

# CFTEA



Center for Financial Training  
& Education Alliance

*Unlock your potential.*

## 2020 Awards Programs Certificates, Certifications and Diplomas



Center for Financial Training and Education Alliance  
2020 Award 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

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# 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 IS REQUESTED TO 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.

**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.

## Suggested Educational Career and Development Paths through CFTEA

Employees are more engaged with an organization that supports education. They are highly motivated about their future when they have a clear understanding of themselves and how their career could develop. Supporting employees in making well-informed choices about industry topics can lead them to have a more optimistic outlook on life, sense of purpose and greater level of contribution that they make to their organization and community. There are economic and social benefits when employees are supported to make effective and educated transitions within their careers.

- Are you a long time employee looking for a place to start your education?
- Are you new to your financial institution or organization? Looking for additional options?

### Contact the CFTEA office to discuss additional educational career paths.

Educational career paths are suggestions to support employees and managers in development opportunities focused in their field. Click on any of the interactive career paths below for guidance with direct links to job-specific certificates, certifications and diplomas.

## Accounting

- [Certificate in Finance Essentials](#)
- [Accounting Certificate](#)
- [Accounting Diploma](#)
- [Bank Operations Diploma](#)
- [Modern Supervisor / Modern Manager](#)
- [Project Management for Teams or Agile Project Management](#)
- [Supervision Diploma](#)

## Administrative Assistant

- [Administrative Assistant Certificate](#)
- [Administrative Assistant Diploma](#)
- [General Business Diploma](#)

## Call Center / Customer Care

- [Foundations in Banking \(New to Financial Institutions\)](#)
- [Call Center / Customer Care Certificate](#)
- [Sales Essentials Certificate](#)
- [Call Center / Customer Care Diploma](#)
- [Bank Operations Diploma](#)
- [Modern Supervisor / Modern Manager](#)
- [Project Management for Teams or Agile Project Management](#)
- [Supervision Diploma](#)

## Career Development

- [GED Exam Prep](#)
- [Security Awareness](#)
- [Finding Purpose in Your Career](#)
- [Networking for Success](#)
- [Personal Branding](#)
- [Leveraging LinkedIn](#)

## Cash Management Merchant Services

- [Foundations in Banking \(New to Financial Institutions\)](#)
- [Cash Management Certificate \(NEW\)](#)
- [Sales Essentials Certificate](#)
- [Cash Management Diploma \(NEW\)](#)
- [General Banking Diploma](#)
- [Modern Supervisor / Modern Manager](#)
- [Project Management for Teams or Agile Project Management](#)
- [Supervision Diploma](#)

## Commercial Lending

- [Business & Commercial Lending Certificate](#)
- [Business & Commercial Lending Diploma](#)
- [Modern Supervisor / Modern Manager](#)

## Compliance

- [BSA and AML Compliance Certificate](#)
- [Fraud Prevention Certificate](#)
- [CAMS Certification](#)
- [Modern Supervisor / Modern Manager](#)
- [General Banking Diploma](#)
- [Supervision Diploma](#)

## Consumer Lending

- [Consumer Lending Certificate](#)
- [Sales Essentials Certificate](#)
- [Modern Supervisor / Modern Manager](#)

## Credit Analysis

- [Business Credit Analyst](#)
- [Business Credit and Tax Return Analyst](#)
- [Modern Supervisor / Modern Manager](#)

## Deposit Operations / Services

- [Deposit Operations Certificate](#)
- [Deposit Operations Diploma](#)
- [IRA University / HSA University](#)
- [Deposit Compliance Certificate](#)
- [Bank Operations Diploma](#)
- [Modern Supervisor / Modern Manager](#)
- [Project Management for Teams or Agile Project Management](#)
- [Supervision Diploma](#)

## Digital Banking

- [Digital Banking Certificate](#)
- [Digital Banking Diploma](#)
- [Project Management for Teams or Agile Project Management](#)
- [Modern Supervisor / Modern Manager](#)
- [General Banking Diploma](#)
- [Supervision Diploma](#)

## Facilities

- [Emergency Management Certificate](#)
- [Project Management for Teams or Agile Project Management](#)
- [Modern Supervisor / Modern Manager](#)
- [Supervision Diploma](#)

## Human Resources

- [Human Resource Management Certificate](#)
- [Introduction to Leadership Certificate](#)
- [Project Management for Teams or Agile Project Management](#)
- [Modern Supervisor / Modern Manager](#)
- [Organizational Behavior Certificate](#)
- [Human Resource Diploma](#)
- [Supervision Diploma](#)

## Information Technology

- [Cybersecurity Certificate \(COMPTIA\)](#)
- [Project Management for I.T. Certificate](#)
- **Choose from hundreds of courses and certificates from our partner – New Horizons Learning Center**
- [Modern Supervisor / Modern Manager](#)

## Learning and Development

- [Online Learning Certificate](#)
- [Modern Classroom Certified Trainer](#)
- [Micro-Learning](#)
- [Modern Supervisor / Modern Manager](#)

## Loan Operations / Servicing

- [Loan Servicing Certificate](#)
- [Loan Servicing Diploma](#)
- [Lending Compliance Certificate](#)
- [Project Management for Teams](#)
- [Modern Supervisor / Modern Manager](#)
- [Bank Operations Diploma](#)
- [Supervision Diploma](#)

## Loan Processing

- [Loan Processing Certificate](#)
- [Loan Processing Diploma](#)
- [Lending Compliance Certificate](#)
- [Project Management for Teams or Agile Project Management](#)
- [Modern Supervisor / Modern Manager](#)
- [General Banking Diploma](#)
- [Supervision Diploma](#)

## Loan Underwriting

- [Loan Underwriting Certificate – Coming 2020](#)
- [Loan Underwriting Diploma – Coming 2020](#)
- [Lending Compliance Certificate](#)
- [Project Management for Teams or Agile Project Management](#)
- [Modern Supervisor / Modern Manager](#)
- [General Banking Diploma](#)
- [Supervision Diploma](#)



## Marketing

- [Digital Marketing Certificate](#)
- [Project Management for Teams or Agile Project Management](#)
- [Modern Supervisor / Modern Manager](#)
- [Bank Marketing Diploma / Marketing Diploma](#)
- [Supervision Diploma](#)

## Residential Mortgage Lending

- Coming Soon
- [Project Management for Teams or Agile Project Management](#)
- [Modern Supervisor / Modern Manager](#)
- [General Banking Diploma](#)
- [Supervision Diploma](#)

## Retail Branches

- [Foundations in Banking Certificate](#)
- [Certified Modern Banking Representative](#)
- [Certified Modern Branch Professional – Level 1](#)
- [Sales Essentials Certificate](#)
- [Modern Supervisor / Modern Manager](#)
- [IRA University / HSA University](#)
- [Certified Modern Branch Professional – Level 2 \(Lending\)](#)
- [General Banking Diploma](#)
- [Branch Manager Bootcamp](#)
- [Branch Manager Certificate](#)

CFTEA certificates provide students an attainable job-specific educational career path to greater knowledge and opportunity in the business world. Certificates are a stepping stone toward college level diplomas.

- [Accounting Certificate](#)
- [Administrative Assistant Certificate](#)
- [Advanced Professional Development Certificate](#)
- [Advanced Professional Development for Supervisors Certificate](#)
- [AGILE Project Management Certificate \(powered by MindEdge\)](#)
- [AML Foundations Certificate + ACAMS Membership](#)
- [Bank Financial Management \(ABA\) Certificate](#)
- [Bank Solutions Provider \(ABA\) Certificate](#)
- [Bank Teller \(ABA\) Certificate](#)
- [Banking Customer Service Experience Certificate](#)
- [Branch Manager \(ABA\) Certificate](#)
- [Branch Manager Bootcamp Certificate](#)
- [BSA and AML Compliance \(ABA\) Certificate](#)
- [Business and Commercial Lending Certificate](#)
- [Business Communication Certificate \(powered by MindEdge\)](#)
- [Call Center / Customer Care Certificate](#)
- [Cash Management Certificate](#)
- [Commercial Real Estate Lending Decision Process \(ABA\) Certificate](#)
- [Consumer Lending Certificate \(in partnership with eEnsign\)](#)
- [Creativity and Innovation Certificate \(powered by MindEdge\)](#)
- [Credit Union Member Services Experience Certificate](#)
- [Customer Service Representative Certificate \(ABA\)](#)
- [Cybersecurity Certificate \(powered by MindEdge\)](#)
- [Data Analytics Certificate \(powered by MindEdge\)](#)
- [Deposit Compliance \(ABA\) Certificate](#)
- [Deposit Operations Certificate](#)
- [Digital Banking Certificate](#)
- [Digital Marketing Certificate \(powered by MindEdge\)](#)
- [Emergency Management Certificate](#)

- [Essential Professional Development Certificate](#)
- [Essential Professional Development for Supervisors Certificate](#)
- [Finance Essentials for Managers Certificate \(powered by MindEdge\)](#)
- [Foundational Bank Marketing \(ABA\) Certificate](#)
- [Foundational Professional Development Certificate](#)
- [Foundations in Banking Certificate](#)
- [Fraud Prevention \(ABA\) Certificate](#)
- [General Banking \(ABA\) Certificate](#)
- [Human Resource Management Certificate \(powered by MindEdge\)](#)
- [Interpersonal Skills Certificate](#)
- [Introduction to Business Analysis Certificate \(powered by MindEdge\)](#)
- [Introduction to Leadership Certificate \(powered by MindEdge\)](#)
- [Leadership for Women in Business Certificate](#)
- [Leadership Narrative Certificate](#)
- [Lending Compliance \(ABA\) Certificate](#)
- [Loan Processing Certificate](#)
- [Loan Servicing Certificate](#)
- [Non-Profit Management Certificate \(powered by MindEdge\)](#)
- [Online Learning Certificate \(powered by MindEdge\)](#)
- [Operational Risk Management \(ABA\) Certificate](#)
- [Organizational Behavior Certificate](#)
- [Personal Banker Certificate \(ABA\)](#)
- [Professional Communication Skills Certificate \(in partnership with Simply Put, LLC\)](#)
- [Project Management for Information Technologies Certificate \(powered by MindEdge\)](#)
- [Project Management for Teams Certificate \(powered by MindEdge\)](#)
- [Project Management Team Leadership Certificate \(powered by MindEdge\)](#)
- [Residential Mortgage Lender \(ABA\) Certificate](#)
- [Sales Essentials Certificate](#)
- [Small Business Banker \(ABA\) Certificate](#)
- [Supervisor / Team Leader \(ABA\) Certificate](#)
- [The Effective Manager's Toolbox Certificate \(powered by MindEdge\)](#)
- [Trust: Advanced \(ABA\) Certificate](#)
- [Trust: Foundational \(ABA\) Certificate](#)
- [Trust: Intermediate \(ABA\) Certificate](#)
- [Universal Banker Certificate \(ABA\)](#)

This curriculum introduces students to the role of accounting and the supporting functions it provides to an organization. The programs provided in this certificate provide a balanced approach to necessary skills to support the knowledge and trust within an accounting role. The development of knowledge and practical skills in this area provides the foundation for an educational career path leading to the Accounting Diploma and the General Banking Diploma and/or Bank Operations Diploma.

## Required Courses:

- Accounting, Financial or General
- Balancing Priorities
- Business Telephone Skills
- Certificate in Business Communication or Written Communication
- Excel Basics
- Handling Workplace Conflict
- Introduction to Critical Thinking
- Introduction to Data Analysis
- Organizational Trust
- Principles of Banking or Banking Today or Banking Fundamentals or Banking Basics Suite
- Quality Service

Businesses of all kinds need people who know what it takes to keep an office running smoothly. This certificate provides best practices and the skills needed to perform vital office functions. This program of courses provides the foundation for a variety of careers. Professionals in this field generally have strong skills in communication, time management, organization and teamwork. This certificate is the first step in an educational career path leading to our [Administrative Assistant Diploma](#).

**Required Courses:**

- [An Admin’s Guide to Travel \(FREE\) – Coming Soon](#)
- [Balancing Priorities](#)
- [Business Telephone Skills](#)
- [Effective Business Writing](#)
- [Effective Emails, Memos and Letters](#)
- [Excel Basics](#)
- [Introduction to Leadership](#)
- [Security Awareness](#)
- [Speak with Confidence](#)
- [Taking Initiative](#)
- [Outlook: Using Calendar and Time Management Tools](#)

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\*:**

- [Assertiveness Skills](#)
- [Ideas into Action](#)
- [Mental Models](#)
- [Resilience: How to Keep Going When the Going Gets Tough](#)
- [Taking Control of Conflict](#)
- [Why We Struggle with Tough Decisions](#)

\* The Advance Professional Development Certificate is available as a self-paced online bundled program.

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\*:**

- [Assertiveness Skills](#)
- [Behavioral Interview Skills](#)
- [Business Etiquette for Supervisors](#)
- [Critical Thinking Skills](#)
- [Delegating for Growth](#)
- [Fundamentals of Strategic Planning](#)
- [Meetings That Work](#)
- [Navigating Difficult Conversations](#)
- [Skillful Collaboration](#)
- [Taking Control of Conflict](#)
- [Team Excellence](#)
- [The Art of Influencing Others](#)
- [Why We Struggle with Tough Decisions](#)

\* The Advance Professional Development for Supervisors Certificate is available as a self-paced online bundled program.

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\*:**

- [Agile Team Challenges](#)
- [Integrating Agile and Waterfall Practices](#)
- [Introduction to Agile](#)

\*The AGILE Project Management Certificate is available as a self-paced online bundled program.



## Use this special link to receive a free, personal consultation with ACAMS and sign up for your certificate through CFTEA!

### **Audience**

The ACAMS AML Foundations e-learning course was developed for professionals new to AML compliance and those whose responsibilities require a firm understanding of what goes into detecting, preventing, and reporting money laundering and financial crimes.

The course is written and presented by subject matter experts working around the world. It pulls examples from many countries and is globally appropriate. The lessons and examples are relevant to any industry. A primary focus is “financial institutions,” including banks, credit unions, asset managers, insurance, MSB, securities broker-dealers, credit card issuers, alternate payment systems, etc.

### **Course Structure**

All materials are offered through an online learning format that makes the training accessible from almost anywhere. ACAMS allows you 4 calendar weeks to complete 4 hours of coursework, which includes an assessment after each section. You will be guided using a learning path on ACAMS’ learning management system (LMS). Follow all instructions carefully.

To earn the certificate, you must pass all 4 assessments within 4 weeks. In total, the evaluation has 40 questions, 10 for each content section. The minimum passing score is 80%. Multiple attempts are allowed. When you pass, your ACAMS Certificate will be available in the learning path itself. Click to download a PDF. ACAMS will automatically add 4 CAMS Credits to your profile.

### **Technical Requirements**

The course is compatible with most operating systems and browsers to make it easy to participate.

**AML Foundations** is a stepping stone for entry-level employees not yet ready for CAMS, and for business line staff, who need solid AML training now to help them add more value on the job today.

### **Course Content**

#### **1. Basics of AML/CTF.**

- a. Stages
- b. Consequences
- c. Methods: Banks
- d. Methods: Non-Bank
- e. Terrorist Financing

#### **2. Laws and Regulations.**

- a. US Legislation
- b. Financial Action Task Force
- c. European Legislation
- d. United Nations, International Monetary Fund, and World Bank
- e. Wolfsberg Group
- f. Basel Committee
- g. Egmont Group

#### **3. Protection.**

- a. Risk Assessment
- b. AML/CTF Programs
- c. Reporting

#### **4. Investigations.**

- a. Investigation Basics
- b. Investigation Outcomes
- c. External Investigations
- d. Interviewing
- e. International Cooperation

Develop a broad understanding of the underpinnings of the banking industry. Dive deeply into the purpose of specific banking functions and the role. 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\*:**

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

- [Analyzing Bank Performance](#)
- [Managing the Bank's Investment Portfolio](#)
- [Managing Funding, Liquidity, and Capital](#)
- [Managing Interest Rate Risk](#)

**Self-Paced Online:** Learn at your own pace. This course is approx. 25 minutes in length.

- [Ethical Issues for Bankers](#)

### **Recommended Prerequisites**

Students should have an understanding of accounting and financial markets, as well as experience in the use of electronic spreadsheets.

\* The Bank Financial Management Certificate is available as a self-paced online bundled program.

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\*:**

- \_\_\_ [Banking Basics Suite](#) or [Principles of Banking](#) or [Banking Fundamentals](#)
- \_\_\_ [Ethical Issues for Bankers](#) or [Ethics in the Workplace](#)
- \_\_\_ [Fundamentals of Consumer Lending Suite](#)
- \_\_\_ [Fundamentals of Small Business Banking Suite](#)
- \_\_\_ [Understanding Banking Products](#) or [Deposit Accounts and Services](#)

\* The Bank Solutions Provider Certificate is available as a self-paced online bundled program.

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\*:**

- [Banking Basics Suite](#) **or** [Principles of Banking](#) **or** [Banking Fundamentals](#)
- [Communication Basics Suite](#)
- [Dealing Effectively with Co-Workers](#)
- [Effective Referrals Suite](#)
- [Essentials of Workplace Conduct](#)
- [Ethical Issues for Bankers](#)
- [Online Communication Suite](#)
- [Teller Basics](#)
- [Verbal Communication Suite](#) **or** [Business Telephone Skills](#)
- [Written Communication Suite](#) **or** [Certificate in Business Communication](#) **or** [Written Communication](#)

\* The Bank Teller Certificate is available as a self-paced online bundled program.

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\*:**

- \_\_\_ [Real Customer Service 1 – Showing Your Customers You 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](#)

\*The Banking Customer Service Experience is available as a self-paced online bundled program.

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

### Required Courses\*:

- [Banking Basics Suite](#) or [Principles of Banking](#) or [Banking Fundamentals](#)
- [Coaching to Support the Sales Process Suite](#) or Sales Coaching
- [Employment Law](#) or Managing Employee Relations
- [Ethical Issues for Bankers](#)
- [Fundamentals of Consumer Lending Suite](#) or [Fundamentals of Consumer Lending](#)
- [Fundamentals of Small Business Banking Suite](#) or Fundamentals of Small Business Banking
- [Growing Small Business Relationships](#)
- [Leadership in Action Suite](#)
- [Leveraging the Benefits of a Diverse Workforce](#) or [Working Together](#)
- [Making the Client Call Suite](#) or Needs Based Selling
- [Management Essentials Suite](#) or [Certified Modern Supervisor](#)
- [Overcoming Objections Suite](#)
- [Presentation Skills Suite](#) or [Verbal Communication](#) or [Certificate in Business Communication](#) may be applied as required for Verbal or Written Communication
- [Relationship Sales Suite](#) or Introduction to Relationship Selling
- [Sales Planning Suite](#) or Building and Retaining Customer Relationships
- [Verbal Communications Suite](#) or [Business Telephone Skills](#)
- [Why Quality Customer Service Matters](#) or [Quality Service](#)
- [Written Communication Suite](#) or [Written Communication](#) or [Certificate in Business Communication](#) may be applied as requirement for Verbal or Written Communication

\* The Branch Manager Certificate is available as a self-paced online bundled program.

## The Evolving Role of the Branch Manager

What does your branch have that alternate branch channels like mobile banking 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. Banks must invest in the manager, giving him or her the right people, tools, client goals, and sales goals, and step back and watch the 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. The next gen manager will be leading this vital transformation.

The program will focus on the critical skills and expectations that need to be developed to ensure that the next generation branch manager will exceed expectations and goals set for him or her. Participants will engage in discussions, small group activities, and skills practices to ensure that ideas are shared, and learning is entertaining and adopted.

### Day 1, 8 am – 12 noon Managing a Successful Branch

#### OBJECTIVE

The morning of the first day focuses on the foundation skills of a Branch Manager. Managers learn the key elements of managing a successful branch – selecting the team, staffing and scheduling, procedures, and building the team.

- The Winning Branch Manager
- Staffing Model – Layers Collapsing
- Technology Revolutionizing Our Business
- Vision Review
- Defining the Performance Management Process
- Coaching, Counseling, and Disciplining
- Scheduling and Staffing Today's Work Environment
- Bored Board Concept
- Creating a Fun Work Atmosphere
- Generational Approach in Communicating

### Day 1, 1 – 5 pm Leading Service Excellence

#### OBJECTIVE

The afternoon of the first day focuses on: "The Manager's Role in Building and Leading an Effective Service and Sales Organization." Managers will learn to plan and direct the team

toward an effective business development effort. The participants will learn about:

- Vision Review
- Red Carpet Exercise
- Rhythms & Routines at the Branch
- Introduction to Sales
- Weekly Sales Meetings
- Huddles
- Mid-Week Clinics
- Mini Lesson: Listening for Opportunities
- Sales Leadership
- Discuss Challenges & Opportunities
- Action Plan for Skills Transfer

### Day 2 – 8 am – 5 pm Business Development – Getting Out of the Office

#### OBJECTIVE

The second day focuses on the relationship building process to identify how to gain the trust of your client, gain a larger share of wallet, and present solutions that solve your clients' needs.

- Introductory Discussion
- Our Past Calling Successes & Challenges
- Getting Out of the Office
- Call Planning
- Gaining the Appointment
- The Initial Meeting
- Listening and Communicating How You Can Help
- Call Follow-Up
- The Value Proposition
- Discussing an Upcoming Client Call
- Action Plan for Skills Transfer

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 Fraud and AML Professional (CAFP) exam and may be required for those individuals with less than five years of experience in the field.

**Required Courses\*:**

- [BSA Requirements for Business Accounts](#)
- [BSA Requirements for Foreign Customers and Accounts](#)
- [Components of an AML Compliance Program](#)
- [Currency and Correspondent Banking Accounts](#)
- [Electronic Banking and Funds Transfer Activities](#)
- [Higher Risk Accounts and Activities](#)
- [International Partners in AML](#)
- [Introduction to BSA/AML](#)
- [Office of Foreign Assets Control \(OFAC\) for Compliance Professionals](#)
- [SARs and Information Sharing](#)

\* The ABA BSA and AML Compliance Certificate is available as a self-paced online bundled program.



### **Evaluating and Structuring Commercial Loans: A Decision Tree Approach**

This series provides the commercial lending process and the related financial analysis of a borrower. This involves a mix of qualitative and quantitative skills that cover over five “levels” with each level having four or five courses of instruction. To accelerate learning, each course has a pre-test to allow the elimination of subjects where the learner demonstrates sufficient knowledge. This curriculum also includes a comprehensive glossary of terms and job aids that are valuable references to download and print throughout the series of courses and back on the job. This curriculum focuses on commercial and industrial lending (C&I) and excludes commercial real estate or investment properties.

Sign up for the entire program or each level individually. Developed for Commercial and/or Business Bankers and Credit Analysts.

#### **Required Courses\*:**

- [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 Business and Commercial Lending Certificate is available as a self-paced online bundled program.

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

Communicating clearly and concisely in written and oral formats is critical to your professional success. From clarifying and structuring your ideas to designing the PowerPoint slides that will best complement them, the techniques, interactive exercises, and checklists in this certificate program will help you create presentations and workplace documents that inform and persuade.

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. Upon successful completion of all courses in this certificate program, you can download and print a Certificate of Completion.

#### Required Courses\*:

- \_\_\_ [Communicating Collaboratively](#)
- \_\_\_ [Effective Business Writing](#)
- \_\_\_ [Effective Emails, Memos, and Letters](#)
- \_\_\_ [Effective Presentations](#)
- \_\_\_ [Effective Public Speaking](#)

\*The Business Communication Certificate is available as a self-paced online bundled program.

In our current economy, successful organizations recognize that clear customer communication makes them stand out from the crowd. The call center / customer care area of an organization is a demanding line of work, where success lies in a combination of skills. Customers want their communication to be answered quickly, resolved efficiently and handled with impeccable product knowledge and communication skills. The courses in this certificate focus on building and sharpening skill and motivation to boost customer satisfaction. Empower your career and provide outstanding customer service.

An educational career path continues with our [Call Center / Customer Care Diploma](#).

**Required Courses:**

- [Business Telephone Skills](#)
- [Deposit Accounts and Services](#)
- [Digital Trends: Payments](#)
- [Fighting Fraud: Top Ten Scams Targeting Our Nations Seniors \(FREE\)](#)
- [Frauds, Scams and Cons](#)
- [Fundamentals of Chat Writing \(FREE\)](#)
- [Principles of Banking or Banking Fundamentals](#)
- [Quality Service](#)
- [The Business of Listening](#)



In financial institutions, the cash management area supports larger business customers and specialized services related to cash flow. This certificate provides the foundation for regulations, remote support, remote deposit capture, ACH and other cash flow needs for small businesses. By developing this foundational knowledge, employees in this key role build confidence in this specialized role and a depth of tools to provide a wide range of assistance to these unique customer needs and security. This certificate is the first step toward advanced knowledge in our [Cash Management Diploma](#) and is part of the [Cash Management Educational Career Path](#).

## Required Courses:

- [Automated Clearing House \(ACH\)](#)
- [Balancing Priorities](#)
- [Business Telephone Skills](#)
- [Deposit Accounts and Services](#)
- [Expedited Funds Availability Act \(Reg CC\)](#)
- [Fundamentals of Small Business Banking](#)
- [Introduction to Analyzing Financial Statements](#)
- [Ethics in the Workplace](#) or [Ethical Issues for Bankers](#)
- [Principles of Banking](#) or [Banking Fundamentals](#)
- [Quality Service](#)
- [Security Awareness](#)

The Commercial Real Estate Lending Decision Process provides a comprehensive study of commercial real estate (CRE) lending, beginning with a description of CRE loan types and progressing to an understanding of the underwriting process, leases, appraisals, loan structures and related risks. The Series also includes resources to help the student apply the concepts learned in each course. These resources include job aids, reproducible work sheets for cash flow, compliance and important financial ratio calculations. The six parts of The Commercial Real Estate Lending Decision Process will provide students with a foundation in CRE through the use of an innovative virtual bank. Each section is presented in an interactive format to include exercises to check for knowledge throughout the courses. Each course within the complete program includes case studies that are used to ensure depth and understanding of the concepts presented throughout the program series.

## Required Courses\*:

- [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](#)

\*The Commercial Real Estate Lending Decision Process program is available as a self-paced online bundled program.

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. (Banker's Edge, OnCourse Learning)

These courses are recommended for: Consumer Lenders, Underwriting Staff, Branch Managers, Assistant Branch Managers, Operations Staff, Platform Assistants

**Required Courses\*:**

- [Following up on the Loan](#)
- [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](#)

\*The Consumer Lending Certificate program is only available as a self-paced online bundled program.

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.

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 apply your newly discovered creativity in the workplace.

Upon successful completion of all courses in this certificate program, you can download and print a Certificate of Completion.

#### Required Courses\*:

- [Creativity in Teams and Organizations](#)
- [Innovation in Teams and Organizations](#)
- [Introduction to Critical Thinking](#)
- [Personal Creativity](#)

\*The Creativity and Innovation Certificate program is available as a self-paced online bundled program.

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.  
REAL Customer Service for Credit Unions:

**Required Courses\*:**

- \_\_\_ Customer Service
- \_\_\_ Real Customer Service 1 – Showing Customers You Care
- \_\_\_ Real Customer Service 2 – Using Language to Serve the Customer
- \_\_\_ Real Customer Service 3 – Opening the Conversation
- \_\_\_ Real Customer Service 4 – Diagnosing Member Needs
- \_\_\_ Real Customer Service 5 – Responding to Customer Requests
- \_\_\_ Real Customer Service 6 – Taming Challenging Conversations
- \_\_\_ Real Customer Service 7 – Closing the Conversation

\*The Credit Union Member Services Experience Certificate is available as a self-paced online bundled program.



Develop the key skills essential to successful customer service and maintenance of good customer relationships. Gain a broad understanding of bank products to be able to better serve customers calling into the bank for assistance. Learn tactics for responding to customer needs and ensuring a quality customer experience. 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\*:**

- [Banking Basics Suite](#) or [Principles of Banking](#) or [Banking Fundamentals](#)
- [Communication Basics Suite](#)
- [Working Effectively with Co-Workers](#)
- [Effective Referrals Suite](#)
- [Ethical Issues for Bankers](#)
- [Online Communication Suite](#)
- [Overcoming Objections](#)
- [Relationship Sales Suite](#) or Introduction to Relationship Selling
- [Understanding Bank Products](#) or [Deposit Accounts and Services](#)
- [Verbal Communication Suite](#) or [Business Telephone Skills](#)
- [Why Quality Service Matters](#) or [Quality Service](#)
- [Written Communication Suite](#) or [Written Communication](#) or [Certificate in Business Communication](#)

\*The Customer Service Representative Certificate is available as a self-paced online bundled program.

Damage related to cybercrime is projected to hit \$6 trillion annually by 2021. 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\*:**

- [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](#)

\*The Cybersecurity Certificate is available as a self-paced online bundled program.

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\*:**

- [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](#)

\*The Data Analytics Certificate is available as a self-paced online bundled program.

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\*:**

- \_\_\_ Anatomy of a Regulation for Compliance Professionals
- \_\_\_ BSA/USA Patriot Act for Compliance Professionals
- \_\_\_ Digital Compliance for Compliance Professionals
- \_\_\_ Electronic Funds Transfer Act (Reg E) for Compliance Professionals
- \_\_\_ Elements of a Compliance Program for Compliance Professionals
- \_\_\_ Expedited Funds Availability Act (RegCC) for Compliance Professionals
- \_\_\_ Office of Foreign Assets Control (OFAC) for Compliance Professionals
- \_\_\_ Privacy/Information Sharing for Compliance Professionals
- \_\_\_ Reserve Requirements for Depository Institutions Act (Reg D) for Compliance Professionals
- \_\_\_ Truth-in-Savings Act (Reg DD) for Compliance Professionals
- \_\_\_ Unfair, Deceptive or Abusive Acts or Practices (UDAAP) for Compliance Professionals

\*The Data Analytics Certificate program is available as a self-paced online bundled program.

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](#).

**Required Courses:**

- [Balancing Priorities](#)
- [Business Math](#)
- [Business Telephone Skills](#)
- [Certificate in Business Communication](#) or [Written Communication](#)
- [Deposit Accounts and Services](#)
- [Emotional Intelligence](#)
- [Frauds, Scams and Cons \(Full Series\)](#)
- [Handling Workplace Conflict](#)
- [Payment System Emerging Products](#)
- [Payment System Trends](#)
- [Principles of Banking](#) or [Banking Today](#) or [Banking Fundamentals](#) or [Banking Basics Suite](#)
- [Security Awareness](#)

This curriculum introduces rapid technological changes that have revolutionized the way banking services and products are delivered to consumers, small businesses and corporations alike. These new innovations hold **great promise for banking and bank operations in both developed and emerging economies**. To innovative, progressive, go-ahead banks these changes, known collectively as e-Banking (and to some as Digital Banking) hold great promise to change the way banking operations are carried out. And with that change will come **new processes, procedures and business models**.

This certificate shows how technology is changing the face of banking and how it is altering both risk profile and business model. This technology has major positive implications for banking—for financial institutions and customers alike. An educational career path has been created leading to the [Digital Banking Diploma](#) and the [General Banking Diploma](#) and/or [Bank Operations Diploma](#).

#### **Required Courses:**

- [Balancing Priorities](#)
- [Business Telephone Skills](#)
- [Deposit Products and Services](#)
- [Digital Compliance for Compliance Professionals](#)
- [Introduction to Critical Thinking](#)
- [Introduction to Cybersecurity](#)
- [Introduction to Data Analysis](#)
- [Payment System Emerging Products](#)
- [Payment System Trends](#)
- [Quality Service](#)
- [Principles of Banking](#) or [Fundamentals of Banking](#)
- [Security Awareness](#)

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.

Courses 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.

**Required Courses\*:**

- [Digital Marketing Strategy](#)
- [Content Marketing](#)
- [Social Media Marketing](#)
- [Marketing Automation](#)
- [Web Analytics](#)
- [Search Engine Optimization \(SEO\)](#)
- [Paid Search/Pay Per Click Advertising \(PPC\)](#)
- [Mobile Marketing](#)
- [Conversion Rate Optimization](#)

\*The Digital Marketing Certificate program is available as a self-paced online bundled program.

Emergency management is an expanding field, and emergency managers play a critical role in protecting communities at the local, state, tribal, and national levels. These courses will provide an overview of emergency management issues, including resource management, emergency operations plans, communication concerns, and the impact of U.S. laws.

### Course Description

Emergency management is a critical and expanding field; climate change has increased the extent and frequency of natural disasters, and terrorism is a growing threat. Therefore, emergency managers play an increasingly vital role in protecting communities at the local, state, tribal, and national level. This course is designed for learners who are studying emergency management for the first time, preparing for a new career or job role in emergency management, or seeking to refresh their knowledge of foundational concepts.

### Learning Outcomes

After completing this course, the learner should be able to:

- Define emergency management, explain the principles of emergency management, and recognize the various roles and responsibilities of emergency managers
- Identify the laws, authorities, and structures that shape and define emergency management in the U.S.
- Explain the purpose of an emergency operations center (EOC) and describe how and when to activate the EOC
- Recognize the components of a successful emergency management program, including financial planning, resource management, and exercise program management
- Describe the components of a mitigation plan and recognize how mitigation actions can prevent emergencies or minimize the resulting damages
- Identify the six steps of planning and outline an emergency operations plan
- Distinguish between the various types of training and exercises
- Recognize the key partners in response and their various roles and responsibilities, such as communicating with the public, saving lives, and clearing debris
- Explain the purpose and goal of recovery and identify the short-term and long-term activities that facilitate recovery
- Outline the steps in the Presidential Disaster Declaration process and identify the various kinds of assistance available to emergency managers



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\*:**

- [Balancing Priorities](#)
- [Creative Problem Solving](#)
- [Developing Positive Relationships](#)
- [Effective Listening Skills](#)
- [How to Manage Your Emotions](#)
- [Productive Work Habits](#)

\*The Essential Professional Development Certificate is available as a self-paced online bundled program.

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\*:**

- Adapting Your Leadership Style:  
The Four Behavior Styles, and How to Make them Work for You
- Coaching for Development
- Developing Your Direct Reports
- Diversity Awareness:  
Fostering a Climate of Inclusion, Sensitivity, and Respect in the Workplace
- Employee Engagement
- Leading Others through Change
- Onboarding: How to Successfully Integrate New Employees

\* The Essential Professional Development for Supervisors Certificate is available as a self-paced online bundled program.

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\*:**

- \_\_\_ [Financial Planning and Control](#)
- \_\_\_ [How to Read a Financial Statement](#)
- \_\_\_ [Introduction to Business Statistics](#)
- \_\_\_ [Introduction to Finance](#)
- \_\_\_ [Time Value of Money and Risk](#)
- \_\_\_ [Understanding and Managing Budgets](#)

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\*:**

#### **Facilitated Online:**

- [Marketing in Banking](#)
- [Marketing Planning \(ABA\)](#)
- [Marketing Management](#)

#### **Self-Paced Online:**

- [Marketing in a Digital World](#)
  - Search Engine Optimization
  - Build Your Campaign
  - Find Your Audience
  - The Power of Facebook
  - Leveraging LinkedIn
  - Strategic Twitter
- [Recognizing and Preventing UDAAP](#)

\*The Foundational Bank Marketing Certificate is available as a bundled program.

This certificate is designed to provide the participant with professional development training that will assist in advancing their career. These courses teach young professionals the life skills that a traditional education may have left behind as they enter a professional environment. This certificate is highly interactive and provides best practices from industry leaders, as well as an Ask the Expert function that allows students to engage with business professionals.

**Required Courses:**

- [Finding Purpose in Your Career](#)
- [Leaders and Work-Life Balance](#)
- [Personal Branding](#)
- [Networking for Success](#)

This certificate program prepares those aspiring for a successful career in a financial institution with in-demand skills. The targeted courses provide the necessary knowledge and skills for potential employees as well as those new to the financial industry. It is a direct path to a career in banking and the foundation to build toward the Certified Modern Banking Representative.

## Required Courses:

- Today's Teller or Teller Basics Suite (Can be substituted for an internal teller training program)
- Your Role as a New Banker

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 Fraud and AML Professional (CAFP) exam and may be required for those individuals with less than five years' experience in the field.

**Required Courses\*:**

- [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](#)

\*The Fraud Prevention Certificate is only available as a bundled program.

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.

*No previous college credit will be accepted.*

## Required Courses:

- Accounting, [Financial](#) or [General](#)
- [Banking Fundamentals Suite](#)
- [Ethical Issues for Bankers](#)
- [Legal Foundations in Banking](#)
- [Marketing in Banking](#)
- [Money and Banking](#)



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, policymaking, 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\*:**

- [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](#)

\*The Human Resource Management Certificate is available as a bundled program.



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:

- Art of Influencing Others
- Challenging Negative Attitudes
- Emotional Intelligence
- Speak with Confidence
- Handling Workplace Conflict
- Team Excellence

Business analysis is the discipline of identifying business needs and requirements and designing and executing solutions to business problems. This introductory course provides a wide-ranging overview of the principles and concepts of business analysis, with a focus on the following six areas: needs assessment, stakeholder engagement, requirements elicitation, requirements analysis, requirements tracing and monitoring, and solution evaluation. This course covers the common stages of a business analysis project and describes common terminology and tools and techniques utilized by a business analyst. It provides subject matter expert testimony by business analysis practitioners on important topics related to successfully completing business analysis activities. This course also considers the place of business analysis and product development life cycles within the greater scheme of project life cycle management. While this course is not officially or directly aligned as an exam prep course, it contains sufficient content that can be used as a resource for individuals preparing for the PMI-PBA® or IIBA-CBAP® certification exams, containing over 170 questions.\*

### **Learning Outcomes:**

After completing this course, the learner should be able to:

- Explain the general concepts of business analysis and its strategic importance
- Discuss the role of the business analyst in different organizations and identify skills needed
- Describe the concept of requirements and identify the various types of analysis
- Create a needs assessment and roadmap to the future state
- Analyze current capabilities, design future state options, and recommend the best option for implementation
- Identify and engage with stakeholders to prepare them for the transition to the future state
- Define requirements elicitation and outline the elicitation process
- Employ analysis tools and techniques to refine requirements in order to validate, verify, and prioritize requirements and essential product information
- Manage changes, linkages, and dependencies related to requirements
- Evaluate the solution to determine business value and the product's fitness for release

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.

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 consider how your own attitudes toward leadership might promote or impede your leadership success.

**Required courses\*:**

- [Body Language for Leaders](#)
- [Introduction to Leadership](#)
- [Leaders and Work-Life Balance](#)
- [Leading and Managing Change](#)
- [Leading Teams](#)

\*The Introduction to Leadership Certificate is available as an a self-paced bundled program.

Nearly half of all working adults are women, and women now make up the majority of students pursuing undergraduate and graduate degrees. Despite these indications that they have the skills and education to be leaders in the workforce, women are still underrepresented in many areas, and the persistent wage gap demonstrates that their work is often undervalued. This certificate explores both the social and psychological mechanisms that create challenges that professional women often face. Alongside commentary from women leaders, the material also provides concrete and data-driven recommendations for advancing in your career. The courses in the certificate introduce key concepts and practices that all successful business people should be familiar with, thereby serving as a general introduction to topics like leadership, management, communication, work-life balance, networking, negotiation, and body language.

**Required courses\*:**

- [Body Language for Women in Business](#)
- [Communication for Women in Business](#)
- [Current Issues Facing Women in Business](#)
- [Leadership and Management for Women in Business](#)
- [Negotiation for Women in Business](#)
- [Networking and Mentorship for Women in Business](#)
- [Work-Life Balance for Women in Business](#)

\*The Leadership for Women in Business Certificate is available as a bundled program.

- *Are you telling the story about your work that you want people to hear? Are you telling it in a way that they can hear it?*
- *Are you seeking a larger, more strategic impact on your organization?*
- *Are you overwhelmed with your tactical, daily operational role?*
- *Does the pace of your work make it difficult to focus on larger, more strategic issues?*
- *Do you feel you're the only one struggling with these challenges?*

Regardless of where you are in your career – looking to achieve the next level, from tactician to strategic decision maker; or as a senior professional trying to show that you can provide value to an organization – you need to tell your leadership narrative – the story of your unique value – what you love doing and do better than anyone else.

Enhance Your Potential, Build Your Leadership Narrative will help you define your leadership narrative and to align it to your goals. You will identify your professional / career goals for the year, with strategies and a road-map to meet those goals.

### In this class you'll learn to:

- \_\_\_ Understand Your Individual Strengths via StrengthsFinder 2.0
- \_\_\_ Align Your Strengths with Your Professional Goals by defining your goals for 2019
- \_\_\_ Develop Your Leadership Narrative by explaining
  - What You Do
  - Why You Do It
  - Who You Do It For
  - How You Do It
- \_\_\_ How To Get There From Here: An Action Plan for Achieving Your Professional Goals by aligning key tasks to your goals with specific time frames for completion

### Conducted by Scott Woodard

**Scott Woodard** is an executive and career development coach, helping leaders transform from strong to superb. He frames issues so people can take action and achieve their goals – for themselves, their organizations, their communities. He works with individuals and teams to see new patterns and create alternative ways to move forward. Together they identify small actions that lead to big changes.

Scott has conducted workshops and training to assist people in effectively showcasing their unique value. He has provided workshops for leaders in career transitions, providing the appropriate tools that demonstrate the value they bring to potential employers. Scott has also facilitated workshops and training for teams to identify their strategic goals and develop measurable outcomes.

He has coached people from all walks of life: corporate executives and elected officials challenged to transform their organizations; Boomers trying to determine the “second acts” of their lives; and new graduates starting out in their first career.

Prior to his professional coaching career, Scott enjoyed a long career as a successful policy advisor to state and local elected leaders in Colorado. He was honored to receive a German Marshall Fund Fellowship in recognition of problem-solving leadership for public sector leaders. He holds a master's degree in Public Administration and a BA in history.

He lives in Scarborough, Maine with his wife, a psychotherapist...so he is truly in touch with his feelings.

Students will learn through a combination of instructor videos, exercises, readings, glossaries, self-assessments and more. Students will complete the course with a final exam to earn Certified Regulatory Compliance Manager (CRCM) credits.

## Required courses\*:

- \_\_\_ [Anatomy of a Regulation for Compliance Professionals](#)
- \_\_\_ [Community Reinvestment Act, Community Bank \(CRA\) for Compliance Professionals](#)
- \_\_\_ [Community Reinvestment Act, Large Bank \(CRA\) for Compliance Professionals](#)
- \_\_\_ [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](#)

\*The Lending Compliance Certificate is available as a self-paced bundled program.

This curriculum introduces bank personnel to the role of loan processing and the supporting functions it provides to customers and within an organization from loan application to closing. The development of knowledge and practical skills in this area provides the foundation for an educational career path leading to the [Loan Processing Diploma](#) and the [General Banking Diploma](#) and/or [Bank Operations Diploma](#).

## Required Courses:

- [Balancing Priorities](#)
- [Basics of Mortgage Processing](#)
- [Business Telephone Skills](#)
- [Certificate in Business Communication](#) or [Written Communication](#)
- [Fundamentals of Consumer Lending](#)
- [Fundamentals of Mortgage Lending](#)
- [Handling Workplace Conflict](#)
- [Principles of Banking](#) or [Banking Today](#) or [Banking Fundamentals](#) or [Banking Basics Suite](#)
- [Security Awareness](#)



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:**

- Balancing Priorities
- Business Telephone Skills
- Certificate in Business Communication or Written Communication
- 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
- Principles of Banking or Banking Today or Banking Fundamentals or Banking Basics Suite



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:

- \_\_\_ [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](#)

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 the basics of developing accessible online learning.

Each of these self-paced courses offer an assortment of interactive exercises, selected readings, and self-assessments.

### Required Courses:

- \_\_\_ [Introduction to Online Learning](#)
- \_\_\_ [Narrative Learning](#)
- \_\_\_ [Online Learning Accessibility](#)
- \_\_\_ [Teaching Online](#)
- \_\_\_ [The Technology of Online Learning](#)

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\*:**

- [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](#)

\*The Operational Risk Management Certificate is only available as a bundled program.

People, processes and technology. These are the three major drivers of business achievement. The best leaders inherently understand that great companies start with great people. This curriculum provides the support in a human resource professionals and managers to understand the complexity of employee and group characteristics that impact the organizational culture. This course builds on the strength of courses such as Human Relations and Human Resource Management.

## Required Courses:

- [Employee Engagement](#)
- [Leading Others Through Change](#)
- [Motivating Employees To Be Their Best](#)
- [Onboarding](#)
- [Organizational Trust](#)
- [Transformational Leadership](#)

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\*:**

- [Banking Basics Suite or Principles of Banking or Banking Fundamentals](#)
- [Communications Basics Suite](#)
- [Effective Referrals Suite](#)
- [Ethical Issues for Bankers](#)
- [Fundamentals of Consumer Lending Suite](#)
- [Fundamentals of Small Business Banking Suite](#)
- [Introduction to Analyzing Financial Statements](#)
- [Making the Client Call Suite](#)
- [Managing Time at Work](#)
- [Online Communication Suite](#)
- [Overcoming Objections Suite](#)
- [Relationship Sales Suite](#)
- [Sales Planning Suite](#)
- [Understanding Bank Products](#)
- [Verbal Communications Suite](#)
- [Written Communication Suite](#)

\* The Personal Banker Certificate is available as a self-paced online bundled program.

CFTEA's new Communication Certificate Skills program has been developed by Lee Ann Szelog, specifically for any employee in the financial services industry 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. The first four programs are four hours in length and the Speak with Confidence session is a 2-session, 16-hour program. In order to earn the certificate all six modules must be completed.

**Required Courses:**

- [Conquering Communication](#)
- [Strengthening Interpersonal Relationships and Motivation](#)
- [Creative Decision Making and Problem Solving](#)
- [Establishing Expectations and Service Standards with Teams](#)
- [Communication with Confidence, Comfort and Conviction](#)

Project management refers to the art, or science, of directing projects. This course, 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 70-question final assessment spanning IT project management areas of knowledge.

### Learning Outcomes

- Apply concepts from *A Guide to the Project Management Body of Knowledge (PMBOK® Guide)*, to IT projects
- Explain the technical processes that might be applied during the IT project life cycle
- Describe the importance of scope control for IT projects and different tools that can be used to manage project scope
- Explain the challenges associated with delivering IT projects on time
- Differentiate between different techniques for managing the project schedule
- Discuss why cost management is difficult for IT projects and describe cost estimation methods, Earned Value Management, and portfolio management
- Explain several maturity models and how they can be applied to improve IT project quality
- Explain various approaches for team building and communicating on IT projects
- Discuss different sources of IT project risk and how to manage them
- Describe issues related to IT project procurement, such as outsourcing decisions, e-procurement, and others



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 at 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:**

- [Effectively Managing Project Stakeholders](#)
- [Managing Real World Projects](#)
- [PM Primer: Cognitive Ability and Decisiveness](#)
- [PM Primer: Conflict Resolution](#)
- [Project Management Team Leadership](#)

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.

### Learning Outcomes

- Define a team and identify six common types of teams
- Explain Bruce Tuckman's model of group development
- Describe how the project life cycle is relevant to team issues
- List the three sources of power for project management team leaders
- Describe ways to manage stakeholder expectations
- Explain different types of team building activities
- Define reflective listening
- Identify the challenges of virtual teams and how they relate to the project management team leader's roles
- Compare and contrast voting and consensus as methods for decision-making
- More effectively identify and resolve team problems
- Explain the different characteristics of effective and open team communication
- Identify the best practices for using e-mail and telephone among team members
- Identify several common team problems and apply methods for resolving these issues

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\*:**

- [Banking Basics Suite or Principles of Banking or Banking Fundamentals](#)
- [Appraisal Procedures](#)
- Basics of Mortgage Processing
- [Completing the HUD-1 \(optional\)](#)
- [Discovering FHA Programs](#)
- [Effective Referrals Suite or Effective Client Referrals](#)
- [Elements of Title Insurance](#)
- [Essentials of Mortgage Lending](#)
- [Ethical Issues for Bankers](#)
- [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](#)

\* The Residential Mortgage Lender Certificate is available as a self-paced online bundled program.



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\*:

- [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](#)

\* The Sales Essentials Certificate is available as a self-paced online bundled program.



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\*:

- [Fundamentals of Small Business Banking Suite](#)
- [Growing Small Business Relationship Suite](#)
- [Introduction to Analyzing Financial Statements](#)
- [Personal Tax Return Analysis](#)
- [Relationship Sales for Small Business Clients Suite](#)
- [Sales Planning Suite](#)
- [Small Business Borrowing](#)
- [Small Business Products Suite](#)

\* The Small Business Banker Certificate is available as a self-paced online bundled program.

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\*:

- [Banking Basics Suite](#) or [Principles of Banking](#) or [Banking Fundamentals](#)
- [Building Collaborative Teams](#)
- [Communication Basics Suite](#)
- [Employment Law](#)
- [Empowerment](#)
- [Ethical Issues for Bankers](#) or [Ethics in the Workplace](#)
- [Leveraging the Benefits of a Diverse Workforce](#) or [Working Together](#)
- [Management Essentials Suite](#) or [Certified Modern Supervisor](#)
- [Managing Change](#)
- [Online Communication Suite](#)
- [Presentation Skills Suite](#) or [Verbal Communication](#) or [Certificate in Business Communication](#) may be applied as requirement for Verbal or Written Communication
- [Verbal Communication Suite](#) or [Business Telephone Skills](#)
- [Why Quality Customer Service Matters](#) or [Quality Service](#)
- [Written Communication Suite](#) or [Written Communication](#) or [Certificate in Business Communication](#) may be applied as requirement for Verbal or Written Communication

\* The Supervisor/Team Leader Certificate is available as a self-paced online bundled program.

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.

Upon completion, learners are given a summary of what they've learned for quick reference while at work.

### **Learning Outcomes**

- Inhabit the managerial mindset
- Understand what employees want from their jobs
- Understand how managers lead
- Recognize the components of a manager's job including enforcing policies and procedures, controlling expenses, dealing with subordinates and superiors, planning and budgeting, recruiting and developing talent, and solving problems
- Implement the qualities that make an effective leader
- Address real-world managerial problems in customer service, cost budgeting, cost cutting, and vendor relations

For the experienced professional, this online program, or immersive school, provides an in-depth understanding of the fiduciary role, and prepares wealth and trust professionals to propose sophisticated solutions to complex client situations covering estate planning, trust administration, investment management concepts and ethical behavior.

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

**Required courses\*:**

- [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](#)

\* The Trust: Advanced Certificate is available as a self-paced online bundled program.



Individuals can earn this certificate – designed for those who need to establish or strengthen their understanding of basic wealth management and trust principles – either online or in an immersive program. Either option 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\*:**

- [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](#)

\* The Trust: Foundational Certificate is available as a self-paced online bundled program.

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 CTFA professional designation, the ABA Certificate in Trust: Intermediate satisfies the second of three levels of study required to sit for the exam.

**Required courses\*:**

- [A Guide to Ethics in Financial Planning](#)
- [A Guide to Ethics in Tax Law and Tax Planning](#)
- [Account Acceptance and Termination](#)
- [Basic Characteristics of a Trust](#)
- [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](#)

\* The Trust: Intermediate Certificate is available as a self-paced online bundled program.

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 sales and service 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\*:

- [Banking Basics Suite](#)
- [Communication Basics Suite](#)
- [Dealing Effectively with Co-Workers](#)
- [Effective Meetings](#)
- [Ethical Issues for Bankers](#)
- [Managing Change](#)
- [Online Communication Suite](#)
- [Overcoming Objections Suite](#)
- [Presentation Skills Suite](#)
- [Relationship Sales Suite](#)
- [Verbal Communication Suite](#)
- [Why Quality Customer Service Matters Suite](#)
- [Written Communication Suite](#)

\* The Universal Banker Certificate is available as a self-paced online bundled program.

CFTEA certifications offer students access to nationally recognized credentials and opportunity in the business world.

- [ACAMS Certification](#)
- [Certified Banker](#)
- [Certified Business Credit Analyst](#)
- [Certified Business Credit and Tax Return Analyst](#)
- [Certified Health Savings Professional CHSP](#)
- [Certified IRA Specialist CIS I](#)
- [Certified IRA Specialist CIS II \(Coming 2020!\)](#)
- [Certified Modern Banking Representative \(CMBR\)](#) – Replaces Certified Teller
- [Certified Modern Branch Professional – Level 1 \(CMBP I\) – Universal Banker Level 1](#)
- [Certified Modern Branch Professional – Level 2 \(CMBP II\) – Universal Banker Level 2](#)
- [Certified Modern Manager \(CMM I\)](#)
- [Certified Modern Supervisor \(CMS I\)](#)
- [Modern Classroom Certified Trainer \(MCCT\)](#)



When a student signs up for a certification exam for any of the following programs:

- \_\_\_ Certified Modern Banking Representative (updated replacement of Certified Teller)
- \_\_\_ Certified Banker
- \_\_\_ Certified Modern Branch Professional - Level 1
- \_\_\_ Certified Modern Branch Professional - Level 2
- \_\_\_ Certified Modern Supervisor
- \_\_\_ Modern Classroom Certified Trainer

**Payment will cover the exam and a free re-take.** If a student fails the first time, they may take it again starting within 24 hours after the original test was taken until six months later at no additional charge!

## Use this special link to receive a free, personal consultation with ACAMS and sign up for your certification through CFTEA!

**Certified Anti-Money Laundering Specialist (CAMS) Certification** – Establish your expertise with the CAMS Certification, the gold standard in AML certifications and recognized internationally as a serious commitment to protecting the financial system against money laundering. Earning the CAMS Certification can help to redefine your compliance career and make you more valuable to employers. Follow the simple steps in the link above to determine your eligibility and start the process.

### **Do You and Your Team Qualify For the CAMS Certification?**

The Certified Anti-Money Laundering Specialist (CAMS) Examination rigorously tests for aptitude and expertise in anti-money laundering (AML) detection, prevention and enforcement.

**Do you meet the criteria required for taking the exam?** Use the special link above to receive a free personal consultation.

Strengthen Your Team, Protect Your Institution

*The benefits of CAMS are clear*

- Spread a culture of compliance within your institution
- Guard against money laundering threats
- Meet mandatory training through study and preparation

### **About CAMS**

The Certified Anti-Money Laundering Specialist (CAMS) Certification is the global benchmark of expertise for Anti-Financial Crime professionals. Able to scale for any size organization, CAMS is the smart choice for global compliance teams wanting to develop their people.

### **About the Association of Certified Anti-Money Laundering Specialists**

ACAMS is the largest international membership organization dedicated to advancing the professional knowledge, skills and experience of those dedicated to the detection and prevention of money laundering around the world, and to promote the development and implementation of sound anti-money laundering policies and procedures. ACAMS achieves its mission through:

- Promoting international standards for the detection and prevention of money laundering and terrorist financing;
- Educating professionals in private and government organizations about these standards and the strategies and practices required to meet them;
- Certifying the achievements of its members; and
- Providing networking platforms through which AML/CFT professionals can collaborate with their peers throughout the world.

In particular, ACAMS seeks to:

- Help AML professionals with career enhancement through cutting-edge education, certification and training. ACAMS acts as a forum where professionals can exchange strategies and ideas.
- Assist practitioners in developing, implementing and upholding proven, sound AML practices and procedures.
- Help financial and non-financial institutions identify and locate Certified Anti-Money Laundering Specialists (CAMS) designated individuals in the rapidly expanding AML field.

### **About the CAMS Designation**

As money laundering and terrorist financing threaten financial and non-financial institutions and societies as a whole, the challenge and the need to develop experts in preventing and detecting financial crime intensifies.

Internationally-recognized, the CAMS credential identifies those who earn it as possessing specialized AML knowledge.

AML professionals who earn the CAMS designation position themselves to be leaders in the industry and valuable assets to their organizations.

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:**

- [Bank Security](#)
- [Essentials of Workplace Conduct](#)
- [Legal Foundations in Banking](#)
- [Principles of Banking](#) or [Banking Today](#) or [Banking Fundamentals](#) or [Banking Basics Suite](#)
- [Quality Service](#)
- [Understanding Bank Products](#)
- [Your Role as a New Banker](#)
- Certification Exam



When a student signs up for a certification exam for any of the following programs:

- Certified Modern Banking Representative (updated replacement of Certified Teller)
- Certified Banker
- Certified Modern Branch Professional - Level 1
- Certified Modern Branch Professional - Level 2
- Certified Modern Supervisor
- Modern Classroom Certified Trainer

**Payment will cover the exam and a free re-take.** If a student fails the first time, they may take it again starting within 24 hours after the original test was taken until six months later at no additional charge!



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:

- [Advanced Credit Analysis and Business Finance](#) (2-day program)
- [Fundamentals of 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

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 cash-flow statements of businesses and learn how to identify the ways in which cash is generated and used by businesses.

### **Required Courses**

- [Certified Business Credit Analyst](#)
- [Analyzing Personal Financial Statements and Tax Returns](#)
- [Analyzing the Tax Returns of Businesses](#)
- Certification Exam



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 HSA 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:**

- [HSA University](#)
- Certification Exam

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:**

- [IRA University](#)
- Certification Exam

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:**

- [Banking Today](#)
- [Fighting Fraud: Top 10 Scams Targeting Our Nations Seniors](#) (Free Course)
- [Legal Foundations in Banking](#)
- [Quality Service](#) (formerly Customer Service)
- Certification Exam



When a student signs up for a certification exam for any of the following programs:

- Certified Modern Banking Representative (updated replacement of Certified Teller)
- Certified Banker
- Certified Modern Branch Professional - Level 1
- Certified Modern Branch Professional - Level 2
- Certified Modern Supervisor
- Modern Classroom Certified Trainer

**Payment will cover the exam and a free re-take.** If a student fails the first time, they may take it again starting within 24 hours after the original test was taken until six months later at no additional charge!

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:

- [Deposit Accounts and Services](#)
- [Handling Workplace Conflict](#)
- [IRA Essentials OnDemand](#) or [IRA Basics](#)
- [Legal Foundations in Banking](#)
- [Principles of Banking](#)
- [Sales Essentials Certificate](#)
- [Security Awareness](#)
- Certification Exam



When a student signs up for a certification exam for any of the following programs:

- Certified Modern Banking Representative (updated replacement of Certified Teller)
- Certified Banker
- Certified Modern Branch Professional - Level 1
- Certified Modern Branch Professional - Level 2
- Certified Modern Supervisor
- Modern Classroom Certified Trainer

**Payment will cover the exam and a free re-take.** If a student fails the first time, they may take it again starting within 24 hours after the original test was taken until six months later at no additional charge!

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:

- \_\_\_ [Fundamentals of Consumer Lending](#) or [Consumer Credit Products](#)
- \_\_\_ [Fundamentals of Mortgage Lending](#)
- \_\_\_ [Fundamentals of Small Business Banking](#)
- \_\_\_ [Introduction to Leadership](#)
- \_\_\_ [Overview of Analyzing Financial Statements](#)
- \_\_\_ [Written Communication](#) or [Certification in Business Communication](#)
- \_\_\_ Certification Exam



When a student signs up for a certification exam for any of the following programs:

- \_\_\_ Certified Modern Banking Representative (updated replacement of Certified Teller)
- \_\_\_ Certified Banker
- \_\_\_ Certified Modern Branch Professional - Level 1
- \_\_\_ Certified Modern Branch Professional - Level 2
- \_\_\_ Certified Modern Supervisor
- \_\_\_ Modern Classroom Certified Trainer

**Payment will cover the exam and a free re-take.** If a student fails the first time, they may take it again starting within 24 hours after the original test was taken until six months later at no additional charge!

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. SHRM accredited.

**Required Courses:**

- [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 \(Free\)](#)
- [Security Awareness](#)
- [Certification Exam](#)

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:**

- [Everything DiSC Management Profile](#)

**DAY ONE**

- [Behavioral Interviewing](#)
- [Ethics in the Workplace](#)

**DAY TWO**

- [Diversity Awareness](#)
- [Coaching for Development](#)

**DAY THREE**

- [Toughest Supervisor Challenges](#)
- [How to Handle Change and Upheaval](#)

**DAY FOUR**

- [Performance Management](#)
- [Delegating for Growth](#)
- Certification Exam



When a student signs up for a certification exam for any of the following programs:

- Certified Modern Banking Representative (updated replacement of Certified Teller)
- Certified Banker
- Certified Modern Branch Professional - Level 1
- Certified Modern Branch Professional - Level 2
- Certified Modern Supervisor
- Modern Classroom Certified Trainer

**Payment will cover the exam and a free re-take.** If a student fails the first time, they may take it again starting within 24 hours after the original test was taken until six months later at no additional charge!

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.

[Detailed course information and agenda available here!](#)

**Required Courses:**

- [Modern Classroom Certified Trainer](#)
- Certification Exam



When a student signs up for a certification exam for any of the following programs:

- \_\_\_ Certified Modern Banking Representative (updated replacement of Certified Teller)
- \_\_\_ Certified Banker
- \_\_\_ Certified Modern Branch Professional - Level 1
- \_\_\_ Certified Modern Branch Professional - Level 2
- \_\_\_ Certified Modern Supervisor
- \_\_\_ Modern Classroom Certified Trainer

**Payment will cover the exam and a free re-take.** If a student fails the first time, they may take it again starting within 24 hours after the original test was taken until six months later at no additional charge!



CFTEA diplomas offer college-level programs to support students for a successful career in the business world. Diplomas offer a long range, educational career goal to build professional stability, confidence and knowledge.

- [Accounting](#)
- [Administrative Assistant](#)
- [Advanced Financial Services](#)
- [Bank Marketing](#)
- [Bank Operations](#)
- [Business Banking and Commercial Lending](#)
- [Call Center / Customer Care](#)
- [Cash Management](#)
- [Consumer Lending](#)
- [Credit Analyst](#)
- [Deposit Operations](#)
- [Digital Banking](#)
- [General Banking](#)
- [General Business](#)
- [Human Resources](#)
- [Introduction to Lending](#)
- [Loan Servicing](#)
- [Loan Processing](#)
- **Loan Underwriting (Coming Soon)**
- [Marketing](#)
- [Residential Mortgage Lending](#)
- [Supervision](#)
- [Universal Banker](#)

The business world is full of opportunities, and students who want to harness them should consider their career development in Accounting. This specialized curriculum provides students with skills needed in an advanced accounting role within a financial institution. The courses within this Diploma build on the essentials in the [Accounting Certificate](#) and provide additional advancement toward the [General Banking Diploma](#) and/or the [Bank Operations Diploma](#).

\* [Accounting Certificate](#) required for completion.

## Required Courses\*:

- [Analyzing Bank Performance](#)
- [Banks as a Business](#)
- [Business Ethics in the 21st Century](#)
- [Essentials of Workplace Conduct](#)
- [Excel Advanced Skills](#)
- [Excel Tips and Tricks](#)
- [Leading and Managing Change](#)
- [Managing Funding Liquidity and Capital](#)
- [Managing Interest Rate Risk](#)
- [Managing the Bank's Investment Portfolio](#)
- [Meetings that Work](#)
- [Statistics](#)
- [Working Effectively with Co-Workers](#)

Building on the foundational Administrative Assistant Certificate, this program continues to provide the skills necessary to adapt to the ever-changing technological needs of today's modern business settings. Graduates of the Administrative Assistant diploma program gain proficiency in contemporary technology, office procedures, document processing, communication skills, and other necessary skills to succeed in a modern office setting.

\*[Administrative Assistant Certificate](#) required for completion.

**Required Courses\*:**

- [An Admin's Guide to Events \(FREE\) – Coming Soon](#)
- [Body Language for Leaders](#)
- [Business Math](#)
- [Communicating Collaboratively](#)
- [Creative Problem Solving](#)
- [Essentials of Project Management](#)
- [Excel Advanced Skills](#)
- [Excel Tips and Tricks](#)
- [Introduction to Data Analysis](#)
- [Understanding and Managing Budgets](#)
- [Winning at Human Relations](#)

This diploma continues the knowledge and expertise derived from earning at least one other diploma through CFTEA. To earn this diploma, you must successfully complete all of the classes listed below, a maximum of half of which may be transferred from an accredited college or university. This curriculum provides students with the specific competencies and in-depth knowledge necessary to establish the educational foundation for a successful financial services career.

**Required Courses:**

- Accounting – Financial or General
- Analyzing Financial Statements or Certificate in Business & Commercial Lending Levels 1 – 3
- Consumer Lending or Residential Mortgage Lending or Consumer Lending Certificate
- Ethical Issues in the Workplace or Ethical Issues for Bankers
- Legal Foundations in Banking (or Retired Law and Banking: Applications or Principles)
- Marketing or Certificate in Digital Marketing or All Three: Marketing in Banking, Marketing Management and Marketing Planning
- Money and Banking
- Principles of Banking or Banking Fundamentals
- Supervision or Supervisor/Team Leader Certificate or Certified Modern Manager or Certified Modern Supervisor or Leadership Certificate
- Verbal Communication or Certificate in Business Communication may be applied as a requirement for Verbal Communication or Written Communication
- Written Communication or Certificate in Business Communication may be applied as a requirement for Verbal Communication or Written Communication

At the core of the Bank Marketing Diploma is in-depth course work on marketing financial services, along with related topics such as event-based selling and successful sales campaigns. Courses on financial and business planning provide essential business skills that experienced bank marketers have identified as critical to the function. Supporting the marketing-specific core are courses in banking fundamentals, economics and business ethics.

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 bankers outside the marketing area who desire a solid background in marketing to support their current responsibilities (e.g., branch managers).

### Required Courses:

- [Balancing Priorities](#)
- [Ethical Issues in the Workplace](#)
- [Handling Workplace Conflict](#)
- [Meetings that Work](#)
- [Marketing](#) or [Certificate in Digital Marketing](#) or All Three: [Marketing in Banking](#), [Marketing Management](#), [Marketing Planning](#)
- [Principles of Banking](#) or [Banking Fundamentals](#)
- [Successful Sales Campaigns](#)
- [Working Effectively with Co-Workers](#)
- [Written Communication](#) or [Certificate in Business Communication](#)

Bank operations are the infrastructure of the organization. Individuals who work in operations across the bank are responsible for ensuring that the daily workflow is smooth and efficient. With views toward operations efficiency and customer expectations, bank operations personnel continually review current methods and procedures and often recommend process improvements and innovations. In the course of their duties, operations personnel interact with staff throughout the bank, from data processing to customer contact areas. Supervisors and managers in operations are responsible for seeing that their areas are staffed adequately with well-trained personnel who understand banking processes, process improvement methods and project management.

This curriculum provides a solid grounding in banking fundamentals, which is essential to new or aspiring operations managers or supervisors. Critical knowledge areas such as accounting, legal and regulatory aspects of banking, general bank operations, payment systems, and supervision are central to the program. The diploma is an ideal foundation for bankers new to the operations area.

**Required courses:**

- \_\_\_ Accounting, [Financial](#) or [General](#)
- \_\_\_ [Ethics in the Workplace](#)
- \_\_\_ [Legal Foundations in Banking](#)
- \_\_\_ [Money and Banking](#)
- \_\_\_ [Principles of Banking](#) or [Banking Fundamentals](#)
- \_\_\_ [Supervision](#) or [Supervisor/Team Leader Certificate](#) or [Certified Modern Manager](#) or [Certified Modern Supervisor](#) or [Introduction to Leadership Certificate](#)
- \_\_\_ [Verbal Communication](#) or [Certificate in Business Communication](#) may be applied as a requirement for Verbal Communication or Written Communication
- \_\_\_ [Written Communication](#) or [Certificate in Business Communication](#) may be applied as a requirement for Verbal Communication or Written Communication

This curriculum is designed for small business bankers, 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 — both credit and deposit products for small businesses — legal and regulatory issues, and a number of other topics like relationship selling and presentation skills that support the overall business relationship.

**Required courses:**

- All 5 Levels of Certificate in Business Banking or  
Both: Analyzing Financial Statements AND Commercial Lending
- Accounting, General or Financial
- Ethical Issues for Bankers
- Fundamentals of Small Business Banking Suite
- Growing Small Business Relationships Suite
- Legal Foundations in Banking
- Principles of Banking or Banking Fundamentals
- Relationship Sales for Small Business Clients Suite
- Small Business Products Suite
- Written Communication or Certificate in Business Communication

The courses in this diploma build on the Call Center / Customer Care Certificate and deepen the skill and motivation to boost customer satisfaction. Empower your career and provide outstanding customer service.

\*Call Center / Customer Care Certificate **required for completion.**

**Required Courses\*:**

- Balancing Priorities
- Essentials of Workplace Conduct
- Ethics in the Workplace
- Fundamentals of Consumer Lending
- Handling Workplace Conflict
- IRA Basics or internal IRA training equivalent
- Legal Foundations in Banking
- Managing Stress in the Workplace
- Team Excellence
- Written Communication or Certificate in Business Communication



Building on the foundation laid in the [Cash Management Certificate](#), this diploma has been developed to manage advanced topics presented in supporting business customers leveraging the Cash Management area of a financial institution. This diploma is part of the [Educational Career Paths](#) from CFTEA that support employee confidence, knowledge and growth within Cash Management.

\*[Cash Management Certificate](#) required for completion.

## Required Courses\*:

- [Cybercrime in Banking](#)
- [Do You Know Who Your Competitors Really Are? Is Your Financial Institution Competing with FinTech?](#)
- [Fedwire: Regulation J](#)
- [Handling Workplace Conflict](#)
- [Introduction to Cybersecurity](#)
- [Leading and Managing Change](#)
- [Legal Foundations in Banking](#)
- [Payment System Emerging Products](#)
- [Payment System Trends](#)
- [The Business of Listening](#)
- [What Exactly are Payments and Why Do I Need a Payment Strategy?](#)
- [Wire Transfers](#)
- [Written Communication](#) ([Certificate in Business Communication](#) may be applied as a requirement for [Verbal Communication](#) or [Written Communication](#))

Consumer lenders provide service to customers and prospective customers through various credit products and services. Consumer lenders need to understand the consumer lending process from developing and taking loan applications to collection and recovery. Consumer lenders participate in the bank's sales and development activities. Because meeting sales objective is a critical responsibility of the position, consumer lenders often identify and follow through with cross-selling opportunities. To be successful, consumer lenders must stay current on all trends, issues and procedures affecting the consumer lending function, especially changing rules and regulations. They also need to develop solid relationship management skills.

This Consumer Lending Diploma reflects a balanced treatment of the knowledge and skill requirements of a typical consumer lender. Complementing consumer-lending coursework are topics in general banking, accounting and credit analysis, and legal and regulatory compliance. Approaches to relationship management and relationship selling are also addressed. In addition, emphasis is placed on practical business skills, such as time management, effective and professional speaking and writing skills.

#### **Required Courses:**

- Accounting, Financial or General
- Introduction to Analyzing Financial Statements or Personal Tax Return Analysis
- Consumer Lending or Consumer Lending Certificate
- Effective Referrals Suite
- Ethics in the Workplace
- Sales Essentials Certificate
- Legal Foundations in Banking
- Principles of Banking or Banking Fundamentals
- Verbal Communication or Certificate in Business Communication may be applied as a requirement for Verbal or Written Communication
- Written Communication or Certificate in Business Communication may be applied as a requirement for Verbal or Written Communication

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

**Required Courses:**

- \_\_\_ Accounting, Financial or General
- \_\_\_ Analyzing Financial Statements or Certificate in Business & Commercial Lending Levels 1 – 3
- \_\_\_ Commercial Lending or Certificate in Business & Commercial Lending Levels 4-5
- \_\_\_ Ethics in the Workplace
- \_\_\_ Legal Foundations in Banking
- \_\_\_ Personal Tax Return Analysis or Analyzing Personal Finance Statements & Tax Returns
- \_\_\_ Principles of Banking or Banking Fundamentals
- \_\_\_ Verbal Communication 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 or Consumer Lending Certificate
- \_\_\_ Fundamentals of Credit Analysis and Business Finance
- \_\_\_ Residential Mortgage Lending
- \_\_\_ Structuring Commercial Loan Packages

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\*:**

- \_\_\_ Accounting, [Financial](#) or [General](#)
- \_\_\_ [Legal Foundations in Banking](#)
- \_\_\_ [Achieving Unclaimed Property Compliance Best Practices](#) (includes state specific additional materials)
- \_\_\_ [Creative Problem Solving](#)
- \_\_\_ [Ethics in the Workplace](#)
- \_\_\_ [IRA Advanced](#) or [IRA University](#) or [HSA University](#)
- \_\_\_ [Leading and Managing Change](#)
- \_\_\_ [Meetings that Work](#)
- \_\_\_ [Personal Branding](#) (replacement for Developing as a Professional)
- \_\_\_ [Working Effectively with Co-Workers](#)

This curriculum provides an educational career path to bank personnel in the role of digital banking. The courses within this Diploma build on the essentials in the Digital Banking Certificate and provide additional advancement toward the General Banking Diploma and/or the Bank Operations Diploma. With the extraordinary speed of change related to technological and customer service innovation and the integration of electronic banking applications with legacy systems there is a greater dependence on third parties to provide the necessary information technology that financial institutions need for competition.

**\*Digital Banking Certificate required for completion.**

**Required Courses\*:**

- A Guide to Artificial Intelligence
- A Guide to Blockchain
- Do You Know Who Your Competitors Really Are? Is Your Financial Institution Competing with FinTech?
- Ethics in the Workplace
- Handling Workplace Conflict
- Leading and Managing Change
- Legal Foundations in Banking
- Meetings that Work
- Social Media and Digital Security: Emerging Threat Landscape
- What Exactly are Payments and Why Do I Need a Payment Strategy?
- Working Effectively with Co-Workers
- Written Communication or (Certificate in Business Communication may be applied as requirement for Verbal or Written Communication)

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:**

- Accounting, 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 Communication or Certificate in Business Communication may be applied as a requirement for Verbal or Written Communication
- Written Communication or Certificate in Business Communication may be applied as a requirement for Verbal or Written Communication

**CHOOSE ONE ELECTIVE**

- Commercial Lending
- Consumer Lending or Consumer Lending Certificate
- Introduction to Leadership or Modern Manager or Modern Supervisor or Supervisor/Team Leader Certificate
- Residential Mortgage Lending

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.

**Required Courses:**

- [Certificate in Business Communications](#)
- [Certificate in Digital Marketing](#)
- [Certificate in Finance Essentials](#)
- [Certificate in Human Resource Management](#)
- [Certified Modern Supervisor](#) or [Certified Modern Manager](#) or [Introduction to Leadership Certificate](#)
- [Ethical Issues in the Workplace](#)
- [Meetings that Work](#)

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:**

- Ethics in the Workplace
- Human Relations
- Human Resource Management or Certificate in Human Resource Management
- Meetings that Work
- Organizational Behavior Certificate or Organizational Behavior
- Productive Work Habits
- Verbal Communication or Certificate in Business Communication may be applied as a requirement for Verbal or Written Communication
- Written Communication or Certificate in Business Communication may be applied as a requirement for Verbal or Written Communication



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:

- Accounting, Financial or General
- Introduction to Analyzing Financial Statements
- Money and Banking
- Ethics in the Workplace
- Principles of Banking or Banking Fundamentals
- Written Communication or Certificate in Business Communication may be applied as a requirement for Written Communication

## Plus two of the following:

- Consumer Lending or Consumer Lending Certificate
- Commercial Lending
- Residential Mortgage Lending

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\*:

- \_\_\_ Accounting, 3 Credit [Financial](#) or [General](#)
- \_\_\_ [Creative Problem Solving](#)
- \_\_\_ [Ethics in the Workplace](#)
- \_\_\_ [Fundamentals of Consumer Lending](#)
- \_\_\_ [Leading and Managing Change](#)
- \_\_\_ [Legal Foundations in Banking](#)
- \_\_\_ [Meetings that Work](#)
- \_\_\_ [Personal Branding](#)
- \_\_\_ [Regulation: Fair Credit Reporting Act](#)
- \_\_\_ [Regulation: Fair Lending](#)
- \_\_\_ [Regulation: Flood Disaster Protection Act](#)
- \_\_\_ [Regulation: Real Estate Settlement Procedures Act](#)
- \_\_\_ [Regulation: Servicemember Civil Relief Act](#)
- \_\_\_ [Regulation: Truth in Lending: Reg Z Overview](#)
- \_\_\_ [Regulation: Private Mortgage Insurance](#)
- \_\_\_ [Working Effectively with Co-Workers](#)

\*Regulations may be transferred towards this diploma from an internal compliance program currently within an organization

This curriculum provides an educational career path to bank personnel in the role of loan processing. The courses within this Diploma build on the essentials in the [Loan Processing Certificate](#) and provide additional advancement toward the [General Banking Diploma](#) and/or the [Bank Operations Diploma](#).

\*[Loan Processing Certificate](#) required for completion.

**Required Courses\*:**

- [Completing the HUD-1 Elements of Title Insurance](#)
- [Completing the HUD-1 for Loans Not Covered Under TRID](#)
- [Creative Problem Solving](#)
- [Ethics in the Workplace](#)
- [Essentials of Workplace Conduct](#)
- [Explaining Loan Modifications](#)
- [Leading and Managing Change](#)
- [Meetings That Work](#)
- [Preparing the Closing Disclosure](#)
- [Preparing the Loan Estimate](#)
- [Processing and Understanding Credit](#)
- [Processing Income and Assets](#)
- [Working Effectively with Co-Workers](#)

Created for the current business world in partnership with educators at Harvard and M.I.T. 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

- [Certificate in Digital Marketing](#)
- [Certificate in Business Communication](#)
- [Ethics in the Workplace](#)
- [Handling Workplace Conflict](#)
- [Meetings that Work](#)
- [Productive Work Habits](#)

Mortgage lending is an important function of banks in meeting the needs of their communities. Depending on the institution, mortgage lenders may be involved with many different aspects of the mortgage lending and servicing function. To be successful, mortgage lenders must have a solid understanding of the mortgage lending process, including the methods and procedures used to make loans to individuals for the purchase of a residence, as well as loans to builders and real estate developers.

Mortgage lending personnel provide service to customers and prospective customer, and often participate in business development activities. In addition to developing an understanding of the mortgage lending process, credit analysis, finance, real estate law, and the secondary market, mortgage lenders must manage business relationships and keep current with changes in related government regulations. This mortgage lending diploma requires a good understanding of banking, accounting, credit analysis, and legal principles. The courses in the diploma program provide a solid foundation for learning the mortgage lending business, including aspects of underwriting, processing and servicing, and approaches to profiling mortgage prospects. The diploma is well suited to aspiring mortgage lenders and to those individuals relatively new to the mortgage area of the bank, including mortgage loan clerks, loan processors and closers.

**Required courses:**

- Accounting, [General](#) or [Financial](#)
- [Balancing Priorities](#)
- [Introduction to Analyzing Financial Statements](#)
- [Ethics in the Workplace](#)
- [Handling Mortgage Inquiries and Making Referrals](#)
- [Legal Foundations in Banking](#)
- [Money and Banking](#)
- [Personal Tax Return Analysis](#)
- [Principles of Banking](#) or [Banking Fundamentals](#)
- [Residential Mortgage Lending](#)
- [Verbal Communication](#) 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

This 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 the supervisor.

**Required Courses:**

- Balancing Priorities
- Handling Workplace Conflict
- Meetings That Work
- Personal Branding
- Principles of Banking or Banking Fundamentals
- Supervision
- Supervisor/Team Leader or Introduction to Leadership or Certified Modern Manager or Certified Modern Supervisor
- Teaching Adults
- Verbal Communication or Certificate in Business Communication may be applied as a requirement for Verbal or Written Communication
- Written Communication or Certificate in Business Communication may be applied as a requirement for Verbal or Written Communication

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. This diploma provides an educational career path that supports the General Banking Diploma and future growth.

**Required Courses:**

- [Business Telephone Skills](#)
- [Certified Modern Branch Professional – Level 1](#)
- [Certified Modern Branch Professional – Level 2](#)
- [Money and Banking](#)
- [Verbal Communication](#) 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

**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:**

- \_\_\_ 1074: Money and Banking
- \_\_\_ 1370: Principles of Banking
- \_\_\_ 1865: Written Communication (1 credit minimum)
- \_\_\_ 1080: Legal Foundations in Banking OR BA302: Legal Environment of Business II
- \_\_\_ 4310: Supervision
- \_\_\_ 5465: Verbal Communication (1 credit minimum)
- \_\_\_ 6350: Commercial Lending
- \_\_\_ 6920: Analyzing Financial Statements
- \_\_\_ 7008: Consumer Lending OR Consumer Lending Certificate
- \_\_\_ 6050: Residential Mortgage Lending OR 6047: Real Estate Finance
- \_\_\_ 7740: Marketing for Bankers

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

Click to go to Saint Joseph's website for full degree details.

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.*