporting. Advanced data integration functionality works seamlessly behind the scenes with your existing enterprise technology.

## REQUIRED COURSES:

GRADE	DATE COMPLETED	COURSE	DELIVERY OPTIONS				
			L	W	SP	ILO	GL
		Following Up on the Loans			●		
		Government Regulations and the Lending Process			●		
		Introduction to Consumer Credit			●		
		Investigating the Applicant – Part 1			●		
		Investigating the Applicant – Part 2			●		
		Making the Decision			●		
		Preventing Fraud			●		
		Processing the Loan			●		
		Taking the Loan Application			●		
		The Five Stage Lending Process			●		
		Credit Skills Diagnostic Assessment			●		

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Because organizations must innovate to stay alive in today's highly competitive marketplace, organizations need employees who can channel their creativity and innovation toward organizational challenges and goals. This certificate program will first help you become re-acquainted with your own stores of creativity and innovation. Next, you are given a set of tools that allow you to leverage your creativity to identify and solve organizational problems. One activity asks you how you might look at a problem from a different angle to produce a more creative result; others walk you through the process of using analogies or replacement techniques to invent creative solutions to problems.

## REQUIRED COURSES:

GRADE	DATE COMPLETED	COURSE	DELIVERY OPTIONS				
			L	W	SP	ILO	GL
		Creativity in Teams and Organizations			●		
		Innovation in Teams and Organizations			●		
		Introduction to Critical Thinking			●		
		Personal Creativity			●		

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The following Member Service courses teach credit union employees how to improve member communications. From ways they can increase the value of transactions through cross-selling, to the art of teller service standards, this effective curriculum links theory with practice to accelerate success.

**REQUIRED COURSES:**

GRADE	DATE COMPLETED	COURSE	DELIVERY OPTIONS				
			L	W	SP	ILO	GL
		Customer Service			●		
		Real Customer Service 1- Showing Customers Your Care			●		
		Real Customer Service 2 – Using Language to Service the Customer			●		
		Real Customer Service 3 – Opening the Conversation			●		
		Real Customer Service 4 – Diagnosing Customer Needs			●		
		Real Customer Service 5 – Responding to Customer Requests			●		
		Real Customer Service 6 – Taming Challenging Conversations			●		
		Real Customer Service 7 – Closing the Conversation			●		

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Develop the key skills essential to successful customer service and relationship-building. Gain a broad understanding of bank products to be able to better cross-sell products and services. Learn ways to cultivate relationships with customers and discover tactics for responding to customer needs. Become better able to successfully resolve customer problems and objections. By completing the ABA Customer Service Representative Certificate curriculum, you'll strengthen your ability to provide a quality customer service experience.

## REQUIRED COURSES:

GRADE	DATE COMPLETED	COURSE	DELIVERY OPTIONS				
			L	W	SP	ILO	GL
		Banking Basics Suite			•		
		<i>or</i> Principles of Banking	•	•		•	•
		<i>or</i> Banking Fundamentals				•	
		Communication Basics Suite			•		
		Dealing Effectively with Co-Workers	•		•		
		Effective Referrals Suite			•		
		Ethical Issues for Bankers	•		•		
		Online Communication Suite			•		
		Overcoming Objections			•		
		Relationship Sales Suite			•		
		<i>or</i> Introduction to Relationship Selling	•				
		Understanding Bank Products	•		•		•
		<i>or</i> Deposit Accounts and Services	•			•	•
		Verbal Communication Suite			•		
		<i>or</i> Effective Telephone Communication	•				

		Why Quality Customer Service Matters Suite <u>or</u> Quality Service			•		
			•				•
		Written Communication Suite <u>or</u> Effective Written Communication <u>or</u> Written Communication <u>or</u> (Certificate in Business Communication may be applied as requirement for Verbal <u>or</u> Written Communication)			•		
			•				
			•	•			•
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Cybersecurity, also known as Information Security, is the protection of data and personally identifiable information from malicious attacks, theft, and destruction. Failures of cybersecurity policies, both in large corporations and governmental agencies, have earned significant visibility and negative publicity in recent months and years. As the amount of data being stored continues to increase, and as hackers become more sophisticated, the need for cybersecurity is greater than ever.

This Certificate in Cybersecurity offers lessons on the critical elements of information security, as well as foundational information about key certifications for professionals in the industry. Each of the eight courses in this suite will help learners master the vocabulary of the industry and offers examples, videos, interactive games, and review questions to ensure mastery of the material.

## REQUIRED COURSES:

GRADE	DATE COMPLETED	COURSE	DELIVERY OPTIONS				
			L	W	SP	ILO	GL
		Asset Security			●		
		Communication and Network Security			●		
		Identity and Access Management			●		
		Security and Risk Management			●		
		Security Assessment and Testing			●		
		Security Engineering			●		
		Security Operations			●		
		Software Development Security			●		

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This certificate in data analytics provides an overview of topics in statistics and their applications in a variety of fields. This certificate will present the basics of quantitative analysis and its increasing use in today's professional landscape. Learners are exposed to quantitative decision-making tools and techniques, which tie into real-world case studies. Each course in this certificate utilizes games, videos, interactive exercises, quizzes, real world case studies, and other engaging content to ensure rapid mastery of the content and direct application. Course videos and lessons focus on use of both Microsoft Excel and OpenOffice.

## REQUIRED COURSES:

GRADE	DATE COMPLETED	COURSE	DELIVERY OPTIONS				
			L	W	SP	ILO	GL
		Data Analysis for Improving Organizational Performance			●		
		Data Analysis in the Real World			●		
		Introduction to Data Analysis			●		
		Statistical Process Control			●		
		Statistics as a Managerial Tool			●		
		Tools of Data Analysis			●		

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Earning the ABA Certificate in Deposit Compliance demonstrates to bank management and examiners your thorough grounding in key deposit regulations, and ability to identify and respond to compliance requirements.

## REQUIRED COURSES:

GRADE	DATE COMPLETED	COURSE	DELIVERY OPTIONS				
			L	W	SP	ILO	GL
		Anatomy of a Regulation for Compliance Professionals			•		
		BSA/USA Patriot Act			•		
		Digital Compliance for Compliance Professionals			•		
		Electronic Funds Transfer Act (Reg E)			•		
		Elements of a Compliance Program for Compliance Professionals			•		
		Expedited Funds Availability Act (Reg CC)			•		
		Office of Foreign Assets Control (OFAC)			•		
		Privacy/Information Sharing			•		
		Reserve Requirements for Depository Institutions Act (Reg D)			•		
		Truth-in-Savings Act (Reg DD)			•		
		Unfair, Deceptive or Abusive Acts or Practices (UDAAP) for Compliance Professionals			•		

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This curriculum introduces bank personnel to the role of deposit operations and the supporting function it provides within an organization. The development of knowledge and practical skills in this area provides the foundation for an educational career path leading to the Deposit Operations Diploma and the General Banking Diploma and/or Bank Operations Diploma.

GRADE	DATE COMPLETED	COURSE	DELIVERY OPTIONS				
			L	W	SP	ILO	GL
		Principles of Banking	●	●		●	●
		or Banking Today	●	●		●	●
		or Banking Fundamentals				●	
		or Banking Basics Suite			●		
		Business Math	●				●
		Deposit Accounts and Services	●	●			●
		Certificate in Business Communication			●		
		or Written Communication	●	●			●
		Security Awareness			●		
		Business Telephone Skills	●	●			●
		Balancing Priorities	●	●	●		●
		Emotional Intelligence	●	●	●		●
		Frauds, Scams and Cons (Full Series)	●	●			●
		Handling Workplace Conflict	●	●	●		●
		Payment System Emerging Products			●		
		Payment System Trends			●		

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Email address: \_\_\_\_\_ Tel# \_\_\_\_\_

This certificate in digital marketing is aligned with the Online Marketing Certified Professional (OMCP) standards to ensure that it is comprehensive and relevant.

Digital marketing helps organizations promote and sell products and services through online marketing methods such as social media messaging, website ads, Facebook marketing campaigns, Google Adwords, and more. It's vital to develop a marketing strategy that keeps up with the technology. Course in this certificate cover the strategic issues, marketing methods and tactics, industry terminology, and best practices. Each of the nine courses offer examples, videos from industry-leading practitioners, interactive games, and review questions to ensure mastery of the material.

The Digital Marketing Certificate can help both current marketing professionals, and those wishing new career in digital marketing, with the necessary knowledge and skills.

We recommend beginning with Digital Marketing Strategy first and then other courses can be taken in any order. Upon successful completion, you can download and print a Certificate of Completion.

## REQUIRED COURSES:

GRADE	DATE COMPLETED	COURSE	DELIVERY OPTIONS				
			L	W	SP	ILO	GL
		Content Marketing			●		
		Conversion Rate Optimization			●		
		Digital Marketing Strategy			●		
		Marketing Automation			●		
		Mobile Marketing			●		
		Paid Search/Pay Per Click Advertising			●		
		Search Engine Optimization			●		
		Social Media Marketing			●		
		Web Analytics			●		

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This online certificate program introduces non-financial managers to the essentials of finance. The course will help you become conversant in critical financial terminology, and you'll learn how to calculate key financial management indicators.

You will learn how to assess your organization's financial health by reviewing balance sheets, income statements, and statements of cash flow, and you will discover how finance and accounting tools can be used to support informed decision making within organizations.

Each 3 to 5 hour, self-paced course offers an assortment of interactive exercises, videos, selected readings, case studies, and self-assessments that engage you and structure your learning about organizational finance.

## REQUIRED COURSES:

GRADE	DATE COMPLETED	COURSE	DELIVERY OPTIONS				
			L	W	SP	ILO	GL
		Financial Planning and Control			●		
		How to Read a Financial Statement			●		
		Introduction to Business Statistics			●		
		Introduction to Finance			●		
		The Value of Money and Risk			●		
		Understanding and Managing Budgets					

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Develop the key skills essential to successful bank marketing. Discover best practices for developing a comprehensive strategic marketing plan, including setting objectives, implementing action plans, creating a budget, and evaluating ROI. Explore tactics to assess customers, markets, and opportunities. Learn how to better leverage social media to expand your reach and build your bank's brand. Gain insight into managing marketing activities from brand management to PR to digital marketing, and learn the key regulatory guidelines for bank marketing.

By completing the ABA Foundational Certificate in Bank Marketing curriculum, you'll strengthen your knowledge of marketing's role in a financial institution and within the banking industry as a whole

## REQUIRED COURSES:

GRADE	DATE COMPLETED	COURSE	DELIVERY OPTIONS				
			L	W	SP	ILO	GL
		Marketing in Banking				•	
		Marketing Management				•	
		Marketing Planning				•	
		<b>Marketing in a Digital World</b> <b>Social Campaigns:</b> The Power of Facebook Leveraging LinkedIn Strategic Twitter <b>Digital Campaigns:</b> Search Engine Optimization Build Your Campaign Find Your Audience			•		
		Recognizing and Preventing UDAAP			•		

**Facilitated Online:** Four weeks each in duration, you can select your start date and log in at your convenience. Estimated learning time is approximately 3 hours per week.

**Self-Paced Online:** Learn at your own pace. Each course is 15-75 minutes in length.

The estimated time to complete the required courses is approximately 21 hours. You may select your start dates for each of the three required Facilitated Online courses after you have completed your Certificate purchase. Students have access to the curriculum for 1 year from date of purchase.

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Fraud management professionals face an increased burden to detect and prevent fraud losses against customers and their institution. The **ABA Certificate in Fraud Prevention** fills a training gap within many institutions and helps both new and experienced financial crimes professionals establish and maintain a fraud management program with sufficient internal and external controls. It provides in-depth training on the applicable U.S. laws and regulations governing fraud and an overview of the various types of criminal behavior commonly used against banks.

The **ABA Certificate in Fraud Prevention** is an excellent refresher for experienced financial crimes professionals who wish to take the Certified AML and Fraud Professional (CAFP) exam and may be required for those individuals with less than five years' experience in the field.

## REQUIRED COURSES:

GRADE	DATE COMPLETED	COURSE	DELIVERY OPTIONS				
			L	W	SP	ILO	GL
		Introduction to Fraud Management			•		
		Establishing a Fraud Prevention Program			•		
		Types of Fraud and Prevention Strategies			•		
		Operating a Fraud Prevention Program			•		
		Maintaining a Compliant Fraud Prevention Program			•		

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Develop a broad understanding of the underpinnings of the banking industry. Dive deeply into the purpose of specific banking functions and the role of banking in the economy. Gain practical knowledge of the core principles of accounting and economics. Explore legal and regulatory issues, compliance matters, as well as the fundamentals of bank marketing. Learn how to identify and resolve ethical issues.

By completing the ABA Certificate in General Banking curriculum, you'll build a solid understanding of foundational concepts in the banking industry.

You must complete the following courses to earn your certificate. No substitutions or previous college credit will be accepted

## REQUIRED COURSES:

GRADE	DATE COMPLETED	COURSE	DELIVERY OPTIONS				
			L	W	SP	ILO	GL
		Accounting 3 Credit Financial or General	•	•		•	•
		Banking Fundamentals Suite to include: <ul style="list-style-type: none"> <li>The Banking Industry</li> <li>Bank Lines of Business</li> <li>Building Customer Relationships</li> </ul>				•	
		Ethical Issues for Bankers			•		
		Legal Foundations in Banking	•	•		•	•
		Marketing in Banking	•	•		•	•
		Money and Banking	•	•		•	•

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Organization: \_\_\_\_\_

Email address: \_\_\_\_\_ Tel# \_\_\_\_\_

An effective human resource management strategy is a valuable asset to any company, but those running small businesses often cannot justify designating a full-time HR professional to manage employee relations, compensation, policy-making, performance management, and employee appraisals.

This suite of courses will teach you the basics of managing the benefits and policies that support an effective staff. What does an employer need to know about anti-discrimination regulations? What are the key aspects of pay policies? How can employers avoid the traps of the employee selection process? In this suite of courses, you will discover the answers to these and other important questions.

Each 3 to 5 hour, self-paced course offers an assortment of interactive exercises, videos, selected readings, case studies, and self-assessments that will engage you and structure your learning about human resource management.

## REQUIRED COURSES:

GRADE	DATE COMPLETED	COURSE	DELIVERY OPTIONS				
			L	W	SP	ILO	GL
		Compensation and Benefits			●		
		Data and Human Resource Management			●		
		Employee Selection			●		
		Equal Employment Opportunity			●		
		Introduction to Human Resource Management			●		
		Performance Management			●		
		Talent Management and Career Development			●		

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This certificate was designed to help you tone your skills in dealing with people by understanding yourself better as well as understanding your various relationships, from developing empathy with the individual unhappy customer to successful teamwork with your co-workers. As with most interpersonal skills programs, the topics of this certificate will benefit you not only at work, but in all relationships surrounding your life.

## REQUIRED COURSES:

GRADE	DATE COMPLETED	COURSE	DELIVERY OPTIONS				
			L	W	SP	ILO	GL
		Art of Influencing Others			●		
		Challenging Negative Attitudes			●		
		Emotional Intelligence			●		●
		Speak with Confidence			●		
		Handling Workplace Conflict			●		
		Team Excellence			●		

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What is leadership and why is it important? How does a leader encourage change without triggering fearful resistance? What are the key elements to leading an effective team? What is the role of charisma in leadership? How can a leader achieve work-life balance? This suite of courses addresses all of these questions and many more.

Based on D. Quinn Mills' book, *Leadership: How to Lead, How to Live*, a text used at Harvard Business School, the courses in this suite offer advice on leadership that can help you stand out as a leader among your peers. Video segments introduce Dr. Mills and other leaders who discuss such issues as how leaders become leaders, leadership ethics, and the differences between leaders, managers, and administrators.

## REQUIRED COURSES:

GRADE	DATE COMPLETED	COURSE	DELIVERY OPTIONS				
			L	W	SP	ILO	GL
		Body Language for Leaders					
		Introduction to Leadership			●		
		Leaders and Work-Life Balance			●		
		Leading and Managing Change			●		
		Leading Teams			●		

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This curriculum introduces professionals to craft the story about their work that they want people to hear and understand? Regardless of where you are in your career—looking to achieve the next level as a professional trying to show value to an organization with a leadership narrative is critical. It clearly communicates a professional's unique value brought to an organization, while identifying goals, strategies and a roadmap to success.

GRADE	DATE COMPLETED	COURSE	DELIVERY OPTIONS				
			L	W	SP	ILO	GL
		Enhance Your Potential, Build Your Leadership Narrative	●				

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Earning the **ABA Certificate in Lending Compliance** demonstrates to bank management and examiners your thorough grounding in key lending regulations, and ability to identify and respond to compliance requirements

## REQUIRED COURSES:

GRADE	DATE COMPLETED	COURSE	DELIVERY OPTIONS				
			L	W	SP	ILO	GL
		Anatomy of a Regulation for Compliance Professionals			•		
		Community Reinvestment Act for Compliance Professionals (Choose <b>either</b> CRA - Large Bank <b>or</b> CRA - Community Bank. Your purchase includes access to both, but you are only required to take one of these courses to earn the Certificate.)			•		
		Credit Card Regulations for Compliance Professionals			•		
		Elements of a Compliance Program for Compliance Professionals			•		
		Equal Credit Opportunity Act (ECOA) Reg B for Compliance Professionals			•		
		Fair Credit Reporting Act (FCRA) for Compliance Professionals			•		
		Home Mortgage Disclosure Act (HMDA) for Compliance Professionals			•		
		Loans to Insiders (Reg O) for Compliance Professionals			•		
		National Flood Insurance Regulations for Compliance Professionals			•		
		Real Estate Settlement Procedures Act (RESPA) for Compliance Professionals			•		
		Reg Z Ability to Repay (ATR) and Qualified Mortgage (QM) for Compliance Professionals			•		
		Reg Z Closed-End Credit for Compliance Professionals			•		
		Reg Z Open-End Credit for Compliance Professionals			•		
		Servicemembers Civil Relief Act (SCRA) for Compliance Professionals			•		
		Unfair, Deceptive or Abusive Acts or Practices (UDAAP) for Compliance Professionals			•		

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This curriculum introduces bank personnel to the role of loan servicing and the supporting functions it provides to customers and within an organization. The development of knowledge and practical skills in this area provides the foundation for an educational career path leading to the Loan Servicing Diploma and the General Banking Diploma and/or Bank Operations Diploma.

**REQUIRED COURSES:**

GRADE	DATE COMPLETED	COURSE	DELIVERY OPTIONS				
			L	W	SP	ILO	GL
		Principles of Banking	●	●		●	●
		or					
		Banking Today	●	●		●	●
		or					
		Banking Fundamentals				●	
		or					
		Banking Basics Suite			●		
		Certificate in Business Communication			●		
		or					
		Written Communication	●	●			●
		Security Awareness			●		
		Business Telephone Skills	●	●			●
		Balancing Priorities	●	●	●		●
		Emotional Intelligence	●	●	●		●
		Handling Workplace Conflict	●	●	●		●
		Mortgage Servicing: Overview			●		
		Mortgage Servicing: Escrow Accounts			●		
		Mortgage Servicing: Error Resolution			●		
		Mortgage Servicing: Loan Origination and Servicing Transfers			●		
		Mortgage Servicing: Loss Mitigation			●		
		Mortgage Servicing: Payment Crediting and Periodic Statements			●		

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This online certificate program introduces learners to key current management issues for nonprofit organizations. Fundraising, board and volunteer development, budgeting, reading financial statements, leadership, marketing, and setting strategic direction are all addressed, and video commentary on these crucial topics will give you insight into how nonprofit professionals apply key concepts in their own organizations.

Each 3 to 5 hour, self-paced course offers an assortment of interactive exercises, videos, selected readings, case studies, and self-assessments that will engage you and help you practice effective decision making in a nonprofit setting.

## REQUIRED COURSES:

GRADE	DATE COMPLETED	COURSE	DELIVERY OPTIONS				
			L	W	SP	ILO	GL
		Budgeting in a Nonprofit Organization			●		
		Capital Campaigns			●		
		Fundraising for Nonprofit Organizations			●		
		How to Read a Nonprofit Financial Statement			●		
		Introduction to Grant Writing			●		
		Introduction to Nonprofit Management			●		
		Leadership in a Nonprofit Organization			●		
		Nonprofit Board and Volunteer Development			●		
		Principles of Marketing for Nonprofit Organizations			●		
		Social Media for Nonprofits			●		
		Strategy for Nonprofit Organizations			●		

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Creating effective online learning courses and simulations can be a challenge. There are tools and techniques, as well as best practices, that can help those designing and creating online learning content for organizations and institutions of higher education.

This Certificate in Online Learning offered by the National Institute of Online Learning (NIOL) draws upon the lessons learned by the creative, editorial, and technical teams at MindEdge Learning. MindEdge Learning, founded in 1998, has developed online courses and simulations used by hundreds of thousands of students in higher education and the private sector.

This certificate offers instruction on the major models, tools, and techniques in creating and delivering online learning. It reviews the fundamentals of general learning theory and how it can be applied, in practice, to online design and instruction.

Further, the certificate provides a brief survey of the technology employed in online learning, best practices for teaching online, strategies for integrating narrative learning into an educational curriculum, and the basics of developing accessible online learning.

## REQUIRED COURSES:

GRADE	DATE COMPLETED	COURSE	DELIVERY OPTIONS				
			L	W	SP	ILO	GL
		Introduction to Online Learning			●		
		Narrative Learning			●		
		Online Learning Accessibility			●		
		Teaching Online			●		
		The Technology of Online Learning			●		

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Banks are continuously improving their approach to manage key operational risks such as cyber attacks, fraud losses, third-party service providers and model risk. Address training needs across the bank's three lines of defense and maintain a strong operational risk management program. Understand the fundamental governance structures, procedures, controls, and cultural aspects necessary for an institution to successfully manage operational risk.

## REQUIRED COURSES:

GRADE	DATE COMPLETED	COURSE	DELIVERY OPTIONS				
			L	W	SP	ILO	GL
		Elements of an Operational Risk Management Program			•		
		Cybersecurity Management			•		
		Fraud and Criminal Threats			•		
		Incident Management and Resilience			•		
		Operational Risk Model Management			•		
		Oversight and Management of Operational Risk			•		
		Payments and Settlements			•		
		Physical Security			•		
		Regulatory Exam Management			•		
		Risk Control and Self Assessment			•		
		Vendor Risk Management			•		

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Develop essential skills for providing full-service banking. Build broad product knowledge and an understanding of the different types of retail deposit and loan products. Gain insight into how to offer the appropriate credit, deposit, and other banking services to meet customer needs and expectations. Learn best practices for cultivating customer relationships.

By completing the ABA Personal Banker Certificate curriculum, you'll strengthen your ability to drive sales and service, as well as retain and grow customer relationships.

## REQUIRED COURSES:

GRADE	DATE COMPLETED	COURSE	DELIVERY OPTIONS				
			L	W	SP	ILO	GL
		Banking Basics Suite <i>or</i> Principles of Banking <i>or</i> Banking Fundamentals			•		
			•	•		•	•
						•	
		Communication Basics Suite			•		
		Effective Referrals Suite <i>or</i> Effective Referrals			•		
		Ethical Issues for Bankers <i>or</i> Ethics in the Workplace			•		
			•		•		
		Fundamentals of Consumer Lending Suite <i>or</i> Fundamentals of Consumer Lending			•		
			•				
		Fundamentals of Small Business Banking Suite <i>or</i> Fundamentals of Small Business Banking			•		
			•				
		Introduction to Analyzing Financial Statements			•		
		Making the Client Call <i>or</i> Needs Based Selling (replaced Cross-Selling Deposit Products)			•		
			•				

		Managing Time at Work <u>or</u> Managing Your Time			•		
			•				
		Online Communication Suite			•		
		Overcoming Objections			•		
		Relationship Sales Suite <u>or</u> Building and Retaining Customer Relationships			•		
			•				
		Sales Planning Suite <u>or</u> Introduction to Relationship Selling			•		
			•				
		Understanding Bank Products <u>or</u> Deposit Accounts and Services	•		•		•
			•			•	•
		Verbal Communication Suite <u>or</u> Effective Telephone Communication			•		
			•				
		Written Communication Suite <u>or</u> Effective Written Communication <u>or</u> Written Communication <u>or</u> (Certificate in Business Communication may be applied as requirement for Verbal <u>or</u> Written Communication)			•		
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CFTEA's Professional Communication Skills Certificate program has been developed by Lee Ann Szelog, specifically for any employee in an organization who wants to be a high-performing service provider. Facilitated by Lee, this program is designed to assist employees with enhancing communication and human relations skills, sales skills, service delivery, teamwork and heightening employees' overall contribution to the success of their bank. The series consists of the five programs listed below. Each program may be attended independently of the others.

## REQUIRED COURSES:

GRADE	DATE COMPLETED	COURSE	DELIVERY OPTIONS				
			L	W	SP	ILO	GL
		Communicate with Confidence, Comfort and Conviction	●				
		Conquering Communication	●				
		Creative Decision Making and Problem Solving	●				
		Establishing Expectations and Service Standards	●				
		Strengthening Interpersonal Relationships and Motivation	●				

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Building effective supervisory skills that continues to enhance your supervisory skills training and supports your organization starts with CFTEA's Professional Development for Supervisors I Certificate. CFTEA offers you introductory and advanced supervisor development programs to help you develop and refine the skills you need to supervise people more effectively—and be ready for unexpected change.

## REQUIRED COURSES:

GRADE	DATE COMPLETED	COURSE	DELIVERY OPTIONS				
			L	W	SP	ILO	GL
		Adapting Your Leadership Style			●		
		Coaching for Development			●		
		Developing Your Direct Reports			●		
		Diversity Awareness			●		
		Employee Engagement			●		
		Leading Others Through Change			●		
		Onboarding			●		

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Continue your career development as a supervisor by covering critical education to enhance confidence and capability. Explore critical topics such as developing critical thinking skills, delegation, effective meetings and navigating difficult conversations – everything you need to supervise people effectively.

## REQUIRED COURSES:

GRADE	DATE COMPLETED	COURSE	DELIVERY OPTIONS				
			L	W	SP	ILO	GL
		Assertiveness Skills			●		
		Behavioral Interview Skills			●		
		Business Etiquette for Supervisors			●		
		Critical Thinking Skills			●		
		Delegating for Growth			●		
		Fundamentals of Strategic Planning			●		
		Meetings			●		
		Navigating Difficult Conversations			●		
		Skillful Collaborations			●		
		Taking Control of Conflict			●		
		Team Excellence			●		
		The Art of Influencing Others			●		
		Why We Struggle with Tough Decisions			●		

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Email address: \_\_\_\_\_ Tel# \_\_\_\_\_

Build your leadership, communication and other professional skills with this professional development certificate. Learn essential soft skills, how to work well with others and fundamental business skills to advance your career.

## REQUIRED COURSES:

GRADE	DATE COMPLETED	COURSE	DELIVERY OPTIONS				
			L	W	SP	ILO	GL
		Balancing Priorities			●		●
		Creative Problem Solving			●		●
		Developing Positive Relationships			●		●
		Effective Listening Skills			●		●
		How to Manage Your Emotions			●		●
		Productive Work Habits			●		●

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Email address: \_\_\_\_\_ Tel# \_\_\_\_\_

How can you make yourself indispensable within an organization? Continue your career development by covering critical education topics to enhance confidence and capability. These courses provide key soft skills necessary for success and advancement options within an organization.

## REQUIRED COURSES:

GRADE	DATE COMPLETED	COURSE	DELIVERY OPTIONS				
			L	W	SP	ILO	GL
		Assertiveness			•		
		Ideas Into Action			•		
		Mental Models			•		
		Resilience			•		
		Taking Control of Conflict			•		
		Why We Struggle with Tough Decisions			•		

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PLEASE CONTACT THE CFTEA OFFICE FOR CONFIRMATION OF COMPLETION WHEN APPROACHING COMPLETION OF A CERTIFICATE OR DIPLOMA

NAME: \_\_\_\_\_ Month/Day of Birth: \_\_\_\_/\_\_\_\_

Organization: \_\_\_\_\_

Email address: \_\_\_\_\_ Tel# \_\_\_\_\_

This certificate is designed to provide the participant with personal development training that will assist at home and on the job. Take one or more classes of interest or take all seven programs to earn this certificate.

## REQUIRED COURSES:

GRADE	DATE COMPLETED	COURSE	DELIVERY OPTIONS				
			L	W	SP	ILO	GL
		Leaders and Work-Life Balance			●		
		Resilience			●		
		Developing as a Professional					●
		Personal Branding			●		
		Networking for Success			●		
		Ideas into Action			●		
		Effective Listening Skills			●		
		Balancing Your Priorities			●		
		Diversity Awareness	●		●		

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Project management refers to the art, or science, of directing projects. This course/certificate, Project Management for Information Technology, focuses more specifically on how project management concepts can be applied to IT projects, as well as on project management issues that are unique to IT projects. It reviews the concepts, methodologies, and tools of project management as it relates to IT. Students will also learn about fundamentals, such as integration management, scope, costing, quality, human resources, risk management, and procurement.

This course contains eight comprehensive module quizzes and a 70-question final assessment spanning IT project management areas of knowledge. Upon Successful completion of the course, students will earn the certificate.

## REQUIRED COURSES:

GRADE	DATE COMPLETED	COURSE	DELIVERY OPTIONS				
			L	W	SP	ILO	GL
		Project Management for I.T.			●		

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The vast majority of project work in today's organizations is done in a team setting. In this environment, project management team leaders have a tremendous responsibility and opportunity to develop and exhibit leadership skills. This course first discusses the roles and responsibilities of the project management team leader, in particular, their responsibility with regard to project stakeholders. Next, the course discusses how project management team leaders can build a positive team environment through effective communication, team building activities, and reflective listening. Lastly, the course covers problem-solving within the team. Project management team leaders must be effective in identifying and resolving team problems in order for the project to succeed. To do this, team leaders must have an understanding of the team dynamic for decision-making and must be able to manage conflict among personality differences and barriers.

## REQUIRED COURSES:

GRADE	DATE COMPLETED	COURSE	DELIVERY OPTIONS				
			L	W	SP	ILO	GL
		Project Management for Team Leadership			●		

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## REQUIRED COURSES:

GRADE	DATE COMPLETED	COURSE	DELIVERY OPTIONS				
			L	W	SP	ILO	GL
		Project Management Team Leadership			●		
		Managing Real World Projects			●		
		Effectively Managing Project Stakeholders			●		
		PM Primer: Conflict Resolution			●		
		PM Primer: Cognitive Ability and Decisiveness			●		

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A thorough review of banking, credit analysis, and legal principles that support the mortgage process, underscoring relationship sales skills in addition to the mechanics of the mortgage loan. The certificate is designed for aspiring mortgage lenders and those individuals new to the mortgage area of the bank, including mortgage loan clerks, loan processors, and closers.

## REQUIRED COURSES:

GRADE	DATE COMPLETED	COURSE	DELIVERY OPTIONS				
			L	W	SP	ILO	GL
		Banking Basics Suite <i>or</i> Principles of Banking <i>or</i> Banking Fundamentals			•		
			•	•		•	•
						•	
		Appraisal Procedures			•		
		Basics of Mortgage Processing			•		
		Completing the HUD-1 (optional)			•		
		Discovering FHA Programs			•		
		Effective Referrals Suite <i>or</i> Effective Referrals			•		
			•				
		Elements of Title Insurance			•		
		Essentials of Mortgage Lending			•		
		Ethical Issues for Bankers <i>or</i> Ethics in the Workplace			•		
			•		•		
		Explaining Loan Modifications			•		
		Gathering the Facts on Mortgage Fraud			•		
		Mortgage Customer Counseling and Prequalification			•		
		Personal Tax Return Analysis	•		•		

		Preparing the Closing Disclosure			•		
		Preparing The Loan Estimate			•		
		Processing and Underwriting Credit			•		
		Processing Income and Assets			•		
		Reviewing the Appraisal Report			•		

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Email address: \_\_\_\_\_ Tel# \_\_\_\_\_

Do you want to build meaningful relationships that will enhance both you and your organizations' reputation? The Sales Essentials Certificate gives you the tools to build and create a successful view of the sales function to enhance daily customer interactions and career development.

## REQUIRED COURSES:

GRADE	DATE COMPLETED	COURSE	DELIVERY OPTIONS				
			L	W	SP	ILO	GL
		Developing Clients for Life			●		●
		Opening the Sales Call			●		●
		Presenting, Overcoming and Closing			●		●
		Prospecting and Territory Management			●		●
		Understanding the Sales Cycle			●		●
		What to Ask, How to Listen			●		●

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This certificate is designed for bankers who are responsible for the sales function in a bank, whether or not they have salespeople reporting directly to them. It will provide skill development appropriate for a sales leader.

## REQUIRED COURSES:

GRADE	DATE COMPLETED	COURSE	DELIVERY OPTIONS				
			L	W	SP	ILO	GL
		Banking Basics Suite <i>or</i> Principles of Banking <i>or</i> Banking Fundamentals			•		
			•	•		•	•
						•	
		Ethical Issues for Bankers <i>or</i> Ethics in the Workplace	•		•		
			•		•		
		Relationship Sales Suite <i>or</i> Introduction to Relationship Selling			•		
			•				
		Effective Meetings <i>or</i> Meetings that Work			•		
			•				
		Employee Recognition <i>or</i> Rewards and Recognition			•		
			•				
		Coaching to Support the Sales Process Suite* (fka Sales Coaching in the Bank)			•		
		Successful Sales Campaigns*			•		
		<i>or</i> Sales Management* <i>*you must take 2 of the 3 sales class offerings</i>	•				•

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Organization: \_\_\_\_\_

Email address: \_\_\_\_\_ Tel# \_\_\_\_\_



Develop the key skills for building trusted relationships with business customers. Discover tactics to better engage customers by understanding their needs and being able to offer appropriate solutions. Develop a broad knowledge of small business-specific products. Learn how to cultivate strong customer relationships. Master best practices for executing sales calls, handling objections, and delivering on-going service. Gain insight into ways to grow your book of business.

By completing the ABA Small Business Banker Certificate curriculum, you'll strengthen your knowledge of relationship-centric sales approaches.

## REQUIRED COURSES:

GRADE	DATE COMPLETED	COURSE	DELIVERY OPTIONS				
			L	W	SP	ILO	GL
		Calling on Small Business Customers			•		
		Credit Products for Small Businesses			•		
		Deposit Products and Services for Small Businesses			•		
		Fundamentals of Small Business Banking Suite			•		
		Introduction to Analyzing Financial Statements			•		
		Personal Tax Return Analysis	•		•		
		Relationship Selling to Small Business Customers			•		
		Retirement Products for Small Businesses			•		
		Sales Planning Suite			•		
		or Building and Retaining Customer Relationships	•				
		Servicing and Growing Small Business Relationships			•		
		Small Business Borrowing			•		

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Develop skills critical for becoming a well-rounded leader – whether with or without direct reports. Build communication skills for a variety of situations: including: collaboration, coaching, motivation, recognition, and corrective action. Gain insight into better managing employee relations and fostering open communication among staff members. Explore ways to interview, evaluate, and select employees while being mindful of legal considerations. Discover ways to manage the change process and communicate changes with stakeholders.

By completing the ABA Supervisor/Team Leader Certificate curriculum, you'll strengthen your ability to effectively lead teams and supervise employees.

## REQUIRED COURSES:

GRADE	DATE COMPLETED	COURSE	DELIVERY OPTIONS				
			L	W	SP	ILO	GL
		Banking Basics Suite <i>or</i> Principles of Banking <i>or</i> Banking Fundamentals			•		
			•	•		•	•
						•	
		Building Collaborative Teams			•		
		Communication Basics Suite			•		
		Employment Law (replaces Managing Employee Relations)			•		
		Empowerment			•		
		Ethical Issues for Bankers <i>or</i> Ethics in the Workplace	•		•		
			•		•		
		Leveraging the Benefits of a Diverse Workforce <i>or</i> Working Together			•		
			•				•
		Management Essentials Suite <u>Or All Six</u> Coaching for Success Corrective Action Meetings that Work Rewards and Recognition Hiring the Best Managing Employee Performance <i>or</i> Certified Modern Supervisor			•		
			•				
			•				•
		Managing Change	•		•		•

		Online Communication Suite			•		
		Presentation Skills Suite <u>or</u> Verbal Communication <u>or</u> (Certificate in Business Communication may be applied as requirement for Verbal <u>or</u> Written Communication)			•		
			•	•			
					•		
		Verbal Communication Suite <u>or</u> Effective Telephone Communication			•		
			•				
		Why Quality Customer Service Matters Suite <u>or</u> Quality Service			•		
			•				•
		Written Communication Suite <u>or</u> Effective Written Communication <u>or</u> Written Communication <u>or</u> (Certificate in Business Communication may be applied as requirement for Verbal <u>or</u> Written Communication)			•		
			•				
			•	•			•
					•		

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There are a number of managerial factors that are vital in managing and leading. Becoming a better manager or leader is directly connected to how well you can master them. The Effective Manager's Toolbox is a suite of online modules designed to give managers a head start on managing issues correctly and professionally with less stress and fewer negative organizational circumstances. The modules offer learners an explanation of the managerial mindset that all managers and leaders must adopt to succeed.

After careful consideration of the relevant and reference managerial and leadership factors, including such topics as dealing with direct reports, solving problems, planning and budgeting, handling conflict, and others, learners are given a series of video-based scenarios and asked to consider how they would handle the challenges presented for the most optimal results.

## REQUIRED COURSES:

GRADE	DATE COMPLETED	COURSE	DELIVERY OPTIONS				
			L	W	SP	ILO	GL
		The Effective Manager's Toolbox			●		

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For the experienced professional, our online program gives an in-depth understanding of the fiduciary role. Learn to propose sophisticated solutions to complex client situations on topics like estate planning, trust administration, investment management, and ethics. For those wishing to earn the CTFA professional designation, the ABA Certificate in Trust: Advanced satisfies the third of three levels of study required to sit for the exam.

**REQUIRED COURSES:**

GRADE	DATE COMPLETED	COURSE	DELIVERY OPTIONS				
			L	W	SP	ILO	GL
		Asset Allocation and Portfolio Management			●		
		Economics & Markets			●		
		Education Planning Solutions for Minors			●		
		Estate Planning for Charitable Giving			●		
		Estate Planning for IRAs and Qualified Plan Balances			●		
		Estate Planning for the Marital Deduction			●		
		Estate Planning Solutions for the Business Owner			●		
		Fundamentals of Alternative Investment Products			●		
		Generation-Skipping Transfer Tax			●		
		Gift Taxation			●		
		Income Tax Planning			●		
		Managing Life Insurance Policies			●		
		Planning for Estate Tax			●		
		Prudent Portfolio Management			●		
		Special Needs Trusts			●		

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Individuals can earn this certificate - designed for those who need to establish or strengthen their understanding of basic wealth management and trust principles. This program provides an introduction to estate planning, trust administration, investment management concepts and ethical behavior.

For those wishing to earn the CTFA professional designation, the ABA Certificate in Trust: Foundational satisfies the first of three levels of study required to sit for the exam.

**REQUIRED COURSES:**

GRADE	DATE COMPLETED	COURSE	DELIVERY OPTIONS				
			L	W	SP	ILO	GL
		A Guide to Ethics in Fiduciary and Trust Activities			•		
		A Guide to Ethics in Investments			•		
		Estate and Guardian Administration			•		
		Introduction to Estate Planning			•		
		Introduction to Investment Management			•		
		Introduction to IRAs			•		
		Introduction to Planning for Retirement Assets			•		
		Introduction to Trust Administration			•		
		Minimizing Fiduciary Risk and Litigation			•		

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Ideal for individuals with some field experience who have mastered the concepts introduced in the foundational trust certificate, either online or in-person. The certificate provides a more sophisticated understanding and further knowledge of the tools available to a fiduciary, covering estate planning, trust administration, investment management concepts and ethical behavior.

For those wishing to earn the CTFP professional designation, the ABA Certificate in Trust: Intermediate satisfies the second of three levels of study required to sit for the exam.

**REQUIRED COURSES:**

GRADE	DATE COMPLETED	COURSE	DELIVERY OPTIONS				
			L	W	SP	ILO	GL
		A Guide to Ethics in Financial Planning			●		
		A Guide to Ethics in Tax Law & Tax Planning			●		
		Account Acceptance and Termination			●		
		Basic Characteristics of a Trust			●		
		Bond Selection and Analysis			●		
		Discretionary Distributions			●		
		Duties and Powers of the Trustee			●		
		Estate Planning to Achieve Client Goals			●		
		Fiduciary Income Tax			●		
		Fiduciary Law			●		
		Fundamentals of Life Insurance			●		
		How Trusts are Taxed			●		
		Investment Policy			●		
		Investment Products			●		
		Stock Selection and Analysis			●		
		Types of Insurance			●		
		Understanding Transfer Tax			●		

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Develop the key skills for catering to a new customer mindset. Explore multiple ways to fulfill customers' sales, service, and referral needs as their single point-of-contact. Master cash handling and basic transactional skills. Perfect product and service sales skills. Discover ways to build relationships and create referrals to other lines of business.

By completing the ABA Universal Banker Certificate curriculum, you'll be able to grow into your role as a reliable point-of-contact for customers.

## REQUIRED COURSES:

GRADE	DATE COMPLETED	COURSE	DELIVERY OPTIONS				
			L	W	SP	ILO	GL
		Banking Basics Suite <i>or</i> Principles of Banking <i>or</i> Banking Fundamentals			•		
			•	•		•	•
						•	
		Communication Basics Suite			•		
		Dealing Effectively with Co-Workers	•		•		
		Effective Meetings <i>or</i> Meetings that Work			•		
			•				
		Ethical Issues for Bankers <i>or</i> Ethics in the Workplace	•		•		
			•		•		
		Managing Change	•		•		
		Online Communication Suite			•		
		Overcoming Objections			•		
		Relationship Sales Suite <i>or</i> Introduction to Relationship Selling			•		
			•				

		Presentation Skills Suite			•		
		<u>or</u> Verbal Communication	•	•			
		<u>or</u> (Certificate in Business Communication may be applied as requirement for Verbal <u>or</u> Written Communication)			•		
		Verbal Communication Suite			•		
		<u>or</u> Effective Telephone Communication	•				
		Why Quality Customer Service Matters Suite			•		
		<u>or</u> Quality Service	•				•
		Written Communication Suite			•		
		<u>or</u> Effective Written Communication	•				
		<u>or</u> Written Communication	•	•			•
		<u>or</u> (Certificate in Business Communication may be applied as requirement for Verbal <u>or</u> Written Communication)			•		

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# Certificates and Certifications

Coming in 2020!  
Certified Anti-Money Laundering Specialist (CAMS )

## **Business Skills**

Bank Teller (ABA)

*Certified Modern Banking Representative*

Customer Service Representative (ABA)

Personal Banker (ABA)

Universal Banker (ABA)

*Certified Modern Branch (Universal Banker)*

*Level I & Level II*

Branch Manager Bootcamp

Branch Manager (ABA)

Bank Financial Management (ABA)

Bank Solutions Provider (ABA)

Banking Customer Service Experience

Business Communication (MindEdge)

*Certified Banker*

Credit Union Member Services Experience

Data Analytics (MindEdge)

Deposit Operations

Digital Marketing (MindEdge)

Foundational Bank Marketing (ABA)

Fraud Prevention (ABA)

General Banking (ABA)

Human Resource Management (MindEdge)

Loan Servicing

Non-Profit Management (MindEdge)

Security Awareness

Small Business Banker (ABA)

Trust: Foundational (ABA)

Trust: Intermediate (ABA)

Trust: Advanced (ABA)

## **Compliance**

BSA and AML Compliance (ABA)

Deposit Compliance (ABA)

Lending Compliance (ABA)

Operational Risk Management (ABA)

## **Leadership, Managerial & Supervisory**

*Certified Modern Manager* (MindEdge)

*Certified Modern Supervisor*

Finance Essentials for Managers

Introduction to Leadership (MindEdge)

Leadership Narrative

Professional Development for Supervisors I

Professional Development for Supervisors II

Project Management for Teams (MindEdge)

Project Management Team Leadership (MindEdge)

Supervisor / Team Leader (ABA)

## **Learning and Development**

Instructor

Online Learning

*Modern Classroom Certified Trainer (MCCT)*

## **Lending**

Business & Commercial Lending (ABA)

*Certified Business Credit Analyst*

*Certified Business Credit & Tax Returns Analyst*

Commercial Real Estate Lending Decision Process (ABA)

Consumer Lending in partnership with eEnsign

Residential Mortgage Lender (ABA)

## **Professional Skills & Special Topics**

Agile Project Management (MindEdge)

*Certified Banker*

*Certified Health Savings Professional (CHSP)*

*Certified IRA Specialist I (CIS I)*

*Certified IRA Specialist II (CIS II)*

Creativity and Innovation (MindEdge)

Interpersonal Skills

Professional Communication Skills

Professional Development I

Professional Development II

Professional Development III

Sales Essentials

Sales Manager

## **Technology & Business Software**

Cybersecurity (MindEdge)

Project Management for I.T. (MindEdge)

## **Course Prep and Exams**

PMP Project Management Exam Prep Course

Lean Six Sigma Green Belt Prep Course & Exam

Six Sigma Green Belt Prep Course & Exam

Six Sigma Yellow Belt Prep Course & Exam

# Diplomas

## Business Skills

Advanced Financial Services  
Bank Marketing  
Bank Operations  
Deposit Operations **NEW**  
General Banking  
General Business **NEW**  
Human Resources  
Marketing **NEW**  
Universal Banker

## Lending Diplomas

Business Banking and Commercial Lending  
Consumer Lending  
Credit Analyst  
Introduction to Lending  
Loan Servicing **NEW**  
Residential Mortgage Lending

## Leadership, Managerial &

## Supervisory

Supervision

# DESIGN YOUR OWN Certificates

Let CFTEA help you design a certificate or diploma that incorporates quality materials and your own internal programs.

Leverage the power of your unique needs!  
Ask us.

Ollie says: "Are You Ready?"

Celebrate Your Success at CFTEA 's Student Awards Banquet in June 2020!

Check your course progress to meet the May 31 completion date to receive recognition for your hard-earned certificate, diploma or certification.



Check [cftea.org](https://cftea.org) for the latest details and Information on career development.

**CFTEA**  


# CENTER FOR FINANCIAL TRAINING & EDUCATION ALLIANCE

Earn a [Bachelor of Science in Business Administration: Banking Major \(BSBA\)](#)  
Through CFTEA at Saint Joseph's College

## *Is a degree in banking right for you?*

Have you:

Completed any of the CFTEA classes listed below?    Earned a banking diploma through CFTEA?  
Taken any college courses?    Completed your Associate's Degree?

If you answered yes to any of these questions, you've already started earning your B.S. in Business Administration with a Banking specialty from Saint Joseph's College of Maine.

Not in Maine? No problem – all of Saint Joseph's College classes are available as distance-learning classes. Wherever you are, you can participate in this degree program!

### THIS PROGRAM'S SPECIAL FEATURES:

- Designed for banking professionals who want to advance their careers.
- Courses are a combination of CFTEA courses and distance education courses from Saint Joseph's College
- Achieve your degree efficiently by earning college credit for select banking credentials.
- Most prior learning and career training qualify as degree credits (e.g. college courses, military training and CEUs).

### Required Banking Classes taken through CFTEA:

- **1350:** Money and Banking
- **1370:** Principles of Banking
- **1870:** Professional Writing Skills (1 credit)
- **3670:** Law & Banking Applications **OR** **BA302:** Legal Environment of Business II
- **4310:** Supervision
- **5465:** Presentation Skills (1 credit)
- **6350:** Commercial Lending
- **6920:** Analyzing Financial Statements
- **7008:** Consumer Lending **OR** Consumer Lending Certificate
- **7820:** Residential Mortgage Lending **OR** **7880:** Real Estate Finance
- **7740:** Marketing for Bankers

[Bachelor of Science in  
Business Administration  
\(BSBA\) Banking Major](#)

For more information, or to discuss your entry into the program, contact Saint Joseph's College: **Online Admissions: 1-800-752-4723**  
**OR email: [info@sjcme.edu](mailto:info@sjcme.edu)**

*Your SJC admissions counselor will be able to provide information about potential partnership discounts for your institution.*



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# CENTER FOR FINANCIAL TRAINING & EDUCATION ALLIANCE

## Earn a Bachelor of Science in Business Administration: Banking Major (BSBA) Through CFTEA at Saint Joseph's College

### BENEFITS OF A DEGREE THROUGH SAINT JOSEPH'S COLLEGE:

- Greater career opportunities.
- Better financial future for you and your family.
- Superior, personalized education with our one-on-one faculty-guided learning.
- Flexibility of completing your course work on your schedule, at your pace, at any location.
- Dedicated student services and support geared to adult students.

### A BACHELOR OF SCIENCE DEGREE IN BUSINESS ADMINISTRATION WITH A BANKING SPECIALIZATION

Program outcomes include the abilities to:

- Build a well-rounded foundation of topical knowledge unique to the profession along with general management studies.
- Apply theory to practice within the critical areas of management in 21<sup>st</sup> century organizations.
- Acquire various bodies of knowledge and competencies within specific areas of study or individual fields.
- Demonstrate critical writing, thinking, calculating, and communication proficiencies.
- Acquire broad areas of human knowledge to develop intellectual capacity and deepen insight within general fields of study.
- Understand the foundation of ethical and professional standards including those specific to a field of study.
- Develop a foundation for lifelong learning.
- Obtain credential or degree needed to advance or enter professional career in the field of management.

### Credits

Students enrolled in the program must earn 128 semester-hour credits, 25% of which must be completed through Saint Joseph's College. Business courses consist of 74 credits, with 12 business core courses (36 semester-hour credits); 11 required specialization core courses (29 semester-hour credits taken through the **Center for Financial Training and Education Alliance**), 3 business elective courses (9 semester-hour credits)

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about potential partnership discounts for your institution.*

[Bachelor of Science in  
Business Administration  
\(BSBA\) Banking Major](#)

For more information, or to discuss your entry into the program, contact  
Saint Joseph's College: **Online Admissions: 1-800-752-4723**  
**OR email: [info@sjcme.edu](mailto:info@sjcme.edu)**

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