



# 2022-2023 Awards Programs Certificates, Certification and Diploma



Center for Financial Training and Education Alliance  
2022-2023 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

# TABLE OF CONTENTS



Page 3	Certificate, Certification and Diploma Requirements, General Information, Updates and Changes
Page 4	Diploma and Certificate Updates and Changes
Page 6	CFTEA Career Paths
Page 15	CFTEA Certificates
Page 122	CFTEA Certifications
Page 142	CFTEA Diplomas
Page 169	Bachelor of Science in Business Administration: Banking Major (BSBA) Through CFTEA and Saint Joseph's College

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



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

Many CFTEA awards are 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 award offered by CFTEA is available online 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.



**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.



**MINDEDGE:** MindEdge's mission is to improve the way the world learns. Since its founding by Harvard and MIT educators in 1998, they have served some three million learners. MindEdge has been involved in online education and training since 1998, creating courses targeted to adult

learners. MindEdge draws upon its experience in developing effective online courses that will engage adult learners, relying content partners for specific content and expertise in the topic area. Utilizing their internal video, graphic designers, instructional designers, and project managers, MindEdge creates high-quality online courses that you own.

**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.**

## 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.)
- **Any student approaching completion of an award is requested to confirm with CFTEA office. Completion deadline is May 31<sup>st</sup> annually.** Additions and updates to CFTEA awards are ongoing. The [CFTEA](#) website will always have the most current award information. [Contact CFTEA](#) with questions regarding updates and changes to awards.

## 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 ABA 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 to go over the process before any money is invested by the student or bank.** 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 once you have begun the process by reaching out to the CFTEA office.

**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.

**CFTEA FORMAL/OFFICIAL TRANSCRIPTS:** A Formal CFTEA Transcript indicating classes and awards completed by a student may be requested at any time by submitting a [Recordkeeping Form](#) with an accompanying payment of \$10.00.

**CFTEA INFORMAL/UNOFFICIAL TRANSCRIPTS:** An Informal CFTEA Transcript indicating classes and awards completed by a student can be requested in writing (an email message is satisfactory) at any time with no fee. Requests should be emailed to the [CFTEA Office](#).

**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

- [Essential Professional Skills Certificate](#)
- [Certificate in Finance Essentials](#)
- [Microsoft Office Pro Certification Simulation Lab](#)
- [Accounting Certificate](#)
- [Accounting Diploma](#)
- [Bank Operations Diploma](#)
- [Modern Supervisor / Modern Manager](#)
- [Project Management for Teams or Agile Project Management](#)
- [Supervision Diploma](#)

#### Administrative Assistant

- [Essential Professional Skills Certificate](#)
- [Microsoft Office Pro Certification Simulation Lab](#)
- [Administrative Assistant Certificate](#)
- [Administrative Assistant Diploma](#)
- [General Business Diploma](#)



## Board of Director – FI

- [Anti-Money Laundering \(AML\) for Directors and Senior Management](#)
- [Bank Secrecy Act for Directors and Senior Management](#)
- [Board Delegation of Operating Authority](#)
- [Board's Role in Monitoring Performance](#)
- [Preparing for a Compliance Examination](#)
- [Restructuring the Financial Services Industry](#)
- [Community Reinvestment Act \(CRA\)](#)
- [Compliance Management](#)
- [Elder Financial Abuse](#)
- [Fair Lending Overview](#)
- [Flood Insurance](#)
- [Loans to Executive Officers: Regulation O](#)
- [Security of Customer Information Guidelines](#)
- [Servicemembers Civil Relief Act](#)
- [Unfair, Deceptive or Abusive Acts or Practices for Financial Institutions \(UDAAP\)](#)

## Business

- [Essential Professional Skills Certificate](#)
- [Quickbooks Desktop Basics \(MAC\)](#)
- [Quickbooks Desktop Pro Basics \(Windows\)](#)
- [Quickbooks Online Basics](#)
- [Microsoft Office Pro Certification Simulation Lab](#)
- [General Business Certificate](#)
- [Introduction to Leadership Certificate or Introduction to Leadership for Women in Business Certificate](#)
- [Modern Supervisor or Modern Manager](#)

## Business Analysis

- [Essential Professional Skills Certificate](#)
- [Introduction to Business Analysis Certificate](#)

## Call Center / Customer Care

- [Essential Professional Skills Certificate](#)
- [Foundations in Banking \(New To Financial Institutions\)](#)
- [Front-Line Fraud Detection Certificate](#)
- [Call Center / Customer Care Certificate](#)
- [Microsoft Office Pro Certification Simulation Lab](#)
- [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

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

- [Computer Skills for the Office or Microsoft Office Pro Certification Simulation Lab](#)
- [Essential Professional Skills Certificate](#)
- [Today's Workplace Certificate](#)
- [Creativity and Innovation Certificate](#)
- [Interpersonal Skills Certificate](#)
- [Foundational Professional Development Certificate](#)
- [Essential Professional Development Certificate](#)
- [Advanced Professional Development Certificate](#)

## Cash Management Merchant Services

- [Essential Professional Skills Certificate](#)
- [Foundations in Banking](#)
- [Cash Management Certificate](#)
- [Microsoft Office Pro Certification Simulation Lab](#)
- [Sales Essentials Certificate](#)
- [Cash Management Diploma](#)
- [General Banking Diploma](#)
- [Modern Supervisor / Modern Manager](#)
- [Project Management for Teams or Agile Project Management](#)
- [Supervision Diploma](#)

## College – Looking for ACE Credit

- [AGILE Project Management Certificate \(ACE CREDIT\)](#)
- [Conflict Management Certificate \(ACE CREDIT\)](#)
- [Digital Marketing Certificate \(ACE CREDIT\)](#)
- [Entrepreneurship Certificate \(ACE CREDIT\)](#)
- [Human Resource Management Certificate \(ACE CREDIT\)](#)
- [Leadership Certificate \(ACE CREDIT\)](#)
- [Leadership for Women in Business Certificate \(ACE CREDIT\)](#)
- [Management Skills Certificate \(ACE CREDIT\)](#)
- [Project Management Certificate \(ACE CREDIT\)](#)
- [Small Business Management Certificate \(ACE CREDIT\)](#)

## Commercial Lending

- [Commercial Lending Diagnostic Assessment](#)
- [Commercial Real Estate Lending Decision Process Certificate](#)
- [Homebuilder and Construction Certificate](#)
- [Business & Commercial Lending Certificate](#)
- [Outside Calling School Certificate](#)
- [Business & Commercial Lending Diploma](#)
- [Modern Supervisor / Modern Manager](#)

## Commercial Loan Assistant

- [Essential Professional Skills Certificate](#)
- [Commercial Lending Diagnostic Assessment](#)
- [Commercial Loan Assistant Certificate](#)
- [Microsoft Office Pro Certification Simulation Lab](#)
- [Advanced Commercial Loan Assistant Certificate](#)



- [Commercial Loan Assistant Diploma](#)
- [Project Management for Teams or Agile Project Management](#)
- [General Banking Diploma](#)

## Commercial Loan Underwriting

- [Essential Professional Skills Certificate](#)
- [Commercial Lending Diagnostic Assessment](#)
- [Commercial Real Estate Lending Decision Underwriting Certificate](#)
- [Microsoft Office Pro Certification Simulation Lab](#)
- [Commercial Loan Underwriting Certificate](#)
- [Business & Commercial Lending Certificate](#)
- [Project Management for Teams or Agile Project Management](#)
- [General Banking Diploma](#)

## Compliance

- [Microsoft Office Pro Certification Simulation Lab](#)
- [Certificate in Compliance Essentials](#)
- [BSA and AML Compliance Certificate](#)
- [Fraud Prevention Certificate](#)
- [Certificate in Fiduciary Risk and Compliance \(2021\)](#)
- [Certificate in Deposit Compliance](#)
- [Certificate in Lending Compliance](#)
- [Certificate in Mortgage Lending Compliance](#)
- [Modern Supervisor / Modern Manager](#)
- [General Banking Diploma](#)
- [Supervision Diploma](#)

## Consumer Lending

- [Essential Professional Skills Certificate](#)
- [Consumer Lending Diagnostic Assessment](#)
- [Microsoft Office Pro Certification Simulation Lab](#)
- [Consumer Lending Certificate](#)
- [Sales Essentials Certificate](#)
- [Consumer Lending Diploma](#)
- [Modern Supervisor / Modern Manager](#)

## Credit Analysis

- [Essential Professional Skills Certificate](#)
- [Microsoft Office Pro Certification Simulation Lab](#)
- [Business & Commercial Lending Certificate](#)
- [Commercial Loan Underwriting Certificate](#)
- [Credit Analyst Diploma](#)
- [Modern Supervisor / Modern Manager](#)

## Data Analytics

- [Data Analytics Certificate](#)
- [Modern Supervisor / Modern Manager](#)

## Deposit Operations / Services

- [Essential Professional Skills Certificate](#)
- [Deposit Operations Fraud Detection Certificate](#)
- [Deposit Operations Certificate](#)
- [Microsoft Office Pro Certification Simulation Lab](#)
- [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

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

## Entrepreneurship

- [Quickbooks Desktop Basics \(MAC\)](#)
- [Quickbooks Desktop Pro Basics \(Windows\)](#)
- [Quickbooks Online Basics](#)
- [Microsoft Office Pro Certification Simulation Lab](#)
- [Entrepreneurship Certificate](#)
- [Modern Supervisor / Modern Manager](#)
- [Project Management for Teams or Agile Project Management](#)

## Facilities

- [Essential Professional Skills Certificate](#)
- [Emergency Management Certificate](#)
- [Microsoft Office Pro Certification Simulation Lab](#)
- [Project Management for Teams or Agile Project Management](#)
- [Modern Supervisor / Modern Manager](#)
- [Supervision Diploma](#)

## Human Resources

- [Rockstar Recruiting Series](#)
- [Microsoft Office Pro Certification Simulation Lab](#)
- [Human Resource Management Certificate](#)
- [HR Ethics Series 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

- [Essential Professional Skills Certificate](#)
- [Microsoft Office Pro Certification Simulation Lab](#)

### [Desktop Support Specialist, IT Support Specialist, Help Desk Technician](#)

- [PC Pro Certification \(A+\) COMPTIA Simulation Lab](#)
- [IT Fundamentals Pro Certification \(+\) COMPTIA Simulation Lab](#)

### [Security Specialist, IT Systems Administrator](#)

- [Security Pro Certification \(+\) COMPTIA Simulation Lab](#)
- [Cybersecurity Certificate \(CompTIA\)](#)

### [IT Support Specialist, Network Administrator](#)

- [Network Pro Certification \(+\) Simulation Lab](#)

### [Network Administrator, Systems Engineer, Security Specialist](#)

- [Cisco CCNA Routing Pro Certification Simulation Lab](#)
- [Cisco CCNA Switching Pro Certification Simulation Lab](#)
- [Agile Project Management Certificate or Project Management for Teams Certificate](#)
- [Certificate in Web Design](#)
- [ITIL 4 Foundation Certificate \(AXELOS\)](#)
- [\*\*Choose from hundreds of courses and certificates from our partner – United Training\*\*](#)
- [Modern Supervisor / Modern Manager](#)

## Leadership / Management

- [Introduction to Leadership or Leadership for Women in Business](#)
- [Leadership Narrative](#)
- [Project Management for Team Leadership](#)
- [Essential Professional Development for Team Leaders and Supervisors](#)
- [Advanced Professional Development for Supervisors](#)
- [Modern Supervisor](#)
- [The Effective Manager's Toolbox](#)
- [Finance Essentials for Managers](#)
- [Modern Manager](#)
- [Wharton Emerging Leaders: Advanced Leadership Certificate \(ABA\)](#)

## Learning and Development

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

## Loan Collections

- [Essential Professional Skills Certificate](#)
- [Microsoft Office Pro Certification Simulation Lab](#)
- [Loan Collections Certificate](#)
- [Loan Collections Diploma](#)
- [General Banking Diploma](#)

## Loan Operations / Servicing

- [Essential Professional Skills Certificate](#)
- [Microsoft Office Pro Certification Simulation Lab](#)
- [Loan Servicing Certificate](#)
- [Loan Servicing Diploma](#)
- [Lending Compliance Certificate](#)
- [Project Management for Teams](#)
- [Modern Supervisor / Modern Manager](#)
- [Bank Operations Diploma](#)
- [Supervision Diploma](#)

## Marketing

- [Essential Professional Skills Certificate](#)
- [Microsoft Office Pro Certification Simulation Lab](#)
- [Digital Marketing Certificate](#)
- [Project Management for Teams or Agile Project Management](#)
- [Modern Supervisor / Modern Manager](#)
- [Bank Marketing Diploma / Marketing Diploma](#)
- [Supervision Diploma](#)

## Non-Profit Management

- [Start Your Own Non-Profit Organization](#)
- [Meeting Minutes That Matter](#)
- [Non-Profit Management Certificate](#)
- [Leading the Courtney Museum Simulation](#)
- [Non-Profit Advanced Grant Writing](#)
- [Project Management for Teams or Agile Project Management](#)
- [Modern Supervisor or Modern Manager](#)

## Personal Enrichment

- [Creative Writing: Children's Books](#)
- [Creative Writing: Memoir](#)
- [Creative Writing: Poetry](#)
- [Gardening in Small Spaces](#)

## Residential Mortgage Lender

- [Microsoft Office Pro Certification Simulation Lab](#)
- [Residential Mortgage Lending Certificate or Residential Mortgage Lender Certificate](#)
- [Residential Mortgage Fraud Detection Certificate](#)

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

## Residential Loan Processing

- [Essential Professional Skills Certificate](#)
- [Microsoft Office Pro Certification Simulation Lab](#)
- [Residential Loan Processing Certificate](#)
- [Residential Mortgage Processing & Underwriting Fraud Detection Certificate](#)
- [Residential Loan Processing Diploma](#)
- [Lending Compliance Certificate](#)
- [Project Management for Teams or Agile Project Management](#)
- [Modern Supervisor / Modern Manager](#)
- [General Banking Diploma](#)
- [Supervision Diploma](#)

## Residential Loan Underwriting

- [Essential Professional Skills Certificate](#)
- [Microsoft Office Pro Certification Simulation Lab](#)
- [Residential Loan Underwriting Certificate](#)
- [Residential Mortgage Processing & Underwriting Fraud Detection Certificate](#)
- [Residential Loan Underwriting Diploma](#)
- [Lending Compliance Certificate](#)
- [Project Management for Teams or Agile Project Management](#)
- [Modern Supervisor / Modern Manager](#)
- [General Banking Diploma](#)
- [Supervision Diploma](#)

## Retail Branches

### New Front-Line Employees

- [Essential Professional Skills Certificate](#)
- [Foundations in Banking Certificate](#) (See more about free credit transfers)
- [Certified Modern Banking Representative](#)
- [Front-Line Fraud Detection Certificate](#)

### CSA/CSR/Personal Banker/Relationship Banker/Universal Banker

- [Certified Modern Branch Professional – Level 1](#) (Updated Personal/Relationship/Universal Banker model)
- [Sales Essentials Certificate](#)
- [Modern Supervisor / Modern Manager](#)
- [IRA University / HSA University / Internal IRA Training](#)
- [Certified Modern Branch Professional – Level 2 \(Lending\)](#) (Updated Personal/Relationship/Universal Banker model)
- [Universal Banking Diploma](#)

## Assistant Branch Manager

- [Microsoft Office Pro Certification Simulation Lab](#)
- [Assistant Branch Manager Certificate](#) (new)
- [Assistant Branch Manager Diploma](#) (new)

## Branch Manager

- [Branch Manager Bootcamp](#)
- [Outside Calling School Certificate](#)
- [Small Business Lending Diagnostic Assessment](#)
- [Small Business Lending and Selling Skills Certificate](#)
- [General Banking Diploma](#)
- [Commercial Loan Underwriting Certificate](#)
- [Branch Manager Certificate](#)

## Small Business Management

- [Quickbooks Desktop Basics \(MAC\)](#)
- [Quickbooks Desktop Pro Basics \(Windows\)](#)
- [Quickbooks Online Basics](#)
- [Small Business Management Certificate](#)
- [Microsoft Office Pro Certification Simulation Lab](#)
- [General Business Certificate](#)
- [Project Management for Teams or Agile Project Management](#)
- [Modern Supervisor or Modern Manager](#)

## Trusts

- [Microsoft Office Pro Certification Simulation Lab](#)
- [Certificate in Core Concepts and Ethics for Fiduciary Advisors \(2021\)](#)
- [Certificate in Trust Administration \(2021\)](#)
- [Modern Supervisor or Modern Manager](#)

## Wealth Management

- [Microsoft Office Pro Certification Simulation Lab](#)
- [Certificate in Core Concepts and Ethics for Fiduciary Advisors \(2021\)](#)
- [Certificate in Fiduciary Relationship Management \(2021\)](#)
- [Certificate in Asset Management \(2021\)](#)
- [Certificate in Integrated Wealth Planning and Advice \(2021\)](#)
- [Modern Supervisor or Modern Manager](#)



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

*Click on any certificate title to be taken to the CFTEA website page with course listings.*

- [Accounting Certificate](#)
- [Administrative Assistant Certificate](#)
- [Advanced Commercial Loan Assistant Certificate](#)
- [Advanced Professional Development Certificate](#)
- [Advanced Professional Development for Supervisors](#)
- [AGILE Project Management Certificate](#)
- [AGILE Project Management Certificate \(ACE CREDIT\)](#)
- [Asset Management \(ABA\) Certificate](#)
- [Assistant Branch Manager Certificate \(New\)](#)
- [Bank Financial Management \(ABA\) Certificate](#)
- [Bank Solutions Provider \(ABA\) Certificate](#)
- [Bank Teller \(ABA\) Certificate](#) Alternative: [Certified Modern Banking Representative](#)
- [Banking Customer Service Experience Certificate](#)
- [Branch Manager \(ABA\) Certificate](#)
- [BSA and AML Compliance \(ABA\) Certificate](#)
- [Building Financial Literacy Certificate](#)
- [Business and Commercial Lending Certificate](#)
- [Call Center / Customer Care Certificate](#)
- [Cash Management Certificate](#)
- [Certificate for Web Design](#)
- [Commercial Lending Underwriting Certificate](#)
- [Commercial Loan Assistant Certificate](#)
- [Commercial Real Estate Lending Decision Process \(ABA\) Certificate](#)
- [Compliance Essentials Certificate \(ABA\)](#)
- [Conflict Management Certificate \(ACE CREDIT\)](#)
- [Consumer Lending Certificate](#)
- [Core Concepts and Ethics for Fiduciary Advisors \(ABA\) Certificate](#)
- [Creativity and Innovation Certificate](#)
- [Credit Union Member Services Experience Certificate](#)
- [Customer Service Representative \(ABA\)](#)
- [Cybersecurity Certificate](#)
- [Data Analytics Certificate](#)
- [Deposit Compliance \(ABA\) Certificate](#)
- [Deposit Operations Fraud Detection Certificate \(NEW\)](#)
- [Deposit Services / Operations Certificate](#)

- [Digital Banker Certificate](#)
- [Digital Marketing Certificate](#)
- [Digital Marketing Certificate \(ACE CREDIT\)](#)
- [Effective Communication Certificate Bundle \(NEW\)](#)
- [Emergency Management Certificate](#)
- [Entrepreneurship Certificate](#)
- [Entrepreneurship Certificate \(ACE CREDIT\)](#)
- [Essential Professional Development Certificate](#)
- [Essential Professional Development for Team Leaders and Supervisors Certificate](#)
- [Essential Professional Skills Certificate](#)
- [Fiduciary Relationship Management \(ABA\) Certificate](#)
- [Fiduciary Risk and Compliance \(ABA\) Certificate](#)
- [Finance Essentials for Managers Certificate](#)
- [Financial and Credit Risk Management Certificate](#)
- [Foundational Bank Marketing \(ABA\) Certificate](#)
- [Foundational Professional Development Certificate](#)
- [Foundations in Banking Certificate](#)
- [Fraud Prevention \(ABA\) Certificate](#) – for BSA Department
- [Front-Line Fraud Detection Certificate](#)
- [General Banking \(ABA\) Certificate](#)
- [General Business Certificate](#)
- [HR Ethics Series Certificate](#)
- [Human Resource Management Certificate](#)
- [Human Resource Management Certificate \(ACE CREDIT\)](#)
- [Integrated Wealth Planning and Advice \(ABA\) Certificate](#)
- [Interpersonal Skills Certificate](#)
- [Introduction to Business Analysis Certificate](#)
- [Introduction to Leadership Certificate](#)
- [Introduction to Leadership Certificate \(ACE CREDIT\)](#)
- [ITIL 4 Foundation Certificate](#)
- [Leadership for Women in Business](#)
- [Leadership for Women in Business \(ACE CREDIT\)](#)
- [Leadership Narrative Certificate](#)
- [Lending Compliance \(ABA\) Certificate](#)
- [Loan Collections Certificate](#)
- [Loan Servicing Certificate](#)
- [Management Skills Certificate \(ACE CREDIT\)](#)
- [Mortgage Lending Compliance Certificate \(ABA\)](#)
- [Non-Profit Management Certificate](#)
- [Online Learning Certificate](#)
- [Operational Risk Management \(ABA\) Certificate](#)
- [Organizational Behavior Certificate](#)
- [Personal Banker \(ABA\) – Alternative: Certified Modern Branch Professional – Level 1](#)
- [Professional Speaking Certificate \(NEW\)](#)
- [Professional Writing Certificate \(NEW\)](#)
- [Project Management Certificate \(ACE CREDIT\)](#)
- [Project Management for Teams](#)
- [Project Management Team Leadership](#)

- [Residential Loan Processing Certificate](#)
- [Residential Loan Underwriting Certificate](#)
- [Residential Mortgage Fraud Detection Certificate](#)
- [Residential Mortgage Lender \(ABA\) Certificate](#) – Alternative: [Residential Mortgage Lending Certificate](#)
- [Residential Mortgage Lending Certificate](#)
- [Residential Mortgage Processing & Underwriting Fraud Detection Certificate](#)
- [Risk Management Frameworks Certificate](#)
- [Sales Essentials Certificate](#)
- [Small Business Banker \(ABA\) Certificate](#)
- [Small Business Management Certificate](#)
- [Small Business Management Certificate \(ACE CREDIT\)](#)
- [Supervisor / Team Leader \(ABA\) Certificate](#) – Alternative: [Certified Modern Supervisor](#)
- [The Effective Manager's Toolbox Certificate](#)
- [Today's Essential Workforce Skills Certificate](#)
- [Today's Workplace Certificate](#)
- [Trust Administration \(ABA\) Certificate](#)
- [Universal Banker \(ABA\) Certificate](#) – Alternative: [Certified Modern Branch Professional – Level 1](#)

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**.

Select from the following formats (click on checkmarks) to gain course information and pricing.

Required Courses	Instructor Led Online	Guided Learning	Self Paced	Virtual Classroom
— <a href="#">Accounting, Financial or General</a>	✓	✓		
— <a href="#">Balancing Priorities</a>			✓	
— <a href="#">Business Telephone Skills</a>			✓	
— <a href="#">Excel Basics or equivalent experience</a>			✓	
— <a href="#">Handling Workplace Conflict</a>			✓	
— <a href="#">Critical Thinking</a>			✓	
— <a href="#">Fedwire: Regulation J</a>			✓	
— <a href="#">Payments and Settlements</a>			✓	
— <a href="#">Principles of Banking or Banking Today</a>	✓	✓	✓	✓
— <a href="#">Written Communication or Professional Writing Certificate</a>		✓	✓	✓

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](#).

Select from the following formats (click on checkmarks) to gain course information and pricing.

Required Courses	Instructor Led Online	Guided Learning	Self Paced	Virtual Classroom
— <a href="#">An Admin's Guide to Travel (No Charge)</a>			✓	
— <a href="#">Balancing Priorities</a>			✓	
— <a href="#">Business Telephone Skills</a>			✓	
— <a href="#">Effective Business Writing</a>			✓	
— <a href="#">Effective Emails, Memos and Letters</a>			✓	
— <a href="#">Excel Basics</a>			✓	
— <a href="#">Introduction to Leadership</a>			✓	
— <a href="#">Security Awareness</a>			✓	
— <a href="#">Speak with Confidence</a>			✓	
— <a href="#">Taking Initiative</a>			✓	
— <a href="#">Outlook: Using Calendar and Time Management Tools</a>			✓	

As a Commercial Loan Assistant, the role requires learning all the ins and outs of this part of the lending industry. It includes assisting Commercial Loan Processors, Underwriters, and Officers in gathering information and documents. This career path provides the power to effectively help the community and many small businesses. Working with clients to collect all of the needed information to process the loan, this role requires specialized training that supports the commercial lending world, government regulations and customer service. Enhance your knowledge and skill beyond the basics to develop within your career.

This certificate is the first step in the Commercial Loan Assistant Career Path. The path begins with the [Commercial Loan Assistant Certificate](#) and finishes with the [Commercial Loan Assistant Diploma](#). Links provide detail course descriptions for greater detail.

Select from the following formats (click on checkmarks) to gain course information and pricing.

Required Courses	Instructor Led Online	Guided Learning	Self Paced	Virtual Classroom
— Appraisal Procedures			✓	
— Balancing Priorities			✓	
— <a href="#">Commercial Reinvestment Act, Large Bank (CRA) for Compliance Professionals</a> or <a href="#">Community Reinvestment Act, Community Bank (CRA) for Compliance Professionals</a>			✓	
— Equal Credit Opportunity Act: Regulation B			✓	
— BOD-Flood Insurance			✓	
— HMDA for Compliance Professionals			✓	
— Introduction to Analyzing Financial Statements			✓	
— Loan Structuring, Documentation, Pricing and Problem Loans			✓	



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 in Challenging Times](#)
- \_\_\_ [Taking Control of Conflict](#)
- \_\_\_ [Why We Struggle with Tough Decisions](#)

\* The Advanced 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\*:**

- \_\_\_ [Business Etiquette for Supervisors](#)
- \_\_\_ [Critical Thinking Skills](#)
- \_\_\_ [Fundamentals of Strategic Planning](#)
- \_\_\_ [Navigating Difficult Conversations](#)
- \_\_\_ [Skillful Collaboration](#)
- \_\_\_ [Taking Control of Conflict](#)
- \_\_\_ [Team Excellence](#)
- \_\_\_ [The Art of Influencing Others](#)
- \_\_\_ [Why We Struggle with Tough Decisions](#)

\* The Advanced 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.

This online certificate introduces learners to Agile methods of project management. Beginning with an introduction to the core philosophy of Agile and the basic structure of an Agile project, the following modules address specific challenges that may be encountered by teams using Agile, best practices for integrating Agile methods into Waterfall environments, and the principles of Scrum, one of several specialized Agile methods. The self-paced course offers an assortment of interactive exercises, videos, selected readings, case studies, and self-assessments that engage students and provide opportunities to practice their project management skills in an Agile context.

#### Required Courses\*:

- \_\_\_ [Challenges of Agile Teams](#)
- \_\_\_ [Integrating Agile and Waterfall Practices](#)
- \_\_\_ [Introduction to Agile](#)

\*The AGILE Project Management Certificate is only 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.

This online certificate introduces learners to Agile methods of project management. Beginning with an introduction to the core philosophy of Agile and the basic structure of an Agile project, the following modules address specific challenges that may be encountered by teams using Agile, best practices for integrating Agile methods into Waterfall environments, and the principles of Scrum, one of several specialized Agile methods. The self-paced course offers an assortment of interactive exercises, videos, selected readings, case studies, and self-assessments that engage students and provide opportunities to practice their project management skills in an Agile context.

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

- [Challenges of Agile Teams](#)
- [Integrating Agile and Waterfall Practices](#)
- [Introduction to Agile](#)
- [Principles of Scrum](#)
- [AGILE Project Management Exam](#)

[Download the complete syllabus with learning outcomes here.](#)

This course has been evaluated by The American Council on Education's College Credit Recommendation Service (ACE CREDIT®) with a recommendation of 2 credits, lower division, in project management or fundamentals of project management.

A student's grade in the course will be based on their performance on a final, cumulative exam. The final exam is composed of 40 multiple-choice questions. Students will have 1.5 hours to complete the exam. The exam is proctored. For more information, please see the syllabus.

If students do not earn a passing score of 70% on their first attempt, they will have the opportunity to take the exam 1 additional time (2 total attempts). Students must wait 24 hours between exam retakes. A passing score of 70% or above is required to request college credit for this certificate.

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

Learn how a clients' financial goals translate into their investment policy statements and inform investment decisions, what it means to be a prudent investor, and how financial and non-financial assets work together. Learn how to evaluate inheritors' financial goals, legal structures, and assets in order to develop a holistic post-inheritance investment portfolio management strategy. Apply approaches to interpret and restate clients' wealth strategies by drawing from their financial plan documents. Develop an understanding of the unique characteristics of nonfinancial assets and alternative investments to enable you to deliver holistic advice and service. Explore current trends in sustainable and responsible investing, and the importance of proper titling of assets.

**Required Courses\*:**

- \_\_\_ [A Deeper Dive into Non-Financial Assets](#)
- \_\_\_ [Alternative Investment Products](#)
- \_\_\_ [Asset Allocation and Diversification](#)
- \_\_\_ [Bond Selection and Analysis](#)
- \_\_\_ [Developing a Personalized Wealth Management Strategy](#)
- \_\_\_ [Economics and Markets](#)
- \_\_\_ [Importance of Proper Titling of Assets and Regular Titling Reviews](#)
- \_\_\_ [Introduction to Investment Management](#)
- \_\_\_ [Investment Policy](#)
- \_\_\_ [Investment Products](#)
- \_\_\_ [Investment Strategies for Inherited Wealth](#)
- \_\_\_ [Prudent Portfolio Management](#)
- \_\_\_ [Stock Selection and Analysis](#)
- \_\_\_ [Sustainable and Responsible Investing](#)

\*The [Asset Management Certificate](#) is **only** available as a self-paced online bundled program.

As the assistant branch manager, this role assists the bank manager and oversees branch operations in their absence. In addition to working to manage staff and answer questions for customers, duties could include ensuring compliance with banking standards and regulations, overseeing sales of loan products or other financial instruments and services, and covering for the front-line staff or other customer-facing employees in the event of an unexpected absence. Responsibilities may also consist of stepping in to solve problems or complaints that require management-level insight.

This certificate provides the knowledge and exposure to be successful in this role. The **Assistant Branch Manager Certificate** is a great first step for someone that is moving into this role from another customer-facing role. (Formerly CFT Training). This career path is enhanced by continuing training with the **Assistant Branch Manager Diploma**.

Select from the following formats (click on checkmarks) to gain course information and pricing.

Required Courses	Instructor Led Online	Guided Learning	Self Paced	Virtual Classroom
— Deposit Accounts and Services		✓		
— Frauds, Scams, and Cons			✓	
— Legal Foundations in Banking (formerly Law & Banking)	✓	✓		✓
— Certified Modern Manager or Certified Modern Supervisor or Supervision		✓	✓	✓
— Principles of Banking	✓	✓		✓
— Robbery & Bank Security or internal equivalent (no transfer fee)			✓	
— Securing Nonpublic Areas			✓	
— Writing Better Emails			✓	



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 an 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 or Banking Today
- Ethical Issues for Bankers or Ethics in the Workplace
- Fundamentals of Consumer Lending Suite
- Fundamentals of Small Business Banking Suite
- Understanding Business Bank Products Suite AND Understanding Consumer Bank Products Suite 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 only 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 [Team Excellence](#)
- [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.

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 **only** available as a self-paced online bundled program.



The pandemic has made financial matters even harder for individuals and families. How do you get a good foundation or recover from unanticipated situations?

From budgeting, saving, and reducing debt, to making timely investment choices and planning for the future, *our Personal Finance Certificate* provides students with the tools they need to take charge of their financial life.

COVID-19 has caused widespread damage to the economy — so wide that it can be easy to overlook how unevenly households are suffering. But new data in 2021 reveal households that either have had someone with COVID-19 or include someone who has a disability or special needs are much more likely to also be hurting financially.

More than four in 10 households across the country report facing serious financial problems due to the COVID-19 outbreak. More than four in 10 also report having lost employment, been furloughed, or had wages and hours cut. Among those with job or wage losses during the outbreak, two in three homes report severe financial issues.

And those with the slimmest margin for error, the most vulnerable to the virus, have been hit the hardest; as the income bracket shrinks, so grows the economic impact.

Topics covered include financial goal setting, saving and investing, budgeting, financial risk, borrowing, and credit. Because financial planning is such a personal topic, you will be encouraged to define your own financial goals and objectives while we discuss concepts and provide tools that can be applied in helping you reach those goals.

Select from the following formats (click on checkmarks) to gain course information and pricing.

Required Courses	Instructor Led Online	Guided Learning	Self Paced	Virtual Classroom
<input type="checkbox"/> A Step-by-Step Guide to Repairing Your Credit			✓	
<input type="checkbox"/> Personal Finance			✓	

### **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 ABA [Business and Commercial Lending Certificate](#) is equivalent to completing **Analyzing Financial Statements and Commercial Lending**, in the facilitated online format.

\*The [Business and Commercial Lending 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](#).

Select from the following formats (click on checkmarks) to gain course information and pricing.

Required Courses	Instructor Led Online	Guided Learning	Self Paced	Virtual Classroom
<input type="checkbox"/> Business Telephone Skills			✓	
<input type="checkbox"/> Deposit Accounts and Services		✓		
<input type="checkbox"/> Essential Online Chat with Customers			✓	
<input type="checkbox"/> Fighting Fraud: Top Scams Targeting Our Nations Seniors (at no cost)			✓	
<input type="checkbox"/> Frauds, Scams and Cons			✓	
<input type="checkbox"/> Payment Systems: Trends			✓	
<input type="checkbox"/> Principles of Banking	✓	✓		✓
<input type="checkbox"/> Quality Service		✓		✓
<input type="checkbox"/> 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](#).

Select from the following formats (click on checkmarks) to gain course information and pricing.

Required Courses	Instructor Led Online	Guided Learning	Self Paced	Virtual Classroom
<input type="checkbox"/> Automated Clearing House (ACH)			✓	
<input type="checkbox"/> Balancing Priorities			✓	
<input type="checkbox"/> Business Telephone Skills			✓	
<input type="checkbox"/> Cash Management Services			✓	
<input type="checkbox"/> Deposit Accounts & Services		✓		
<input type="checkbox"/> Introduction to Analyzing Financial Statements			✓	
<input type="checkbox"/> PCI Essentials for Cardholder Data Handlers			✓	
<input type="checkbox"/> Principles of Banking	✓	✓		✓
<input type="checkbox"/> Quality Service		✓		✓
<input type="checkbox"/> Understanding Your Small Business Customer			✓	



A well-designed website is essential for any organization today, with so many people consuming much of their information online. This suite of courses will teach you the skills you'll need to build a website of your own. Building a website involves a lot more than just writing code. Before you start on that, you need to understand what you want your website to do, how it will look, who you want it to reach, and what message it should send. The first five courses in the suite will introduce you to the basics of designing a functional and attractive site, the HTML and CSS languages you'll need to execute your design, and best practices for designing and building a website that responds intelligently to the needs of users. The capstone course will guide you through a scenario-based web design project from conception to completion. Each course features video commentary by web design professionals and interactive learning exercises that will allow you to test your knowledge of web design concepts and practice coding.

## Required Courses\*:

- \_\_\_ [CSS for Web Design](#)
- \_\_\_ [HTML for Web Design](#)
- \_\_\_ [Introduction to Web Design](#)
- \_\_\_ [JavaScript for Web Design](#)
- \_\_\_ [Responsive Web Design](#)
- \_\_\_ [Web Design Capstone: Seaside Bed and Breakfast](#)

\*The [Web Design Certificate](#) is only available as a self-paced online bundled program.

This certificate provides bankers with the skills they need to underwrite commercial lending requests and explain their rationale in a succinct credit write-up. Furthermore, it enhances bankers' skills and competencies to acquire, expand and add value to their current and future business relationships by discovering cash management and financing opportunities. Bankers will improve their skills to plan and conduct sales calls with customers and prospects and offer value added solutions within a framework of effective sales conversations.

It takes approximately 20/30 hours to complete the entire on-line commercial credit training program. There are video clips interspersed throughout the program that are used to reinforce key learning points. Students can proceed at their own pace to complete the program.

- Offers the best cost / benefit advantage for a program of its type.
- Incorporates the knowledge and expertise of seasoned credit officers into Eensight's Repayment Analysis Framework.
- Reduces opportunity costs and traveling expenses of a traditional classroom based program.
- Can be customized for the specific needs of a financial institution.

**Required Modules\*:**

- \_\_\_ [Module 1: Accounting](#)
- \_\_\_ [Module 2: Financial Statement Analysis](#)
- \_\_\_ [Module 3: Cash Flow Construction](#)
- \_\_\_ [Module 4: Cash Flow Analysis](#)
- \_\_\_ [Module 5: Cash Flow Forecasting](#)
- \_\_\_ [Module 6: Sources of Repayment](#)
- \_\_\_ [Module 7: Guarantor Analysis](#)
- \_\_\_ [Module 8: Loan Documentation](#)
- \_\_\_ [Module 9: Loan Structuring](#)
- \_\_\_ [Module 10: Credit Write-up](#)

\*The [Commercial Lending Underwriting Certificate](#) is **only** available as a self-paced online bundled program.

As a Commercial Loan Assistant, the role requires learning all the ins and outs of this part of the lending industry. It includes assisting Commercial Loan Processors, Underwriters, and Officers in gathering information and documents. This career path provides the power to effectively help the community and many small businesses. Working with clients to collect all of the needed information to process the loan, this role requires specialized training that supports the commercial lending world, government regulations and customer service.

This certificate is the first step in the [Commercial Loan Assistant Career Path](#). The next step leads to the [Advanced Commercial Loan Assistant Certificate](#) and finally, the [Commercial Loan Assistant Diploma](#). Links provide detail course descriptions for greater detail.

Select from the following formats (click on checkmarks) to gain course information and pricing.

Required Courses	Instructor Led Online	Guided Learning	Self Paced	Virtual Classroom
<input type="checkbox"/> Business Telephone Skills			✓	
<input type="checkbox"/> Excel Advanced Skills			✓	
<input type="checkbox"/> Legal Foundations in Banking (formerly Law & Banking)	✓	✓		✓
<input type="checkbox"/> Principles of Banking or <a href="#">Banking Today</a>	✓	✓		✓
<input type="checkbox"/> Quality Service		✓		✓
<input type="checkbox"/> The Business of Listening			✓	

RMA's Commercial Real Estate Lending Decision Process is a series of 13 interactive, web-based courses and an optional accounting refresher course that 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.

Prerequisites: Assumes a basic knowledge of financial accounting and credit analysis. (An accounting refresher course is offered with this series to assist trainees in re-familiarizing themselves with the necessary skills.)

Who will benefit? Commercial Lenders and credit analysts who are not real estate specialists but who need to know more about assessing real estate risk.

Q & A / Feedback throughout the course. Mastery assessment at the end of the course.

Methodology: Unlike many courses on commercial credit and lending currently available, RMA's Commercial Real Estate Lending Decision Process, offers:

- Scenario/application-based learning
- Active decision-making as opposed to passive learning
- Adaptability to the needs/skill level of each user
- Modular courses for flexibility in how/when users complete each course

## Required Included Courses\*:

- \_\_\_ [Appraisals](#)
- \_\_\_ [Construction Lending](#)
- \_\_\_ [CRE Lending Overview](#)
- \_\_\_ [Drivers of Performance](#)
- \_\_\_ [Due Diligence and Documentation](#)
- \_\_\_ [Environmental Assessments](#)
- \_\_\_ [Homebuilder Lending](#)
- \_\_\_ [Leases](#)
- \_\_\_ [Loan Structure](#)
- \_\_\_ [Risk Areas](#)
- \_\_\_ [Underwriting – Basics](#)
- \_\_\_ [Underwriting – Different Types of Commercial Properties](#)
- \_\_\_ [Underwriting – Example Calculations](#)

\*The [Commercial Real Estate Lending Decision Process Certificate](#) is **only** available as a self-paced online bundled program.





Through self-paced courses, gain a thorough understanding of key compliance essentials, including how to identify regulations and understand critical laws.

## What You'll Learn

- Understand key compliance essentials
- Identify key regulations
- Apply knowledge of critical laws and regulations within compliance

## Required Courses\*

- \_\_\_ [Navigating Laws, Rules, and Regulations for Compliance Professionals](#)
- \_\_\_ [BSA/Anti-Money Laundering for Compliance Professionals](#)
- \_\_\_ [Digital Compliance for Compliance Professionals](#)
- \_\_\_ [Elements of a Compliance Program for Compliance Professionals](#)
- \_\_\_ [Office of Foreign Assets Control \(OFAC\) for Compliance Professionals](#)
- \_\_\_ [Privacy/Information Sharing for Compliance Professionals](#)
- \_\_\_ [Unfair, Deceptive, or Abusive Acts or Practices \(UDAAP\) for Compliance Professionals](#)
- \_\_\_ [Community Reinvestment Act, Community Bank \(CRA\) for Compliance Professionals](#)
- \_\_\_ [Community Reinvestment Act, Large Bank \(CRA\) for Compliance Professionals](#)
- \_\_\_ [Fair Debt Collection Practices Act for Compliance Professionals](#)
- \_\_\_ [Bank Bribery Act for Compliance Professionals](#)
- \_\_\_ [Bank Protection Act for Compliance Professionals](#)
- \_\_\_ [Title III of the Americans with Disabilities Act for Compliance Professionals \(coming soon\)](#)
- \_\_\_ [CAN-SPAM Act for Compliance Professionals](#)

\* The [Compliance Essentials Certificate](#) is available as an online bundle.



This online course covers the key issues and best practices for managers dealing with contentious situations in the workplace. Throughout seven segments, learners will explore strategies that managers can use to help deal with conflict. The self-paced course offers an assortment of interactive exercises, videos, selected readings, case studies and scenarios highlighting key issues, and self-assessments that engage students and provide opportunities to practice conflict negotiation and management skills.

## Required Courses\*:

- \_\_\_ [Introduction to Managing Change and Resolving Conflict](#)
- \_\_\_ [Communicating Collaboratively](#)
- \_\_\_ [Emotional Intelligence for Managers](#)
- \_\_\_ [Handling Difficult Employee Behavior](#)
- \_\_\_ [Handling Workplace Conflict](#)
- \_\_\_ [Leading and Managing Change](#)
- \_\_\_ [Negotiations: Resolving Disputes](#)

[Download the complete syllabus with learning outcomes here.](#)

This course has been evaluated by The American Council on Education's College Credit Recommendation Service (ACE CREDIT®) with a recommendation of 3 credits, lower division, in conflict management.

Successful completion for the ACE CREDIT® designation is based on student performance on a final cumulative exam. The final exam is composed of 50 multiple-choice questions. Students will have 1.5 hours to complete the exam. The exam is proctored. For more information, please see the syllabus.

If students do not earn a passing score of 70% on their first attempt, they will have the opportunity to take the exam 2 additional times (3 total attempts). Students must wait 24 hours between exam retakes. A passing score of 70% or above is required to request college credit for this certificate.

\*The [Conflict Management Certificate](#) 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.

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.

This certificate program is designed to accelerate onboarding of professionals moving into fiduciary-based advisory roles.

Learn and apply essential fiduciary principles—including wealth planning, investment management and account administration—with this set of courses designed to accelerate new advisors' readiness to work directly with wealth clients in a fiduciary capacity. Courses on ethics, fiduciary risk and compliance responsibilities cover responses to common client situations, as well as strategies for working with a team that includes non-fiduciary advisors.

**Required Courses\*:**

- \_\_\_ [Applying Fiduciary Principles and Ethics](#)
- \_\_\_ [Fiduciary Ethics](#)
- \_\_\_ [Introduction to Fiduciary Risk Management and Compliance](#)
- \_\_\_ [Introduction to Integrated Planning and Advice](#)
- \_\_\_ [Introduction to Investment Management](#)
- \_\_\_ [Trust Fundamentals](#)
- \_\_\_ [Understanding Fiduciary Principles](#)

\*The [Core Concepts and Ethics for Fiduciary Advisors Certificate](#) 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.

Delivering great value to members is about more than just ensuring their satisfaction with your organization's products and services. The following Member Service courses teach credit union employees how to improve member communications. From ways they can increase the value of transactions through cross-selling, to the art of teller service standards, this effective curriculum links theory with practice to accelerate success.

**Required Courses\*:**

- \_\_\_ [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 **only** available as a self-paced online bundled program.

The [ABA Customer Service Representative Certificate](#) addresses the knowledge and skills necessary to achieve superior performance in this important position within the bank. Customer Service Representatives (CSRs) conduct basic banking transactions and cross-sell bank products and services. Successful CSRs respond to customer needs with a thorough understanding of retail products and services and resolve customer problems with knowledge of pertinent bank policies and procedures. In addition to courses that address sales and customer service, the curriculum also emphasizes business ethics and banking fundamentals. Basic selling and cross-selling skills are covered as well.

**Required Courses\*:**

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



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 only 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 **only** 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\*:

- \_\_\_ [Electronic Funds Transfer Act \(Reg E\) for Compliance Professionals](#)
- \_\_\_ [Expedited Funds Availability Act \(RegCC\) for Compliance Professionals](#)
- \_\_\_ [FDIC Coverage for Compliance Professionals](#)
- \_\_\_ [Federal Benefit Payment Garnishment Rule FFIEC for Compliance Professionals](#)
- \_\_\_ [Reserve Requirements for Depository Institutions Act \(Reg D\) for Compliance Professionals](#)
- \_\_\_ [Truth-in-Savings Act \(Reg DD\) for Compliance Professionals](#)

\*The [Deposit Compliance Certificate](#) program is **only** available as a self-paced online bundled program.

When it comes to fraud, crime does pay. Unscrupulous and fraudulent practices cost financial institutions billions of dollars each year. In fact, the Association of Certified Fraud Examiners reports that fraud and abuse cost typical US organizations 7% of revenues. This amounts to \$994 billion dollars annually.

Employees in operations have access to a greater amount of information than a front-line employee. That access can provide stronger insights into potential fraud and detection.

### What Is Bank Fraud?

According to Wikipedia, bank fraud “is the use of potentially illegal means to obtain money, assets, or other property owned or held by a financial institution, or to obtain money from depositors by fraudulently posing as a bank or other financial institution”.

Fraud comes in many shapes, including stealing checks, forgery, check fraud, identity theft, bank impersonation (posing as a financial institution in order to lure people into depositing funds), taking out fraudulent loans (taking out a loan, knowing that he or she will immediately file bankruptcy), and now, with the growth of the Internet, hacking.

### Are Banks Required To Offer Fraud Protection?

Bank account fraud protection is addressed under Federal Reserve Regulation E, which requires banks and credit unions to provide reimbursement for certain fraud losses occurring through unauthorized electronic transfers. That said, the best way to prevent bank fraud is check fraud training for your tellers and support staff.

Select from the following formats (click on checkmarks) to gain course information and pricing.

Required Courses	Instructor Led Online	Guided Learning	Self Paced	Virtual Classroom
___ BSA for Operations			✓	
___ BSA for Operations – Ghost in the System Case Study			✓	
___ Frauds, Scams and Cons			✓	

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](#).

Select from the following formats (click on checkmarks) to gain course information and pricing.

Required Courses	Instructor Led Online	Guided Learning	Self Paced	Virtual Classroom
<input type="checkbox"/> Balancing Priorities			✓	
<input type="checkbox"/> Business Math		✓		
<input type="checkbox"/> Business Telephone Skills			✓	
<input type="checkbox"/> Deposit Accounts and Services		✓		
<input type="checkbox"/> Emotional Intelligence			✓	
<input type="checkbox"/> Frauds, Scams and Cons			✓	
<input type="checkbox"/> Handling Workplace Conflict			✓	
<input type="checkbox"/> Payment Systems: Emerging Products			✓	
<input type="checkbox"/> Payment Systems: Trends			✓	
<input type="checkbox"/> Principles of Banking	✓	✓		✓
<input type="checkbox"/> Security Awareness			✓	
<input type="checkbox"/> Written Communication or Professional Writing Certificate		✓	✓	✓



The ABA Digital Banker Certificate helps bankers develop the knowledge and skills they need to provide quality customer service in today's digital first world. Learn about the digital and mobile tools available to customers and how to provide excellent customer service on digital and social platforms. Gain insight into how demographics, technology infrastructure and data analytics play a crucial role in developing an effective digital payments strategy. Understand how to identify the risks associated with technology and protect systems and data from tampering or destruction.

Audience: Bankers with customer facing and digital strategy roles.

## Course Titles:

- [Cybersecurity Fundamentals](#)
- [Digital Beginnings](#)
- [Digital Customer Service](#)
- [Mobile Transactions](#)
- [Moving to Mobile](#)
- [Payment System Trends](#)
- [Payment Systems Emerging Products](#)
- [Promoting Online Safety](#)

\*ABA [Digital Banker Certificate](#) available **only** as an self-paced online bundle.



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\*:

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

\*The [Digital Marketing Certificate](#) program is **only** available as a self-paced online bundled program.

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#### Required Courses\*:

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

[Download the complete syllabus with learning outcomes here.](#)

This course has been evaluated by The American Council on Education's College Credit Recommendation Service (ACE CREDIT®) with a recommendation of 2 credits, lower division, in business or marketing.

A student's grade in the course will be based on their performance on a final, cumulative exam. The final exam is composed of 50 multiple-choice questions. Students will have 2 hours to complete the exam. The exam is proctored. For more information, please see the syllabus.

If students do not earn a passing score of 70% on their first attempt, they will have the opportunity to take the exam 2 additional times (3 total attempts). Students must wait 24 hours between exam retakes. A passing score of 70% or above is required to request college credit for this certificate.

\*The [Digital Marketing Certificate](#) program is **only** available as a self-paced online bundled program.

Communication in the workplace isn't just about how well you work with others. It's about building relationships, minimizing errors, and most importantly, working as productively as possible. Encouraging good communication habits throughout the workplace can be one of the most crucial things you do as an employee. Because the numbers don't lie. In a survey of 400 financial organizations, it was found that communication barriers cost an estimated \$37 billion per year in lost productivity.

Thanks to technological and medical advances, as many as five generations will soon be working together in the same job market. Each generation has different preferences when it comes to communicating, whether it's through a specific medium, frequency, or at a certain speed. Therefore, it's crucial that people in cross-generational workplaces understand the best way to communicate with others.

From Generation Z to the baby boomers, it's important to understand each generation's unique communication style, which can enable people to better communicate across generations. So, what effective communications skills can give you an edge to be a powerful communicator with customers and colleagues alike? Our new Effective Communication Certificate focuses on the professional skills needed to be successful. Courses may be taken separately or take advantage of special bundle pricing.

### Required Courses:

- \_\_\_ [Basics of Style: How Personality Shapes Communication, Leadership & Teamwork](#)
- \_\_\_ [Business of Listening](#)
- \_\_\_ [Business Telephone Skills](#)
- \_\_\_ [Emotional Intelligence or Emotional Intelligence for Managers](#)
- \_\_\_ [Essential Online Chat with Customers or Instant Messaging in the Workplace](#)
- \_\_\_ [Solid Business Writing](#)



## Emergency Management Certificate

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

## Emergency Management Certificate



This online course teaches essential skills and knowledge for entrepreneurs. Throughout five segments, learners will explore how entrepreneurs create successful ventures, and develop functional skills in management, accounting, marketing, and business law. The self-paced course offers an assortment of interactive exercises, videos, selected readings, case studies, and self-assessments that engage students and provide opportunities to practice entrepreneurial skills.

## Courses Included in the Suite\*:

- [Accounting and Finance for Entrepreneurs](#)
- [Business Law for Entrepreneurs](#)
- [Introduction to Entrepreneurship](#)
- [Leadership and Management for Entrepreneurs](#)
- [Strategic Marketing for Entrepreneurs](#)

\*The [Entrepreneurship Certificate](#) is available as a self-paced online bundled program.

This online course teaches essential skills and knowledge for entrepreneurs. Throughout five segments, learners will explore how entrepreneurs create successful ventures, and develop functional skills in management, accounting, marketing, and business law. The self-paced course offers an assortment of interactive exercises, videos, selected readings, case studies, and self-assessments that engage students and provide opportunities to practice entrepreneurial skills.

**Courses Included in the Suite\*:**

- [Accounting and Finance for Entrepreneurs](#)
- [Business Law for Entrepreneurs](#)
- [Introduction to Entrepreneurship](#)
- [Leadership and Management for Entrepreneurs](#)
- [Strategic Marketing for Entrepreneurs](#)

This course has been evaluated by The American Council on Education's College Credit Recommendation Service (ACE CREDIT®) with a recommendation of 2 credits, lower division, in entrepreneurship.

A student's grade in the course will be based on their performance on a final, cumulative exam. The final exam is composed of 40 multiple-choice questions. Students will have 1.5 hours to complete the exam. The exam is proctored. For more information, please see the syllabus.

If students do not earn a passing score of 70% on their first attempt, they will have the opportunity to take the exam 2 additional times (3 total attempts). Students must wait 24 hours between exam retakes. A passing score of 70% or above is required to request college credit for this certificate.

\*The [Entrepreneurship Certificate](#) is available as a self-paced online bundled program.

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](#)
- \_\_\_ [Challenging Negative Attitudes](#)
- \_\_\_ [Creative Problem Solving](#)
- \_\_\_ [Developing Positive Work Relationships](#)
- \_\_\_ [Productive Work Habits](#)
- \_\_\_ [The Business of Listening](#)

\*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](#)
- [Assertiveness Skills](#)
- [Developing Your Direct Reports](#)
- [Employee Engagement](#)
- [Leading Others through Change](#)
- [Meetings That Work](#)
- [Onboarding: How to Successfully Integrate New Employees](#)

\* The [Essential Professional Development for Team Leaders and Supervisors Certificate](#) is available as a self-paced online bundled program.

What does it mean to be a professional? What skills do professionals need to have? A professional is someone who possesses specialized knowledge, often in addition to having completed some focused academic preparation (such as high school or college or technical classes) for their career.

Beyond the abilities and knowledge needed for each specific profession, professionals in almost every discipline need a particular set of qualities, skills, and behaviors.

These are primarily soft skills—intangible skills that help you interact and get along well with others. In some cases, employers may seek applicants with hybrid skills, which are a combination of soft skills and the hard skills required to do the job.

Because professional skills are required for nearly every job, they are rarely included in job listings. The top seven professional skills needed in today's job market are covered in this essential certificate: Communication, Public Speaking, Teamwork, Time Management, Leadership, Flexibility, Interpersonal Skills

Along with mentioning some of the professional skill words during your interview, you also want to demonstrate your professionalism in the way you dress, speak, and act. For example, you should speak clearly and dress professionally for all your interviews, in addition to demonstrating an ability to get along with others.

Select from the following formats (click on checkmarks) to gain course information and pricing.

Required Courses	Instructor Led Online	Guided Learning	Self Paced	Virtual Classroom
<input type="checkbox"/> Balancing Priorities			✓	
<input type="checkbox"/> Business Telephone Skills			✓	
<input type="checkbox"/> Critical Thinking Skills			✓	
<input type="checkbox"/> Essentials of Workplace Conduct			✓	
<input type="checkbox"/> Excel Basics or <a href="#">Excel Advanced Skills</a>			✓	
<input type="checkbox"/> Writing Better Emails			✓	

Develop fiduciary skills that go beyond foundational technical knowledge to meet evolving client expectations and behaviors. Learn key skills that enable exceptional relationship management including the ability to identify clients' generational, gender and cultural characteristics, emotions and other factors to enable in-depth discovery conversations, meaningful dialogue and consultative presentations. This certificate will position you as a skilled advisor to not only your current clients, but also to future generations.

**Required Courses\*:**

- \_\_\_ [Developing and Delivering a Compelling Personal Value Proposition](#)
- \_\_\_ [Effective Client Engagement Through "Wealth Personas"](#)
- \_\_\_ [Emotional Intelligence for Wealth Advisors](#)
- \_\_\_ [Engaging in Multigenerational Conversations with Clients](#)
- \_\_\_ [Engaging with Centers of Influence](#)
- \_\_\_ [Interacting with Financial Advisors/Brokers](#)
- \_\_\_ [Know Your Competition](#)
- \_\_\_ [Managing the Dynamic Nature of Client Financial Needs](#)
- \_\_\_ [Mastering the Art of Inquiry](#)
- \_\_\_ [Selling Value](#)
- \_\_\_ [Understanding Generational, Gender and Cultural Characteristics in Managing Wealth](#)

\* The [Fiduciary Relationship Management Certificate](#) is **only** available as a self-paced online bundled program.

Gain a full understanding of the regulatory basis and importance of fiduciary compliance, its elements, and how it affects your role as an advisor. Learn key aspects of federal and other environmental laws, elements of fiduciary liability, and steps fiduciaries can take to manage risk. Learn the importance of client due diligence and ongoing monitoring throughout the life of the relationship. Courses provide a foundation in the regulations, bank policies and procedures and relationship management responsibilities that impact fiduciary risk management and compliance.

**Required Courses\*:**

- \_\_\_ [Environmental Liabilities of Fiduciaries](#)
- \_\_\_ [Fiduciary Compliance](#)
- \_\_\_ [Introduction to Fiduciary Risk Management and Compliance](#)
- \_\_\_ [Managing Fiduciary Risk and Litigation](#)

\* The [Fiduciary Risk and Compliance Certificate](#) is **only** 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](#)

\* The [Finance Essentials for Managers Certificate](#) is available as a self-paced online bundled program.

**Description:** This certificate includes seven courses covering the foundational aspects of financial and credit risk management. The financial risk courses provide principle lessons for understanding and managing interest rate and liquidity risks. The credit risk courses teach core methods for identifying, measuring, monitoring, and controlling risk levels within retail, commercial and agricultural lending, as well as addressing other sources of credit risk.

**Audience:** Risk management and control professionals in the first, second or third line functions with primary responsibilities including monitoring and risk reporting of loan portfolios, underwriting, stress testing, audit, or governance across credit risk or financial risk categories, including liquidity and interest rate risks. Directors, members of senior management, State/Federal bank examiners, external risk consultants or auditors.

**Course Titles:**

- [Financial Risk Management: Interest Rate Risk](#)
- [Financial Risk Management: Liquidity Risk](#)
- [Introduction to Credit Risk Management](#)
- [Credit Risk Management: Managing, Monitoring, and Measuring](#)
- [Credit Risk Management: Retail Lending](#)
- [Credit Risk Management: Commercial and Agricultural Lending](#)
- [Credit Risk Management: Other Sources of Credit Risk](#)

\* The [Financial and Credit Risk Management Certificate](#) is **only** available as a self-paced online bundled program.

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.

Select from the following formats (click on checkmarks) to gain course information and pricing.

Required Courses	Instructor Led Online	Guided Learning	Self Paced	Virtual Classroom
<input type="checkbox"/> Marketing in Banking	✓	✓		
<input type="checkbox"/> Marketing in a Digital World			✓	
<input type="checkbox"/> Marketing Management	✓	✓		
<input type="checkbox"/> Marketing Planning	✓	✓		
<input type="checkbox"/> UDAAP for Marketers			✓	

\*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.

Select from the following formats (click on checkmarks) to gain course information and pricing.

Required Courses	Instructor Led Online	Guided Learning	Self Paced	Virtual Classroom
___ Finding Purpose in Your Career			✓	
___ Leaders and Work-Life Balance			✓	
___ Personal Branding			✓	
___ Networking for Success			✓	

\*The [Foundational Professional Development Certificate](#) is available as a bundled program.



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](#).

Select from the following formats (click on checkmarks) to gain course information and pricing.

Required Courses	Instructor Led Online	Guided Learning	Self Paced	Virtual Classroom
<input type="checkbox"/> Today's Teller or Teller Basics Suite (Can be substituted for an internal teller training program at no charge.)		✓	✓	
<input type="checkbox"/> 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.

Frauds, scams and cons come in many forms; uninvited contact is received by email, letter, and telephone or in person making false promises to con victims out of money. There are many of these sorts of scams that change based on current situations, such as COVID. However, there are underlying principles that can be applied to protect consumers and organizations from financial losses. In the end, our neighbors and community organizations are negatively impacted financially, reputation-wise, emotionally and physically. These courses cover a wide range of fraud topics normally covered in multiple training programs.

The course format has been adjusted to allow for case studies of current, ever-changing frauds in your area and how the knowledge of frauds, scams and cons directly impacts your work as a professional and as a consumer.

This certificate focuses on how consumers and employees of financial institutions can detect and protect fraud from impacting their communities and vulnerable adults.

Select from the following formats (click on checkmarks) to gain course information and pricing.

Required Courses	Instructor Led Online	Guided Learning	Self Paced	Virtual Classroom
___ Frauds, Scams, and Cons (2021 Updated Material)			✓	
___ Fighting Fraud: Top Scams Targeting Our Nations Seniors (in partnership with the United States Senate Committee on Aging)			✓	

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.**

Select from the following formats (click on checkmarks) to gain course information and pricing.

Required Courses	Instructor Led Online	Guided Learning	Self Paced	Virtual Classroom
___ Accounting, Financial or General	✓	✓		
___ Ethical Issues for Bankers or Ethics in the Workplace			✓	
___ Legal Foundations in Banking (formerly Law & Banking)	✓	✓		✓
___ Marketing or Certificate in Digital Marketing or <b>All Three:</b> Marketing in Banking Marketing Management Marketing Planning	✓	✓	✓	
___ Money and Banking	✓	✓		
___ Principles of Banking	✓	✓		✓





Are you seeking a fast track to additional business skills and credentials? Whether you're looking to further your career or pursue new job opportunities, CFTEA's online business certificates allow you to dive deeper into the subjects you're most passionate about.

Getting started in business? Learn the foundational keys to success when managing multiple duties in a smaller organization. The material within this certificate provides a general business foundation in partnership with M.I.T. and Harvard educators with a cost effective approach.

## Required Courses\*: (Special Bundle Pricing)

- [Accounting Fundamentals for Small Businesses](#)
- [Budgeting and Financial Analysis for Small Businesses](#)
- [Communicating Collaboratively](#)
- [Law for Small Businesses](#)
- [Meeting Minutes that Matter](#) (not a MindEdge course)
- [Networking for Success](#)
- [Security Awareness](#)
- [Speak with Confidence](#)

\*The [General Business Certificate](#) is available as a bundled program.

Human resources professionals are charged with supporting the success of their organizations in ways that are ethical and socially responsible. Ethical organizations must consider questions about what is right and fair in all decision-making processes. Because HR professionals are involved in designing and enforcing policies that impact the people who work in an organization, they play an especially powerful role in shaping the ethical culture.

Each of these 1.5-hour courses explores the relationship between human resources and creating an ethical workplace. While some delve into theoretical and philosophical questions about how we can know what is right and wrong, others focus on applying theory to practice in an organizational setting.

After completing the courses in this bundle, the learner will be prepared to play an essential role in shaping the ethical culture in their workplace. Each self-paced course features an assortment of interactive exercises, videos, case studies, and assessments.

#### Courses included in this bundle:

- [HR Ethics Series: Building an Ethical Organization](#)
- [HR Ethics Series: Capitalism, Inequality, and Justice](#)
- [HR Ethics Series: Common Ethical Challenges](#)
- [HR Ethics Series: Corporations and Corporate Social Responsibility](#)
- [HR Ethics Series: Defining Business Ethics](#)
- [HR Ethics Series: Ethical Decision Making](#)
- [HR Ethics Series: Globalization and Ethics](#)
- [HR Ethics Series: Issues in the Workplace](#)
- [HR Ethics Series: Leadership and Organizational Ethics](#)
- [HR Ethics Series: Theories of Ethics](#)

\*The [HR Ethics Series Certificate](#) is **only** available as a bundled program.

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.

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](#)

[Download the complete syllabus with learning outcomes here.](#)

This course has been evaluated by The American Council on Education's College Credit Recommendation Service (ACE CREDIT®) with a recommendation for 2 credits, lower division, in human resource management.

A student's grade in the course will be based on their performance on a final, cumulative exam. The final exam is composed of 40 multiple-choice questions. Students will have 1.5 hours to complete the exam. The exam is proctored. For more information, please see the syllabus.

If students do not earn a passing score of 70% on their first attempt, they will have the opportunity to take the exam 1 additional time (2 total attempts). Students must wait 24 hours between exam retakes. A passing score of 70% or above is required to request college credit for this certificate.

Learners must achieve an average test score of at least 70% to meet the minimum successful completion requirement and qualify to receive IACET CEUs.

\*The [Human Resource Management Certificate](#) is available as a bundled program.



Learn how personal finance, tax, insurance, retirement and estate planning work together to help clients define and achieve their objectives during and beyond their lifetime. Learn the tax considerations and gifting strategies surrounding individual income tax, fiduciary income tax, and federal estate tax. Gain foundational knowledge on the fundamentals of Insurance and the features of life insurance policies and annuities. Explore planning considerations Individual Retirement Accounts, how benefits are coordinated with the estate plan, and the planning aspects of various retirement plans. Gain a better understanding of the marital deduction, charitable techniques to accomplish estate and financial planning objectives, and tax implications of education plans and how trusts can be used for this purpose. Learn the clients' financial lives are reflected on their balance sheets, how to analyze and interpret the balance sheets and legal entity structures used by clients to hold assets and how they align with their strategies and goals.

### Courses include\*:

— [Introduction to Integrated Planning and Advice](#)

#### Tax Planning:

- [Individual Income Tax](#)
- [Fiduciary Income Tax](#)
- [Gift Strategy and Taxation](#)
- [Generation-Skipping Transfer Tax](#)
- [Federal Estate Tax](#)

#### Insurance Planning:

- [Fundamentals of Insurance](#)
- [Life Insurance Policies](#)
- [Annuities](#)

#### Retirement Planning:

- [Planning for Retirement](#)
- [Qualified Retirement Plans](#)
- [Individual Retirement Accounts](#)

#### Estate Planning:

- [Estate Planning Fundamentals](#)
- [Estate Planning for the Marital Deduction](#)
- [Philanthropic Planning](#)
- [Education Planning for Minors](#)
- [Estate Planning for the Business Owner](#)

#### Advising Clients:

- [Full Balance Sheet Advice](#)
- [Structure Analysis and Advice](#)

\*The [Integrated Wealth Planning and Advice Certificate](#) is **only** available as a bundled program.



*Interpersonal skills are essential for any line of work. Regardless of your position, your ability to communicate, lead, listen, and collaborate on a team will impact your day-to-day work experience. Employers are likely to value such skills ahead of any qualifications you might bring to the table. For that reason, it is important to grow in these areas.*

Certain transferable skills are relevant across all fields of work, like interpersonal skills. Such attributes showcase a person's ability to communicate and collaborate within a professional setting. For that reason, they might be the most important qualities a hiring manager looks for in a potential employee. Unlike typical soft skills, interpersonal skills indicate someone can function as both a leader and a team player.

Regardless of your experience or past accomplishments, interpersonal skills can rank higher than any qualifications on your resume. The way you engage and interact with your boss and your coworkers will either set you up for success or contribute to a negative work atmosphere for everyone.

During an interview, your interpersonal skills will be the first thing on display. This includes simple etiquette such as eye contact and your ability to both listen and ask questions, which indicate intentionality to better understand a role. However, interpersonal skills also extend to other areas of professionalism and remain relevant throughout your time in a position. Whether you demonstrate good communication or lack these skills, it will impact those around you and your own day-to-day work experience.

The [LinkedIn Learning 2020 Workplace Learning Report](#) emphasized the importance of interpersonal skills, referring to them as "essential."

This bundled certificate provides a discount or courses may be taken individually. 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](#)
- \_\_\_ [Basics of Style: How Personality Shapes Communication, Leadership & Teamwork](#)
- \_\_\_ [Business of Listening](#)
- \_\_\_ [Emotional Intelligence](#)
- \_\_\_ [Working Together](#)

### Introduction to Business Analysis Certificate

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

### Introduction to Business Analysis Certificate

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.



This online course teaches essential leadership skills to help learners stand out as leaders among their peers. The coursework discusses the theories of leadership and offers real-world practical explanations and definitions. Throughout five segments, learners will explore questions such as: 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? The self-paced course offers an assortment of interactive exercises, videos, case studies, and self-assessments that engage students and provide opportunities to practice leadership skills.

Topics covered in the course:

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

[Download the complete syllabus with learning outcomes here.](#)

This course has been evaluated by The American Council on Education's College Credit Recommendation Service (ACE CREDIT®) with a recommendation of 3 credits, lower division, in leadership.

Successful completion for the ACE CREDIT® designation is based on student performance on a final cumulative exam. The final exam is composed of 40 multiple-choice questions. Students will have 1.5 hours to complete the exam. The exam is proctored. For more information, please see the syllabus.

If students do not earn a passing score of 70% on their first attempt, they will have the opportunity to take the exam 1 additional time (2 total attempts). Students must wait 24 hours between exam retakes. A passing score of 70% or above is required to request college credit for this certificate.

## ITIL 4 Certificate

ITIL is the most widely accepted approach to IT service management in the world. Organizations use its proven best practices to run their business from strategy to daily reality. Millions of IT professionals successfully drive their career thanks to the ITIL certification scheme. ITIL offers common concepts and vocabulary, aligned with international standards, to ease collaboration in a multicultural and interconnected environment. ITIL turns the challenges of the digital age into competitive edge.

Course Overview: ITIL® is the world's leading best practice framework for implementing IT Service Management. ITIL version 4 introduces IT Service Management through the lens of a Service Value System (SVS), which provides a holistic end-to-end view of how to successfully contribute to business value, and also how to leverage concepts from models such as Lean IT, Agile, DevOps and Organizational Change Management. This foundational course immerses you in the guiding principles, dimensions, and practices of ITIL® 4. This course will earn you 14 PDUs.

## **Course Outline:**

- 1 – ITIL 4 OVERVIEW
  - Introduction to ITIL
  - Key Concepts of ITIL
- 2 – The ITIL Framework
  - The Four Dimensions of Service Management
  - The ITIL Service Value System
- 3 – The ITIL Guiding Principles
  - Focus on Value
  - Start Where You Are
  - Progress Iteratively with Feedback
  - Collaborate and Promote Visibility
  - Think and Work Holistically
  - Keep It Simple and Practical
  - Optimize and Automate
- 4 – THE ITIL SERVICE VALUE SYSTEM (SVS)
  - Governance
  - The Service Value Chain
  - Continual Improvement
- 5 – Key ITIL Practices
  - Continual Improvement
  - Service Level Management
  - Change Control
  - Incident Management
  - Service Request Management
  - Service Desk
  - Problem Management
- 6 – Other ITIL Practices
  - General Management Practices
  - Service Management Practices
  - Technical Management Practices

## ITIL 4 Certificate

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.

This online course explores the various challenges that evidence suggests women in business are likely to face—challenges that are different (in kind or in scale) than those faced by men in business. Throughout seven segments, learners will explore key concepts and practices that all successful business people should be familiar with, such as leadership, management, communication, work-life balance, networking, negotiation, and body language. The material also provides concrete and data-driven recommendations for women looking to advance their careers, by naming some of the systematic obstacles they might face, such as explicit discrimination, implicit bias, glass ceilings, and assumptions about familial responsibilities. Alongside commentary from women leaders, students will learn strategies for addressing these challenges. The self-paced course offers an assortment of interactive exercises, videos, case studies, and self-assessments that engage students and provide opportunities to practice essential business skills.

Topics covered in the course:

- [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](#)

[Download the complete syllabus with learning outcomes here.](#)

This course has been evaluated by The American Council on Education's College Credit Recommendation Service (ACE CREDIT®) with a recommendation of 3 credits, lower division, in women in leadership.

Successful completion for the ACE CREDIT® designation is based on student performance on a final cumulative exam. The final exam is composed of 50 multiple-choice questions. Students will have 1.5 hours to complete the exam. The exam is proctored. For more information, please see the syllabus.

If students do not earn a passing score of 70% on their first attempt, they will have the opportunity to take the exam 2 additional times (3 total attempts). Students must wait 24 hours between exam retakes. A passing score of 70% or above is required to request college credit for this certificate.

- 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

### Required course:

\_\_\_ Enhance Your Potential, Build Your Leadership Narrative

### 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.



Through self-paced courses, solidify a foundational understanding of general lending compliance, and gain the ability to identify and respond within these core regulations.

## What You'll Learn

- Understand key lending regulations
- Identify and respond to lending compliance requirements
- Apply knowledge of regulations and laws within general lending compliance

## Required courses\*:

- \_\_\_ [Credit Card Regulations for Compliance Professionals](#)
- \_\_\_ [Equal Credit Opportunity Act \(ECOA\) Reg B for Compliance Professionals](#)
- \_\_\_ [Fair Credit Reporting Act \(FCRA\) for Compliance Professionals](#)
- \_\_\_ [Loans to Insiders \(Reg O\) for Compliance Professionals](#)
- \_\_\_ [Military Lending Act for Compliance Professionals](#)
- \_\_\_ [Reg Z Foundations and Closed-End Non-Mortgage Credit for Compliance Professionals](#)
- \_\_\_ [Reg Z Open-End Credit for Compliance Professionals](#)
- \_\_\_ [Servicemembers Civil Relief Act \(SCRA\) for Compliance Professionals](#)

\*The [Lending Compliance Certificate](#) is available as a self-paced bundled program.

A successful collection effort should include an ongoing strategy for collections, a systematic daily monitoring of individual accounts and a daily review and analysis of delinquency reporting. This certificate is part of an overall collections career path to provide key instruction, regulations and connections to the lending industry. Each course link provides a detailed course description.

Select from the following formats (click on checkmarks) to gain course information and pricing.

Required Courses	Instructor Led Online	Guided Learning	Self Paced	Virtual Classroom
<a href="#">Business Telephone Skills</a>			✓	
<a href="#">Effective Business Writing</a>			✓	
<a href="#">Fair Debt Collections Practice Act</a>			✓	
<a href="#">Fundamentals of Consumer Lending</a>		✓	✓	✓
<a href="#">Fundamentals of Mortgage Lending</a>		✓		
<a href="#">Loan Collections Training</a>		✓		
<a href="#">Principles of Banking</a>	✓	✓		✓

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.

Select from the following formats (click on checkmarks) to gain course information and pricing.

Required Courses	Instructor Led Online	Guided Learning	Self Paced	Virtual Classroom
<input type="checkbox"/> Balancing Priorities			✓	
<input type="checkbox"/> Business Telephone Skills			✓	
<input type="checkbox"/> Emotional Intelligence			✓	
<input type="checkbox"/> Handling Workplace Conflict			✓	
<input type="checkbox"/> Mortgage Servicing: Overview			✓	
<input type="checkbox"/> Mortgage Servicing: Escrow Accounts			✓	
<input type="checkbox"/> Mortgage Servicing: Error Resolution			✓	
<input type="checkbox"/> Mortgage Servicing: Loan Origination and Servicing Transfers			✓	
<input type="checkbox"/> Mortgage Servicing: Loss Mitigation			✓	
<input type="checkbox"/> Mortgage Servicing: Payment Crediting and Periodic Statements			✓	
<input type="checkbox"/> Principles of Banking	✓	✓		✓
<input type="checkbox"/> Security Awareness			✓	
<input type="checkbox"/> Written Communication or Professional Writing Certificate		✓	✓	✓



This online course equips both new and experienced managers with the skills and resources necessary to foster strong connections, lead change, and resolve potential conflicts. Throughout ten segments, students will learn practical ways to better coach and motivate their teams, whether operating in an in-person office environment or a remote work setting. The self-paced course offers an assortment of interactive exercises, videos, case studies, and self-assessments that engage learners and provide opportunities to practice and apply key management skills.

**Required Courses\*:**

- \_\_\_ [Introduction to Management](#)
- \_\_\_ [Communicating Collaboratively](#)
- \_\_\_ [Emotional Intelligence for Managers](#)
- \_\_\_ [Handling Difficult Employee Behavior](#)
- \_\_\_ [HR Fundamentals for Managers](#)
- \_\_\_ [Introduction to Negotiations](#)
- \_\_\_ [Leading and Managing Change](#)
- \_\_\_ [Managing People](#)
- \_\_\_ [Managing Remote Employees](#)
- \_\_\_ [Time Management](#)

[Download the complete syllabus with learning outcomes here.](#)

This course has been evaluated by The American Council on Education's College Credit Recommendation Service (ACE CREDIT®) with a recommendation of 3 credits, lower division, in management.

Successful completion for the ACE CREDIT® designation is based on student performance on a final cumulative exam. The final exam is composed of 70 multiple-choice questions. Students will have 2.5 hours to complete the exam. The exam is proctored. For more information, please see the syllabus.

If students do not earn a passing score of 70% on their first attempt, they will have the opportunity to take the exam 2 additional times (3 total attempts). Students must wait 24 hours between exam retakes. A passing score of 70% or above is required to request college credit for this certificate.

\*The [Management Skills Certificate](#) is available as a self-paced bundled program.

Self-paced courses to help you gain a thorough understanding of key mortgage regulations, and the ability to identify and respond to mortgage lending compliance requirements.

**What You'll Learn**

- Understand key lending regulations
- Identify and respond to lending compliance requirements
- Apply knowledge of regulations and laws within general lending compliance

**Required Courses\*:**

- \_\_\_ [Fair Credit Reporting Act \(FCRA\) for Compliance Professionals](#)
- \_\_\_ [Equal Credit Opportunity Act \(ECOA\) for Compliance Professionals](#)
- \_\_\_ [Reg Z Open-End Credit for Compliance Professionals](#)
- \_\_\_ [Servicemembers Civil Relief Act \(SCRA\) for Compliance Professionals](#)
- \_\_\_ [Military Lending Act for Compliance Professionals](#)
- \_\_\_ [Home Mortgage Disclosure Act \(HMDA\) for Compliance Professionals](#)
- \_\_\_ [Real Estate Settlement Procedures Act \(RESPA\) for Compliance Professionals](#)
- \_\_\_ [Flood Disaster Protection Act for Compliance Professionals](#)
- \_\_\_ [Reg Z TILA RESPA Integrated Disclosures \(TRID\) for Compliance Professionals](#)
- \_\_\_ [Reg Z Ability to Repay \(ATR\) and Qualified Mortgage \(QM\) for Compliance Professionals](#)
- \_\_\_ [Reg Z Closed-end Mortgage Credit for Compliance Professionals](#)
- \_\_\_ [Fair Housing Act for Compliance Professionals](#)
- \_\_\_ [Homeowners Protection Act for Compliance Professionals](#)
- \_\_\_ [Secure and Fair Enforcement for Mortgage Licensing Act \(SAFE Act\)/Regulation G for Compliance Professionals](#)

\* The [Mortgage Lending Compliance Certificate](#) is available as a Self-Paced Bundled Program.



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](#)

\*The [Non-Profit Management Certificate](#) is **only** available as a self-paced bundled program.

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](#)

\*The [Online Learning Certificate](#) is **only** available as a self-paced bundled program.

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](#)

\*The [Organizational Behavior Certificate](#) is only available as a bundled program.



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 [Banking Today](#) or [Principles of Banking](#)
- \_\_\_ [Communications Basics Suite](#)
- \_\_\_ [Effective Referrals Suite](#)
- \_\_\_ [Ethical Issues for Bankers](#)
- \_\_\_ [Fundamentals of Consumer Lending Suite](#) or [Fundamentals of Consumer Lending GL](#)
- \_\_\_ [Fundamentals of Small Business Banking Suite](#) or [Fundamentals of Small Business Banking GL](#)
- \_\_\_ [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 Business Bank Products Suite](#) and [Understanding Consumer Bank Products Suite](#)  
or [Understanding Bank Products](#) (Covers both Consumer and Business)
- \_\_\_ [Verbal Communications Suite](#)
- \_\_\_ [Written Communication Suite](#)

\* The [Personal Banker Certificate](#) is available as a self-paced online bundled program.



This course bundle, curated by CFTEA, teaches the following skills: confidence and clarity of speaking in a business setting, engaging collaboration, enhanced listening skills for understanding, and presentations to a group or manager that gain buy-in. It focuses on real-world examples that allow professionals to move from ineffective to effective verbal communication. The result is speech that stands out and advances a professional standing in the workplace. Learners who complete this bundle will have learned skills that will help them strengthen and improve their speaking ability as well as set them up for professional success and credibility in an ever-changing business environment.

Course bundle includes the following courses\*:

- \_\_\_ [Communicating Collaboratively](#)
- \_\_\_ [Effective Presentations](#)
- \_\_\_ [Effective Public Speaking](#)
- \_\_\_ [Speak with Confidence](#)
- \_\_\_ [The Business of Listening](#)

\* The [Professional Speaking Certificate](#) is available as a self-paced online bundled program.





This course bundle, curated by CFTEA, teaches the following skills: effective business writing, grammar mastery, and how to enhance business emails and writing. It focuses on real-world examples that allow professionals to move from ineffective to effective writing. The result is written communication that stands out and advances a professional standing in the workplace. Learners who complete this bundle will have learned skills that will help them strengthen and improve their written communication as well as set them up for professional success and credibility in an ever-changing business environment.

Course bundle includes the following courses\*:

\_\_\_ [Effective Business Writing](#)

\_\_\_ [Troubleshooting Your Writing](#)

\_\_\_ [Writing Better Emails](#)

\_\_\_ [Master Grammar Basics](#)

\_\_\_ [Advanced Grammar](#)

\* The [Professional Writing Certificate](#) is available as a self-paced online bundled program.

This online course introduces learners to the basics of project management. Throughout six segments, learners will practice the foundational skills of project management, consider the ethics involved in leading a team, and explore similarities and contrasts between Agile and Waterfall project management methodologies. The self-paced course offers an assortment of interactive exercises, videos, selected readings, case studies, and self-assessments that engage students and provide opportunities to practice project management skills.

Topics covered in the course:

- [Managing Real World Projects](#)
- [Project Management Team Leadership](#)
- [Ethics for Project Managers](#)
- [Emotional Intelligence for Project Managers](#)
- [Effectively Managing Project Stakeholders](#)
- [Integrating Agile into a Waterfall Environment](#)

[Download the complete syllabus with learning outcomes here.](#)

This course has been evaluated by The American Council on Education's College Credit Recommendation Service (ACE CREDIT®) with a recommendation of 3 credits, lower division, in project management or fundamentals of project management.

A student's grade in the course will be based on their performance on a final, cumulative exam. The final exam is composed of 50 multiple-choice questions. Students will have 2 hours to complete the exam. The exam is proctored. For more information, please see the syllabus.

If students do not earn a passing score of 70% on their first attempt, they will have the opportunity to take the exam 1 additional time (2 total attempts). Students must wait 24 hours between exam retakes. A passing score of 70% or above is required to request college credit for this certificate.

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 [Project Management for Teams Certificate](#) is **only** available as a bundled program.

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

\*The [Project Management Team Leadership Certificate](#) is **only** available as a bundled program.

This curriculum introduces bank personnel to the role of mortgage 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 Residential Loan Processing Diploma and the General Banking Diploma and/or Bank Operations Diploma.

Select from the following formats (click on checkmarks) to gain course information and pricing.

Required Courses	Instructor Led Online	Guided Learning	Self Paced	Virtual Classroom
___ Appraisal Procedures			✓	
___ Balancing Priorities			✓	
___ Basics of Mortgage Processing			✓	
___ Business Telephone Skills			✓	
___ Excel Basics			✓	
___ Handling Workplace Conflict			✓	
___ Principles of Banking or <u>Banking Today</u>	✓	✓		✓
___ Processing and Underwriting Credit			✓	
___ Processing Income and Assets			✓	
___ Residential Mortgage Lending		✓		
___ Security Awareness			✓	
___ Written Communication or Professional Writing Certificate		✓	✓	✓

Loan underwriters determine the creditworthiness of loan applicants using their knowledge of banking principles and the science of statistical analysis. This certificate was crafted in partnership with real-world underwriters to provide the skills and knowledge necessary to success in an underwriting career. This certificate is the first step in a residential underwriting career path leading to the Residential Loan Underwriting Diploma.

Select from the following formats (click on checkmarks) to gain course information and pricing.

Required Courses	Instructor Led Online	Guided Learning	Self Paced	Virtual Classroom
<input type="checkbox"/> Balancing Priorities			✓	
<input type="checkbox"/> Business Telephone Skills			✓	
<input type="checkbox"/> Consumer Credit Reporting, Credit Bureaus, Credit Scoring, and Related Policy Issues			✓	
<input type="checkbox"/> Excel Basics			✓	
<input type="checkbox"/> Handling Workplace Conflict			✓	
<input type="checkbox"/> Home Equity (Open End Credit)			✓	
<input type="checkbox"/> Personal Tax Return Analysis			✓	
<input type="checkbox"/> Principles of Banking or <u>Banking Today</u>	✓	✓		✓
<input type="checkbox"/> Processing and Underwriting Credit			✓	
<input type="checkbox"/> Residential Mortgage Lending		✓		
<input type="checkbox"/> Security Awareness			✓	
<input type="checkbox"/> Written Communication <u>or</u> Professional Writing Certificate		✓	✓	

When it comes to fraud, crime does pay. Unscrupulous and fraudulent practices cost financial institutions billions of dollars each year. In fact, the Association of Certified Fraud Examiners reports that fraud and abuse cost typical US organizations 7% of revenues. This amounts to \$994 billion dollars annually.

Employees in operations have access to a greater amount of information than a front-line employee. That access can provide stronger insights into potential fraud and detection.

### What Is Bank Fraud?

According to Wikipedia, bank fraud “is the use of potentially illegal means to obtain money, assets, or other property owned or held by a financial institution, or to obtain money from depositors by fraudulently posing as a bank or other financial institution”.

Fraud comes in many shapes, including stealing checks, forgery, check fraud, identity theft, bank impersonation (posing as a financial institution in order to lure people into depositing funds), taking out fraudulent loans (taking out a loan, knowing that he or she will immediately file bankruptcy), and now, with the growth of the Internet, hacking.

### Are Banks Required To Offer Fraud Protection?

Bank account fraud protection is addressed under Federal Reserve Regulation E, which requires banks and credit unions to provide reimbursement for certain fraud losses occurring through unauthorized electronic transfers. That said, the best way to prevent bank fraud is check fraud training for your tellers and support staff.

Select from the following formats (click on checkmarks) to gain course information and pricing.

Required Courses	Instructor Led Online	Guided Learning	Self Paced	Virtual Classroom
<input type="checkbox"/> Frauds, Scams and Cons (2021 Update)			✓	
<input type="checkbox"/> Determining Your Role in Fraud Prevention			✓	
<input type="checkbox"/> Safeguarding Customer Information – Gramm-Leach-Bliley			✓	
<input type="checkbox"/> Mortgage Fraud and Ethical Behavior			✓	

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 \(optional\)](#)
- [Determining Your Role in Fraud Prevention](#)
- [Discovering FHA Programs](#)
- [Effective Referrals Suite or Effective Client Referrals](#)
- [Essentials of Mortgage Lending](#)
- [Ethical Issues for Bankers](#)
- [Explaining Loan Modifications](#)
- [Mitigating Potential Fraud in Your Organization](#)
- [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.



This certificate has been designed as a flexible option to introduce a comprehensive review of the banking industry and mortgage lending principles and practices.

The following areas are explored to provide a powerful foundation in a career that involves mortgage lending: Federal mortgage-related laws, General information about mortgage programs and products, Mortgage loan origination activities, Ethics expected of mortgage professionals, and content related to MLO license laws and regulations.

The principles and practices covered in the certificate are a foundation that will help prepare you to become a capable and qualified mortgage professional. It will enable you to stay current with the changes in federal laws, products, guidelines, and procedures in the mortgage industry.

Select from the following formats (click on checkmarks) to gain course information and pricing.

Required Courses	Instructor Led Online	Guided Learning	Self Paced	Virtual Classroom
<input type="checkbox"/> Principles of Banking	✓	✓		✓
<input type="checkbox"/> Residential Mortgage Lending		✓		

When it comes to fraud, crime does pay. Unscrupulous and fraudulent practices cost financial institutions billions of dollars each year. In fact, the Association of Certified Fraud Examiners reports that fraud and abuse cost typical US organizations 7% of revenues. This amounts to \$994 billion dollars annually.

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Fraud comes in many shapes, including stealing checks, forgery, check fraud, identity theft, bank impersonation (posing as a financial institution in order to lure people into depositing funds), taking out fraudulent loans (taking out a loan, knowing that he or she will immediately file bankruptcy), and now, with the growth of the Internet, hacking.

## Are Banks Required To Offer Fraud Protection?

Bank account fraud protection is addressed under Federal Reserve Regulation E, which requires banks and credit unions to provide reimbursement for certain fraud losses occurring through unauthorized electronic transfers. That said, the best way to prevent bank fraud is check fraud training for your tellers and support staff.

Select from the following formats (click on checkmarks) to gain course information and pricing.

Required Courses	Instructor Led Online	Guided Learning	Self Paced	Virtual Classroom
<input type="checkbox"/> Frauds, Scams and Cons (2021 Update)			✓	
<input type="checkbox"/> Determining Your Role in Fraud Prevention			✓	
<input type="checkbox"/> Fraud Detection Techniques			✓	
<input type="checkbox"/> Fraud Detection, Reporting and Prevention			✓	
<input type="checkbox"/> Mortgage Fraud and Ethical Behavior			✓	

**Description:** The *ABA Certificate in Risk Management Frameworks* covers critical processes in risk management activities vital to an institution, such as establishing an effective governance process, followed by risk identification, measurement, evaluation, monitoring, controls and reporting.

You must complete the following included courses to earn your certificate:

- \_\_\_ [Introduction to Enterprise Risk Management](#)
- \_\_\_ [Board and Senior Management Oversight](#)
- \_\_\_ [Enterprise Risk Management Reporting](#)
- \_\_\_ [Risk Policies, Procedures, and Limits](#)
- \_\_\_ [Risk Management Control Frameworks](#)
- \_\_\_ [Risk Identification](#)
- \_\_\_ [Risk Measurement and Evaluation](#)
- \_\_\_ [Risk Mitigation](#)
- \_\_\_ [Risk Monitoring](#)

\* The [Risk Management Frameworks Certificate](#) is only 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 only 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.

Owning or managing a small business has a lot of benefits. Small business owners may have the freedom to control their schedules, be able to focus on work that they find fulfilling, and find opportunities to positively impact their communities. But in addition to benefits like these, small business management brings with it some unique challenges. Owners of small businesses often play many roles and must have a wide body of knowledge. In a single day, a small business owner may be required to do any number of varied tasks, like approve a project plan budget, train a new employee, and develop a marketing campaign. This certificate will provide students with a fundamental understanding of the most critical areas in small business management.

**Required Courses\*:**

- [Accounting Fundamentals for Small Businesses](#)
- [Budgeting and Financial Analysis for Small Businesses](#)
- [HR Fundamentals for Small Businesses](#)
- [Introduction to Small Business Management](#)
- [Law for Small Businesses](#)
- [Leading and Managing Small Businesses](#)
- [Project Management for Small Businesses](#)
- [Small Business Marketing](#)

\* The [Small Business Management Certificate](#) is only available as a self-paced online bundled program.

This online course provides learners with a fundamental understanding of the most critical areas in small business management. Throughout nine segments, learners will explore the varied tasks, such as accounting, budgeting, business law, marketing, and project management, that small business owners must master to be successful. The self-paced course offers an assortment of interactive exercises, videos, case studies, and self-assessments that engage students and provide opportunities to practice business management skills.

**Topics covered in the course:**

- [Introduction to Small Business Management](#)
- [Accounting Fundamentals for Small Business](#)
- [Budgeting Financial Analysis for Small Business](#)
- [HR Fundamentals for Small Business](#)
- [Law for Small Businesses](#)
- [Leading and Managing Small Businesses](#)
- [Project Management for Small Business](#)
- [Small Business Marketing](#)

[Download the complete syllabus with learning outcomes here.](#)

This course has been evaluated by The American Council on Education's College Credit Recommendation Service (ACE CREDIT®) with a recommendation of 3 credits, lower division, in small business management.

Successful completion for the ACE CREDIT® designation is based on student performance on a final cumulative exam. The final exam is composed of 80 multiple-choice questions. Students will have 2.5 hours to complete the exam. The exam is proctored. For more information, please see the syllabus.

If students do not earn a passing score of 70% on their first attempt, they will have the opportunity to take the exam 2 additional times (3 total attempts). Students must wait 24 hours between exam retakes. A passing score of 70% or above is required to request college credit for this certificate.

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 Banking Today or Principles of Banking](#)
- [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 Team Excellence](#)
- [Management Essentials Suite or Certified Modern Supervisor](#)
- [Managing Change](#)
- [Online Communication Suite](#)
- [Presentation Skills Suite or Verbal Communication or Professional Speaking Certificate](#)
- [Verbal Communication Suite or Business Telephone Skills](#)
- [Why Quality Customer Service Matters or Quality Service](#)
- [Written Communication Suite or Written Communication or Professional Writing Certificate](#)

\* The [Supervisor/Team Leader Certificate](#) is available as a self-paced online bundled program.



### Effective Manager's Toolbox Certificate \*

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

\* The [Effective Manager's Toolbox Certificate](#) is **only** available as a self-paced online bundled program.

COVID-19 is touching our lives affecting all organizations. We want to make sure that you don't feel the burden alone.

That's why our non-profit made sure that this special bundle provides options requested by organizations for employees dealing with the added critical skills and changes due to this pandemic. The special pricing, quality and flexible options below highlight necessary functions that have become highly critical for today's workforce.

Select from the following formats (click on checkmarks) to gain course information and pricing.

Required Courses	Instructor Led Online	Guided Learning	Self Paced	Virtual Classroom
<input type="checkbox"/> Business Telephone Skills			✓	
<input type="checkbox"/> Creative Problem Solving			✓	
<input type="checkbox"/> Managing Remote Employees or <u>Working Remotely</u>			✓	
<input type="checkbox"/> Solid Business Writing			✓	

COVID-19 is touching our lives affecting all organizations. We want to make sure that you don't feel the burden alone.

That's why our non-profit made sure that this special bundle provides options requested by organizations for employees dealing with the added critical skills and changes due to this pandemic. The special pricing, quality and flexible options below highlight necessary functions that have become highly critical in today's workplace.

Select from the following formats (click on checkmarks) to gain course information and pricing.

Required Courses	Instructor Led Online	Guided Learning	Self Paced	Virtual Classroom
___ Effectively Managing Stress in the Workplace			✓	
___ Emotional Intelligence			✓	
___ How to Handle Change and Upheaval			✓	
___ Resilience in Challenging Times			✓	



Explore the requirements to create a trust, common types of personal trusts, account acceptance and termination considerations, and factors to consider in making discretionary distributions. Learn about the scope of a trustee's duty of authority, typical trust guidance and common discretionary standards to make sound discretionary decisions. Discover preliminary matters relating to guardian administration, including responsibilities in estate asset inventory and asset management and closing a guardianship/conservatorship, and how a special needs trust can protect current or anticipated family funds without jeopardizing government benefits.

## Required Courses\*:

- \_\_\_ [Account Acceptance and Termination](#)
- \_\_\_ [Discretionary Distributions](#)
- \_\_\_ [Duties and Powers of the Trustee](#)
- \_\_\_ [Estate and Probate Administration](#)
- \_\_\_ [Introduction to Trust Administration](#)
- \_\_\_ [Special Needs Trusts](#)
- \_\_\_ [Trust Fundamentals](#)
- \_\_\_ [Types of Trusts](#)

\* The [Trust Administration Certificate](#) is **only** 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 or Banking Today or Principles of Banking](#)
- \_\_\_ [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.

## Description

Developing the next generation of leaders is a top business priority for banks. To meet this growing demand, ABA has joined with the prestigious University of Pennsylvania's Wharton School to offer three leadership certificate programs featuring preeminent Wharton faculty that provide top-notch training for emerging leaders in an accessible and cost-effective online format.

The challenging content helps develop leadership skills and critical thinking. Assessments require participants to demonstrate an understanding of key concepts throughout the learning experience. All content is delivered in short, engaging videos that vary in length from 10-20 minutes. Give your emerging leaders the tools they need to succeed today and into the future.

Recommended Prerequisite: Bank Financial Management Certificate (ABA)

## Advanced Leadership

**Success:** Define what success means to you and develop a plan for achieving it.

**Leading the Life You Want:** Refine your personal goals and become a more effective leader.

**Influence:** What does it mean to be influential? How do you persuade others to work toward a common goal?

**Communication:** Learn to communicate more effectively to achieve your corporate and personal goals.

## Course Descriptions

Introductory video: Peter Cappelli, Wharton Professor and Jim Edrington, Chief Member Engagement Officer, American Bankers Association

Success – Richard Shell (4 modules)

Do you want to be more successful? This course was designed to help you define what success means to you, and to develop a plan for achieving it. Wharton Professor G. Richard Shell, an award-winning author and the creator of the popular Wharton School course on the meaning of success, created this course to help you answer the questions that arise when you consider how best to use your life. Drawing on his decades of research and mentoring, Shell offers personalized assessments to help you probe your past, imagine your future, and measure your strengths. He then combines these with the latest scientific insights on everything from self-confidence and happiness to relationships and careers. Throughout, he shares inspiring examples of people who found what they were meant to do by embracing their own true measure of success. Get ready for the journey of a lifetime—one that will help you reevaluate your future and envision success on your own terms. Students and executives say that Richard Shell's courses and executive training programs have changed their lives. Let this course change yours.

## Module 1: Launching Your Personal Search for Success

This module is designed to help you define success for yourself through exploring the hidden beliefs you hold about success. You'll learn the three truths of success, and the role of culture and family in defining success. You'll also participate in the "Six Lives" exercise, which will guide you to deeper questions of your beliefs about success, as well as how those beliefs compare to others. By the end of this module you'll be able to assess yourself, your values, and your images of what success means. As a result, you can begin to adapt the tools that will work for you to achieve whatever your definition of success is.

Module includes 11 videos, 3 readings.

1. Introduction (Video)
2. How to Use This Course (Video)
3. Why This Course Will be Useful (Video)
4. Why I Am Teaching This Course (Video)
5. Three Truths About Success (Video)
6. The Six Lives Exercise (Video)
7. Profiles for Six Lives Exercise (Reading)
8. Evaluate Your Rankings (Reading)
9. Reflection of Six Lives Exercise (Discussion Prompt)
10. The Six Lives Exercise Analysis (Video)
11. The Two Sides of Success (Video)
12. The Role of Culture and Family in Setting Your Success Values (Video)
13. My Story (Video)
14. Where We Are and Where We Are Going (Video)
15. PDFs of Module 1 Slides (Reading)

## Module 2: How to Think About Success on Your Own Terms

In this module, you'll learn how to think about success on your own terms. You'll explore ways of looking inside yourself, and into your past, to find the values and capabilities that you have determined for your personal success. You'll identify your "four diamonds" – the capabilities you have in your own heart and soul to develop the inner and outer success that will be most satisfying to you. You'll learn the two habits that successful people share, as well as the four different ways you can renew your success values. By the end of this module you'll have a deep understanding of what success is for you on your terms, and how to sustain and renew your beliefs in the face of challenges.

This module includes: 6 videos, 1 reading.

1. Wake up! (Video)
2. A Fable (Video)
3. Where Are Your Diamonds? (Video)
4. Habits of Successful People (Video)
5. Why Are Your Success Values So Easy to Forget? (Video)
6. Where We Are (Video)
7. Reflection of Legacy Exercise and Success Values (Discussion Prompt)
8. PDF's of Module 2 Slides (Reading)

## Module 3: Diving Deeper: What Research Tells Us about Achievement and Happiness

This module was created to give you an overview of the science of success so that you can use that knowledge to begin exploring the relationship between success and happiness. You'll learn the four traps of achievement, as well as the four reasons to worry about achievement-based success. Finally, you'll examine the question of whether success equals happiness. By the end of this module you'll be able to differentiate between success that is based on achievements, which can be unsatisfying, and success based on other metrics, that can bring deep satisfaction to your life.

**Any student approaching completion of an award is requested to confirm this with the CFTEA office. Completion deadline is May 31<sup>st</sup> annually.**

Additions and updates to CFTEA awards are ongoing. The [CFTEA](#) website will always have the most current award and course date information.

[Contact CFTEA](#) with questions regarding updates and changes to awards.

This module includes: 4 videos, 3 readings

1. The Science of Success (Video)
2. The Traps: If You Base Your Success on Achievements (Video)
3. Four Reasons to Worry About Achievement Based Success (Video)
4. Does Success Equal Happiness? (Video)
5. SAME Personality Assessment Trait Reading (Reading)
6. SAME Profiler Feedback and Summary of Results (Reading)
7. SAME Profiler Feedback Reflection (Discussion Prompt)
8. SAME Personality Assessment Activity Reflection (Discussion Prompt)
9. PDF's of Module 3 Slides (Reading)

#### **Module 4: Putting it Together: Charting Your Path to the Future**

In this module, you'll begin putting together everything you have learned about yourself and about success so that you can chart your own path to the future. You'll learn how to use the achievement-happiness matrix to assess your current state, how to determine your current motivations, how to discover what work is meaningful to you (and whether or not you are employed doing it), and how happiness and success are measured differently. You'll conclude this module, and the course, by creating a personal theory of success which you will share with your classmates in peer review. There, you'll have the opportunity to see other theories of success, which may spark some additional exploration of your own. By the end of this module you'll have articulated a personalized theory and vision of success that you can use to create more happiness for you yourself.

This module includes: 6 videos, 1 reading

1. Putting It All Together (Video)
2. Analyzing the Matrix (Video)
3. Assess Your Current Motivation (Video)
4. Meaningful Work (Video)
5. Wise Angel (Video)
6. Conclusion (Video)
7. Final Reflection – How Do You Define Success? (Discussion Prompt)
8. PDF's of Module 4 Slides (Reading)

Success Module Enrollment Details:

Time commitment: 1-4 hours per module

#### **MinBanc Foundation Grants**

The MinBanc program reimburses training costs for minority- and women-owned banks, including training with ABA. Learn more about the program and find out if you qualify.

### **LEARN MORE ABOUT MINBANC**





When we or our people are working from home we need new ways of working to reflect and benefit from this reality.

Working from home means:

- getting set up – knowing what advantages and challenges to expect
- connecting to your WFH community, preventing social isolation
- balancing productivity with resilience – sustainable working from home
- managing work and home boundaries and routines
- applying the principles and practices of great remote collaboration
- managing too many virtual meetings and a lack of online engagement
- maintaining your personal effectiveness
- maintaining trust and team spirit when we may not be able to meet
- staying visible when working remotely
- finding the right balance of trust and control

**Required Courses\*:**

- \_\_\_ [HR Hot Topic: The Future of Work](#)
- \_\_\_ [HR Hot Topic: Flexible Work Arrangements](#)
- \_\_\_ [Work From Home: Health and Wellness at Home](#)
- \_\_\_ [Work From Home: Technology at Home](#)
- \_\_\_ [Work From Home: Work-Life Balance](#)
- \_\_\_ [Working Remotely](#)
- \_\_\_ [Virtual Teamwork](#)
- \_\_\_ [Managing Your Time at Work](#)

\*The [Working Remotely Certificate](#) is **only** available as a certificate bundle.



Center for Financial Training  
& Education Alliance  
*Unlock your potential.*

## CFTEA Certifications

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

*Click on any certificate title to be taken to the CFTEA website page with course listings.*

- [AEM/CEM Prep Course Emergency Management \(U.S. version\)](#)
- [Agile Certified Practitioner \(PMI-ACP\) Exam Prep](#)
- [Certified Global Business Professional \(CGBP\) Exam Prep](#)
- [Certified Health Savings Professional CHSP](#)
- [Certified IRA Specialist CIS I](#)
- [Certified Modern Banking Representative \(CMBR\)](#) – Replaced Certified Teller in 2019
- [Certified Modern Branch Professional – Level 1 \(CMBP I\)](#) – Front Line Branch/Universal/Personal Banker Level 1
- [Certified Modern Branch Professional – Level 2 \(CMBP II\)](#) – Front Line Branch/Universal/Personal Banker Level 2
- [Certified Modern Manager \(CMM I\)](#)
- [Certified Modern Supervisor \(CMS I\)](#)
- [CISCO CCNA Routing Pro Certification](#)
- [CISCO CCNA Switching Pro Certification](#)
- [IT Fundamentals Pro Certification \(+\)](#)
- [LEED Green Associate v4 Exam Prep](#)
- [Microsoft Office Pro Certification](#)
- [Modern Classroom Certified Trainer \(MCCT\)](#)
- [PC Pro Certification \(A+\)](#)
- [Professional in Human Resources \(PHR\) Exam Prep Course](#)
- [Security Pro Certification \(+\)](#)



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

- Certified Modern Banking Representative
- 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 AEM®/CEM® Prep Course was designed in partnership with the International Association of Emergency Managers (IAEM). This course is designed for emergency management professionals seeking the AEM or CEM credential. The course walks learners through submitting an application and offers essay writing tips. Primarily, the course reviews key terms and concepts that may appear on the AEM/CEM exam. Learners can check their understanding throughout the course with interactive games, review checkpoints, and exams. Certified Emergency Managers provide expert commentary, using their knowledge and experience to guide learners through the course. Plus, learners can gauge their exam readiness with two full-length practice exams, which mirror the real AEM/CEM exam.

Please note that this course cannot be used to meet the AEM/CEM emergency management or general management training

#### Learning Outcomes:

- Assess eligibility for either credential and begin preparing an application
- Solidify foundational knowledge of emergency management concepts
- Recognize how laws and authorities shape emergency management
- Identify key activities that occur during each phase of emergency management
- Explain the components of emergency program management

#### AEM/CEM Prep Course Emergency Management

This intermediate-level course is designed to prepare learners for the Project Management Institute®'s Agile Certified Practitioner (PMI-ACP)® exam. As such, learners should have some experience in Agile project management prior to enrolling. The course begins with the Agile Basics and Agile Applications modules from our *Introduction to Agile* course, before continuing on to cover the key tools, techniques, and strategies that PMI® has listed as important for Agile practitioners to understand to achieve their certification.

#### Learning Outcomes:

- Identify the similarities and differences among Agile methodologies
- Describe the stages of the Agile development cycle and identify the factors that promote project success
- Understand how to apply specific tools and techniques to successfully complete Agile projects
- Understand the interrelationships of tasks, activities, and practices in Agile projects
- Understand the specific roles and responsibilities of team members and enhance interaction on Agile teams
- Successfully complete the PMI-ACP® certification exam
- Effectively lead and work with Agile teams

#### Agile Certified Practitioner (PMI-ACP) Exam Prep

The North American Small Business International Trade Educators (NASBITE) Certified Global Business Professional program certifies that a candidate is competent in four primary areas or domains: Global Business Management, Global Marketing, Supply Chain Management, and Trade Finance.

Within each of these four areas, five “threads” or topics are covered: Documentation; Legal and Regulatory Compliance; Intercultural Awareness; Technology; and Resources.

Tasks and knowledge statements based on these areas and threads tested through the CGBP exam. This suite of courses provides an overview of essential skills for conducting international business. Each individual course contains a 25-question practice exam as well as tips and documentation to help you prepare for the exam.

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

Courses included in this certificate program are:

- ☐ Global Business Management
- ☐ Global Supply Chain Management
- ☐ Global Trade Finance
- ☐ Global Marketing

[Certified Global Business Professional Exam Prep](#)

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

HSA University 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 5 weeks in a format that is flexible to fit your busy schedule. This flexible five-week blended learning course combines weekly webinars and self-paced eLearning modules to give you the education and confidence you need to pass the Certified Health Savings Professional (CHSP) exam. Throughout the HSA University, you will attend one weekly 75-minute webinar and complete self-paced on-demand eLearning modules. 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.

### You will learn and understand the following topics after completing HSA University.

- HSA history and background
- HSA opportunities for your organization
- HSA rules and regulations
- HSA eligibility requirements
- HSA contributions
- HSA distributions
- HSA portability and compliance

### Course Topics and Schedule

- Week 1 – Kickoff and HSA Overview
- Week 2 – Introduction and Establishment
- Week 3 – Funding HSAs
- Week 4 – HSA Distribution Issues
- Week 5 – Portability and Compliance
- Final Online 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 I) designation for no additional cost.

Continuing education credits can be applied to maintain certification.

See the [Ascensus website](#) for approved continued education.

### Required Courses:

- [IRA University](#)
- Certification Exam

Each week consists of a self-paced eLearning module (45 to 60 minutes), followed by a 90-minute interactive webinar on Wednesdays at 1:00 p.m. CT to help participants apply their knowledge from the *eLearning* module. If you're unable to attend, webinars are recorded for on demand viewing. After completing *IRA University*, attendees have the opportunity to earn their Certified IRA Specialist I (CIS I) designation for no additional cost.

#### Week One – Getting Started Webinar

- *IRA University* guidelines and expectations
- How to access eLearning modules
- Exam requirements
- *eLearning* homework assignment

#### Week Two – IRAs – Benefits and Contributions

- IRA definition
- IRA contribution eligibility
- Contribution deadlines
- Contribution limits
- Tax advantages
- *eLearning* homework assignment

#### Week Three – Establishing an IRA

- Opening an IRA
- Naming beneficiaries
- IRA opening documents
- *eLearning* homework assignment

#### Week Four – IRA Distributions Overview and Roth Distributions

- IRA distribution taxation
- Roth distribution ordering rules
- Documenting Roth IRA distributions
- Reporting Roth IRA Distributions
- *eLearning* homework assignment

#### Week Five – Traditional IRA Distributions

- Traditional IRA distribution taxation
- Required minimum distribution rules
- Documenting a Traditional IRA distribution
- Reporting a Traditional IRA distribution
- *eLearning* homework assignment

#### Week Six – Portability

- Differences between transfers, rollovers, direct rollovers, and indirect rollovers
- Determining the transaction type
- Documenting transfers, rollovers, direct rollovers, and indirect rollovers

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	Instructor Led Online	Guided Learning	Self Paced	Virtual Classroom
___ Banking Today	✓	✓		
___ Legal Foundations in Banking (formerly Law & Banking)	✓	✓		✓
___ Quality Service		✓		✓
___ Fighting Fraud: Top Frauds Targeting Our Nations Seniors			✓	
___ Certification Exam with CFTEA replay			✓	

\*The Certified Modern Banking Representative program is available as a Self-Paced Bundle.



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

- Certified Modern Banking Representative
- 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.

Select from the following formats (click on checkmarks) to gain course information and pricing.

Required Courses	Instructor Led Online	Guided Learning	Self Paced	Virtual Classroom
___ Deposit Accounts and Services		✓		
___ Handling Workplace Conflict			✓	
___ IRA Fundamentals or Internal IRA course transfer or Understanding Banking Products		✓	✓	
___ Legal Foundations in Banking (formerly Law & Banking)	✓	✓		✓
___ Principles of Banking	✓	✓		✓
___ Sales Essentials Certificate			✓	
___ Security Awareness			✓	
___ Certification Level 1 Exam with CFTEA replay			✓	



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

Select from the following formats (click on checkmarks) to gain course information and pricing.

Required Courses	Instructor Led Online	Guided Learning	Self Paced	Virtual Classroom
___ Fundamentals of Consumer Lending		✓	✓	
___ Fundamentals of Mortgage Lending		✓	✓	
___ Fundamentals of Small Business Banking		✓	✓	
___ Introduction to Leadership			✓	
___ Introduction to Analyzing Financial Statements			✓	
___ Written Communication or Professional Writing Certificate		✓	✓	✓
___ Certification Exam with CFTEA replay			✓	



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

#### Award Application and Career Pathing

This course applies to the following awards:

- [Advanced Financial Services Diploma](#)
- [Bank Operations Diploma](#)
- [General Banking Diploma](#)
- [Supervision Diploma](#)

\*The courses of the [Certified Modern Manager](#) program are available individually, but the exam is only included in the Self-Paced bundle.

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.

Select from the following formats (click on checkmarks) to gain course information and pricing.

Required Courses	Instructor Led Online	Guided Learning	Self Paced	Virtual Classroom
<input type="checkbox"/> Behavioral Interviewing			✓	✓
<input type="checkbox"/> Coaching for Development			✓	✓
<input type="checkbox"/> Delegating for Growth			✓	✓
<input type="checkbox"/> Diversity Awareness			✓	✓
<input type="checkbox"/> Ethics in the Workplace			✓	✓
<input type="checkbox"/> How to Handle Change and Upheaval			✓	✓
<input type="checkbox"/> Ongoing Performance Development			✓	✓
<input type="checkbox"/> Toughest Supervisor Challenges and How To Overcome Them			✓	✓

☐ Certification Exam

Certified Modern Supervisor is available as a Self-Paced Online Bundle.



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### Cisco CCNA Training Courseware (1 Year Access)

Cisco CCNA training will build your ability to use Cisco networking devices and will prepare you for the CCNA exam (200-301). In addition, this course will prepare you to pass the TestOut Routing Pro and Switching Pro certification exams.

Includes

- 12 months of access to Cisco CCNA training.
- Full access to all training materials: simulations, videos, text lessons, practice exams.
- A FREE TestOut Pro certification exam and certificate.

### Target Certifications and Career

Cisco CCNA training will prepare you for IT certifications and related IT support jobs.

#### Target Certifications – Target Career

- CISCO CCNA 200-301 – Network Administrator
- TestOut Switching Pro Certification – Systems Engineer
- TestOut Routing Pro Certification – Security Specialist

### Cisco CCNA Course Highlights

#### ALL-IN-ONE RESOURCE

#### Maximize How You Learn Best

TestOut is the complete training solution. It uses teaching methods that enhance the learning experience by keeping you focused and engaged. These include simulations, instructional videos, text lessons, quizzes, and certification exam prep materials. No additional resources are needed.

#### TRUE-TO-LIFE SIMULATIONS

#### Gain Hands-On Experience

TestOut's CCNA training courseware features 76 labs that simulate over 30 of the most common network configurations found in the IT industry. Because these labs are hosted online, you will be able to practice whenever you want, and there's no need to purchase expensive equipment or reset hardware configurations over and over again.

#### COMPREHENSIVE VIDEOS

#### Learn From Industry Experts

The 127 videos in the course are presented by two top-tier professionals who are experts at teaching the Cisco Command Line Interface. Through their instruction, you will gain a firm grasp of the knowledge and skills you need to become proficient in the workplace.

#### UNLIMITED PRACTICE EXAMS

#### Prove Your Competency

Prepare for certification with hundreds of practice questions included in each training. These practice exams will prepare you for the Cisco CCNA (200-301) certification exam. You will build confidence and testing acumen by practicing as many times as you like.

#### Course Specifications

- Simulation labs: 76
- Video lessons: 133
- Demonstrations: 78
- Text lessons: 180
- Section quizzes: 121
- Certification practice exams: 5
- **Total time: 88 hours**

### Gain the skills and knowledge needed to succeed in your IT career.

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## Course Specifications

- |                       |                                   |
|-----------------------|-----------------------------------|
| • Simulation labs: 76 | • Section quizzes: 121            |
| • Video lessons: 133  | • Certification practice exams: 5 |
| • Demonstrations: 78  | • <b>Total time: 88 hours</b>     |
| • Text lessons: 180   |                                   |

**Gain the skills and knowledge needed to succeed in your IT career.**

TestOut IT Fundamentals+ training will prepare users for the CompTIA IT Fundamentals (FC0-U61) and TestOut IT Fundamentals Pro certification exams. Users considering careers in information technology will use multiple learning formats to acquire foundational concepts, knowledge and skills.

Includes

- 12 months of access to CompTIA IT Fundamentals+ training.
- Full access to all training materials: simulations, videos, text lessons, practice exams.
- A FREE TestOut Pro certification exam and certificate.

### Maximize How You Learn Best

CFTEA's partnership with TestOut is the complete training solution. It uses teaching methods that enhance the learning experience by keeping you focused and engaged. These include simulations, instructional videos, text lessons, quizzes, and certification exam prep materials. No additional resources are needed.

UNLIMITED PRACTICE EXAMS

### Prove Your Competency

Prepare for certification with hundreds of practice questions included in each training. These practice exams will prepare you for CompTIA's IT Fundamentals+ (FC0-U61) and TestOut's IT Fundamental Pro certification exams. You will build confidence and testing acumen by practicing as many times as you like.

### Target Certifications and Career

- CompTIA IT Fundamentals+ training will prepare you for more advanced IT courses such as CompTIA A+, Network+, and Security+.
- Target Certifications
- COMPTIA IT Fundamentals FC0-U61

### Preparatory For

- COMPTIA A+
- Microsoft Office (MOS)
- Testout PC Pro Certification
- Testout Network Pro Certification
- Testout Desktop Pro Certification

### Course Specifications

- Simulation labs: 22
- Video lessons: 93
- Demonstrations: 22
- Text lessons: 28
- Section quizzes: 21
- Certification practice exams: 2



This self-paced course introduces key concepts and terms to prepare learners to earn their LEED® Green Associate v4™ accreditation. The course is divided into modules that explain LEED® process, LEED® certification, and the knowledge domains associated with the seven LEED® rating systems, in a simple and straightforward way that can be quickly and easily understood.

Throughout the course, comprehension and understanding of important topics will be tested through challenging exercises and interactive games. Quizzes and tests will also be employed to ensure that learners have a clear grasp of the critical details they'll need to know as LEED Green Associates™.

### Learning Outcomes

- Understand the structure and requirements of the LEED Green Associate™ Exam
- Explain and apply the key concepts found in the LEED® rating systems
- Differentiate green building practices and their associated environmental, economic, and social benefits.
- Begin your preparation to earn your LEED Green Associate™ accreditation with confidence

- ★ Aligned to LEED version 4
- ★ Over 500 questions
- ★ Guaranteed exam passing
- ★ Expert-supported
- ★ Mobile-friendly
- ★ Accessible
- ★ Badge and credit-awarding
- ★ Games & Flashcards
- ★ Video content
- ★ Real-world case studies
- ★ Audio-enabled in app

### Notes

Successful completion means completing all assignments in the course, and scoring a minimum of 70% on the course self-assessment.

To take advantage of the MindEdge guaranteed exam passing promise, learners must pass MindEdge's Practice Exam #2 with a minimum score of 70% and must also take the official certification exam within 60 days of completing the MindEdge course. Learners who are not successful at earning the credential will be given access to the MindEdge course free of charge for an additional six months.

This course has an "Ask the Expert" feature, which submits your questions directly to an expert in the field you are studying.

Questions are answered as quickly as possible and usually within 24-48 hours.

Learners must achieve an average test score of at least 70% to meet the minimum successful completion requirement and qualify to receive IACET CEUs. Learners will have three attempts at all graded assessments.



### Microsoft Office Pro Certification (1 Year Access)

This certification is provided nationally by college partner, TestOut. The certification level exceeds the credentials for the Microsoft branded certification but additionally prepares students to pass the MOS exam. This certification is an all-in-one online learning solution containing everything you will need to learn the basics of computers and Microsoft Office 2019 Word, Excel, PowerPoint, Access, and Outlook. Multiple learning activities, including the virtual hands-on labs, are designed to develop proficiency in Microsoft Office skills. The course is uniquely designed to improve user confidence, resulting in higher test scores and academic and career success. This certification applies to any Microsoft Office requirement on CFTEA certificates, diplomas and certifications.

### Learning Made Simple

Finally, an online course using advanced technology and superior learning materials that is simple to use.

- COMPUTER BASICS
- WORD
- EXCEL
- POWERPOINT
- ACCESS
- OUTLOOK

### PERSONALIZED You Have Control

Watching someone demonstrate Microsoft Office with access to every word they say is an incredibly effective way to learn. Video instructors provide short, step by step instructions of what to do. Speed it up, slow it down, or review a single skill. No matter how you learn best, you're in complete control.

### Classroom Not Required

TestOut's Microsoft Office online training provides a classroom learning experience without actually being in a classroom. Think of all the time you will save! The all-in-one training solution also eliminates the need for expensive text books.

### EMPOWERING Practice = Confidence

Practice makes perfect and TestOut's advanced simulation labs provides plenty of practice. These labs are like having your own personal tutor. They provide instant feedback after each task and give you confidence that you learned each skill the right way.

### SUCCESSFUL Job Ready

The real world doesn't provide hints so we included labs which challenge you in real world scenarios. Complete these labs and you will be better prepared to succeed in the workplace.

#### Course Specifications

- Simulation labs: 172
- Video lessons: 157 (9:15:22)
- Text lessons: 111
- Certification practice exams: 6

### Gain the skills and knowledge needed to succeed in your career.

*"This training was easy to use, even easier to understand, and the practice labs were a great way to show I've mastered the content. I'm not only brushing up on my office-skills, I'm well on my way to earning my MOS certification."*

*"Using the Microsoft Office training (Desktop Pro) courseware has helped me learn a ton of useful tips and tricks in Excel, Word, and PowerPoint that enable me to run my business more efficiently, and profitably."*  
*Prepares users for MOS Exams*

**Any student approaching completion of an award is requested to confirm this with the CFTEA office. Completion deadline is May 31<sup>st</sup> annually.**

Additions and updates to CFTEA awards are ongoing. The [CFTEA](#) website will always have the most current award and course date information.

[Contact CFTEA](#) with questions regarding updates and changes to awards.

The Modern Classroom Certified Trainer (MCCT) prepares instructors at all levels of experience to deliver courses using the latest technologies and approaches.

Facilitating a course in the modern classroom can be an intimidating prospect for those who have never taught before. Even if you have taught before, facilitating a course that involves the use of technology for delivery can be a complex and daunting task. This course will help you prepare for all aspects of delivering in the modern classroom, including the art of facilitating a learning event, class preparation techniques, course delivery in various modes including asynchronous and virtual delivery, and troubleshooting the technology required in the modern classroom.

### Required Courses:

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

#### **Lesson 1: Introducing the Modern Classroom**

Topic A: Delivery Modalities

Topic B: Snapshot of Classroom Environments

#### **Lesson 2: Facilitating a Learning Event**

Topic A: Initiate a Class

Topic B: Manage Learners

Topic C: Finalize a Class

#### **Lesson 3: Delivering a Modern Training Event**

Topic A: Conduct a Modern Class

Topic B: Conduct a Face-to-Face Class

Topic C: Conduct a Remote Synchronous Class

Topic D: Conduct a Mixed Class

Topic E: Conduct an Asynchronous Class

#### **Lesson 4: Preparing for Delivery**

Topic A: Prepare Content for Delivery

Topic B: Plan for Event Delivery

Topic C: Set Up the Classroom

#### **Lesson 5: Troubleshooting the Modern Classroom**

Topic A: Resolve Common Technical Problems

Topic B: Resolve Virtual Classroom-Specific Issues

Topic C: Prepare for Potential Facility-Related Issues



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

- Certified Modern Banking Representative
- 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!

**Any student approaching completion of an award is requested to confirm this with the CFTEA office. Completion deadline is May 31<sup>st</sup> annually.** Additions and updates to CFTEA awards are ongoing. The [CFTEA](#) website will always have the most current award and course date information.

[Contact CFTEA](#) with questions regarding updates and changes to awards.

### CompTIA A+ Training Courseware

This course will prepare you to pass the new CompTIA A+ 220-1001 and 220-1002 certification exams. You will use multiple learning formats to learn how to install, manage, and secure computer hardware and master home and corporate OS environments.

Includes

- 12 months of access to CompTIA A+ training.
- Full access to all training materials: simulations, videos, text lessons, practice exams.
- A FREE TestOut Pro certification exam and certificate.

COMPTIA APPROVED

TRUE-TO-LIFE SIMULATIONS

### Gain Hands-On Experience

LabSim replicates over \$100,000 of computer hardware and software and challenges you with real-world scenarios. In one simulation, you can install hardware in a PC, boot it up, and then configure that hardware in the operating system. The scenarios you encounter in the course replicate everyday situations you will experience on the job.

### Maximize How You Learn Best

CFTEA's partnership with TestOut is the complete training solution. It uses teaching methods that enhance the learning experience by keeping you focused and engaged. These include simulations, instructional videos, text lessons, quizzes, and certification exam prep materials. No additional resources are needed.

UNLIMITED PRACTICE EXAMS

### Prove Your Competency

Prepare for certification with hundreds of practice questions included in each training. These practice exams will prepare you for CompTIA's A+ 220-1001 and 220-1002 certification exams. You will build confidence and testing acumen by practicing as many times as you like.

### Target Certifications and Career

- CompTIA A+ training will prepare you for IT certifications and related IT support jobs.
- Target Certifications – Target Career
- COMPTIA A+ 220-1001 – Desktop Support Specialist
- COMPTIA A+ 220-1002 – IT Support Specialist
- TestOut PC Pro Certification – Help Desk Technician

### Course Specifications

- Simulation labs: 117
- Video lessons: 142 (17:10:32)
- Demonstrations: 144 (17:38:44)
- Text lessons: 189
- Section quizzes: 132
- Exam questions: 1,356
- Certification practice exams: 3

## Course Description










This completely online and self-paced, five-module Human Resources management course provides comprehensive preparation for the Professional in Human Resources (PHR®) certification exam. The course includes exam-taking tips, a detailed diagnostic test, practice questions at the end of each module, and a full-length, 175-question practice exam. A total of 365 practice questions address the five knowledge areas covered in the PHR® exam.

## Learning Outcomes

After completing this course, you should be able to answer the full range of PHR Exam questions in these areas:

- Business Management
- Talent Planning and Acquisition
- Learning and Development
- Total Rewards
- Employee and Labor Relations

## Key Features

-  Expert-supported
-  Mobile-friendly
-  Guaranteed exam-passing
-  Accessible
-  Badge and credit-awarding
-  Games & Flashcards
-  Video content
-  Real-world case studies
-  Audio-enabled in app

## Notes

This course has an “Ask the Expert” feature, which submits your questions directly to an expert in the field you are studying. Questions are answered as quickly as possible and usually within 24 hours.

This course does not require any additional purchases of supplementary materials.

Learners must achieve an average test score of at least 70% to meet the minimum successful completion requirement and qualify to receive IACET CEUs. Learners will have three attempts at all graded assessments.

### CompTIA Security+ Training Courseware (1 Year Access)

This new course provides 100% coverage of the new objectives for CompTIA SY0-601 and the TestOut Security Pro certification exams. You will learn how to secure a corporate network using a layered security model.

Includes

- 12 months of access to CompTIA Security+ training.
- Full access to all training materials: simulations, videos, text lessons, practice exams.
- A FREE TestOut Pro certification exam and certificate.

COMPTIA APPROVED

### Train With Confidence

TestOut's Security+ training has been validated as CompTIA Approved Quality Content. CompTIA's approval, combined with TestOut's quality and innovation, means you can relax knowing you are being trained using the best courseware.

TRUE-TO-LIFE SIMULATIONS

### Gain Hands-On Experience

LabSim replicates over \$100,000 of computer hardware and software and will challenge you with real-world scenarios. Upon completion of this course, you will be prepared with both the knowledge and skills you need to be a successful IT security administrator.

### Maximize How You Learn Best

CFTEA's partnership with TestOut is the complete training solution. It uses teaching methods that enhance the learning experience by keeping you focused and engaged. These include simulations, instructional videos, text lessons, quizzes, and certification exam prep materials. No additional resources are needed.

UNLIMITED PRACTICE EXAMS

### Prove Your Competency

Prepare for certification with hundreds of practice questions included in each training. These practice exams will prepare you for the CompTIA Security+ SY0-601 certification exam. You will build confidence and testing acumen by practicing as many times as you like.

### Target Certifications and Career

- CompTIA Security+ training will prepare you for IT certifications and related IT support jobs.
- Target Certifications – Target Career
- COMPTIA Security+ SY0-601 – Security Specialist
- TestOut Security Pro Certification – IT Systems Administrator

### Course Specifications

- Simulation labs: 74
- Video lessons: 139
- Demonstrations: 117
- Text lessons: 122
- Section quizzes: 82
- Certification practice exams: 2



Center for Financial Training  
& Education Alliance

*Unlock your potential.*

## CFTEA Diplomas

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](#)
- [Adult Educators](#)
- [Advanced Financial Services](#)
- [Assistant Branch Manager \(new\)](#)
- [Bank Marketing](#)
- [Bank Operations](#)
- [Business and Commercial Lending](#)
- [Call Center / Customer Care](#)
- [Cash Management](#)
- [Commercial Loan Assistant](#)
- [Consumer Lending](#)
- [Credit Analyst](#)
- [Deposit Operations](#)
- [Digital Banking](#)
- [General Banking](#)
- [Human Resources](#)
- [Introduction to Lending](#)
- [Loan Collections](#)
- [Loan Servicing](#)
- [Marketing](#)
- [Residential Loan Processing](#)
- [Residential Loan Underwriting](#)
- [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.

Select from the following formats (click on checkmarks) to gain course information and pricing.

Required Courses	Instructor Led Online	Guided Learning	Self Paced	Virtual Classroom
<input type="checkbox"/> Analyzing Bank Performance	✓			
<input type="checkbox"/> Banks as a Business			✓	
<input type="checkbox"/> Business Ethics in the 21st Century			✓	
<input type="checkbox"/> Call Report Preparation for Beginners – 5 Part Series			✓	
<input type="checkbox"/> Essentials of Workplace Conduct			✓	
<input type="checkbox"/> Excel: Advanced Skills			✓	
<input type="checkbox"/> Leading and Managing Change			✓	
<input type="checkbox"/> Managing Funding Liquidity and Capital	✓			
<input type="checkbox"/> Managing Interest Rate Risk	✓			
<input type="checkbox"/> Managing the Bank's Investment Portfolio	✓			
<input type="checkbox"/> Meetings that Work			✓	
<input type="checkbox"/> Statistics		✓		
<input type="checkbox"/> 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.

Select from the following formats (click on checkmarks) to gain course information and pricing.

Required Courses	Instructor Led Online	Guided Learning	Self Paced	Virtual Classroom
<input type="checkbox"/> Body Language for Leaders			✓	
<input type="checkbox"/> Business Math		✓		
<input type="checkbox"/> Communicating Collaboratively			✓	
<input type="checkbox"/> Creative Problem Solving			✓	
<input type="checkbox"/> Essentials of Project Management			✓	
<input type="checkbox"/> Excel: Advanced			✓	
<input type="checkbox"/> Excel: Tips and Tricks			✓	
<input type="checkbox"/> Security Awareness			✓	
<input type="checkbox"/> Introduction to Data Analysis			✓	
<input type="checkbox"/> Understanding and Managing Budgets			✓	
<input type="checkbox"/> Winning at Human Relations			✓	



The **Adult Educators Diploma** establishes instructor training and certification requirements for effective and engaging adult learning. Its purpose is to recognize demonstrated competency levels in education and training experience for each instructor, which, in turn, improves the overall professionalism, quality, and effectiveness of internal training programs. The courses within this diploma build on the foundation created in the Online Learning Certificate and Modern Classroom Certified Trainer and expand the skillset to meet the changing demands of modern organizations. This path is ideal for those in learning and development, those tasked with training adults within their organization and subject matter experts that need additional support in effectively delivering content that is appealing and meets real-world requirements.

With a shift to online and remote learning, instructors are tasked to compete with multi-tasking students, hybrid courses and accessibility challenges while maintaining confidence with shifting technology requirements.

Select from the following formats (click on checkmarks) to gain course information and pricing.

Required Courses	Instructor Led Online	Guided Learning	Self Paced	Virtual Classroom
___ Online Learning Certificate			✓	
___ Micro-Learning Focused on Practice and Application Case Study			✓	
___ Modern Classroom Certified Trainer			✓	
___ Teaching Adults			✓	
___ Verbal Communication				✓
___ Virtual Delivery for Educators			✓	
___ Your Role as a Facilitator			✓	

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.

Select from the following formats (click on checkmarks) to gain course information and pricing.

Required Courses	Instructor Led Online	Guided Learning	Self Paced	Virtual Classroom
<input type="checkbox"/> Accounting, Financial or General	✓	✓		
<input type="checkbox"/> Analyzing Financial Statements or Certificate in Business & Commercial Lending Levels 1-3		✓	✓	
<input type="checkbox"/> Consumer Lending or Residential Mortgage Lending or Consumer Lending Certificate	✓	✓	✓	
<input type="checkbox"/> Ethical Issues for Bankers or Ethics in the Workplace			✓	
<input type="checkbox"/> Legal Foundations in Banking (formerly Law & Banking)	✓	✓		✓
<input type="checkbox"/> Marketing or Certificate in Digital Marketing or All Three: Marketing in Banking, Marketing Management and Marketing Planning	✓	✓	✓	
<input type="checkbox"/> Money and Banking	✓	✓		
<input type="checkbox"/> Principles of Banking	✓	✓		✓
<input type="checkbox"/> Supervision or Supervisor/Team Leader Certificate or Certified Modern Manager or Certified Modern Supervisor or Introduction to Leadership Certificate		✓	✓	✓
<input type="checkbox"/> Verbal Communication				✓
<input type="checkbox"/> Written Communication		✓		✓

As the assistant branch manager, this role assists the bank manager and oversees branch operations in their absence. In addition to working to manage staff and answer questions for customers, duties could include ensuring compliance with banking standards and regulations, overseeing sales of loan products or other financial instruments and services, and covering for the front-line staff or other customer-facing employees in the event of an unexpected absence. Responsibilities may also consist of stepping in to solve problems or complaints that require management-level insight.

### *Description*

- Acting as an alternate to the Branch Manager in the Branch Manager's absence.
- Responsible for approving new accounts and conducting supervision reviews to ensure that business activity complies with regulatory requirements and the firm's policies and procedures.
- Responsible for identifying non-compliant conduct, breaches, and violations and effecting corrective action.
- Oversee the day-to-day operations of the branch in the Branch Manager's absence.

### *Key skills or attributes*

- Excellent judgment
- Problem solver
- Customer service focused

This diploma provides the knowledge and exposure to be successful in this role. The **Assistant Branch Manager Diploma** is a great next step for someone that is advancing in this role as they work to enhance their career or build on basic knowledge. This career path begins with the **Assistant Branch Manager Certificate**.

Select from the following formats (click on checkmarks) to gain course information and pricing.

Required Courses	Instructor Led Online	Guided Learning	Self Paced	Virtual Classroom
___ Balancing Priorities			✓	
___ BSA/AML: Beneficial Ownership and Customer Due Diligence			✓	
___ <u>Excel Basics</u> , <u>Excel Advanced Skills</u> or ___ Microsoft Office Pro Certification			✓	
___ Handling Workplace Conflict			✓	
___ Relationship Sales Suite			✓	
___ Safeguarding Customer Information			✓	
___ Verbal Communication or ___ Professional Speaking Certificate			✓	✓
___ Written Communication or ___ Professional Writing Certificate		✓	✓	✓

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).

Select from the following formats (click on checkmarks) to gain course information and pricing.

Required Courses	Instructor Led Online	Guided Learning	Self Paced	Virtual Classroom
<input type="checkbox"/> Balancing Priorities			✓	
<input type="checkbox"/> Ethics in the Workplace			✓	
<input type="checkbox"/> Handling Workplace Conflict			✓	
<input type="checkbox"/> Meetings that Work			✓	
<input type="checkbox"/> Marketing or Certificate in Digital Marketing or <b>All Three:</b> Marketing in Banking, Marketing Management and Marketing Planning	✓	✓	✓	
<input type="checkbox"/> Principles of Banking	✓	✓		✓
<input type="checkbox"/> Successful Sales Campaigns			✓	
<input type="checkbox"/> Working Effectively with Co-Workers			✓	
<input type="checkbox"/> Written 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.

Select from the following formats (click on checkmarks) to gain course information and pricing.

Required Courses	Instructor Led Online	Guided Learning	Self Paced	Virtual Classroom
___ Accounting, Financial or General	✓	✓		
___ Ethical Issues for Bankers or Ethics in the Workplace			✓	
___ Legal Foundations in Banking (formerly Law & Banking)	✓	✓		✓
___ Money and Banking	✓	✓		
___ Principles of Banking	✓	✓		✓
___ Supervision or Supervisor/Team Leader Certificate or Certified Modern Manager or Certified Modern Supervisor		✓	✓	✓
___ Verbal Communication				✓
___ 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.

Select from the following formats (click on checkmarks) to gain course information and pricing.

Required Courses	Instructor Led Online	Guided Learning	Self Paced	Virtual Classroom
<b>SEMESTER / TIER ONE</b>				
<input type="checkbox"/> Accounting, Financial or General	✓	✓		
<input type="checkbox"/> Business Math		✓		
<input type="checkbox"/> Money and Banking	✓	✓		
<input type="checkbox"/> Principles of Banking	✓	✓		✓
<b>SEMESTER / TIER TWO</b>				
<input type="checkbox"/> Analyzing Financial Statements or Certificate in Business and Commercial Lending	✓	✓	✓	
<input type="checkbox"/> Professional Writing Certificate			✓	
<input type="checkbox"/> Commercial Lending or Certificate in Business and Commercial Lending	✓	✓	✓	
<input type="checkbox"/> Legal Foundations in Banking (formerly Law & Banking)	✓	✓		✓
<input type="checkbox"/> Sales Essentials Certificate			✓	
<b>SEMESTER / TIER THREE</b>				
<input type="checkbox"/> <b>*Choose One Elective Package*</b> (options below)				
<input type="checkbox"/> Security Awareness			✓	
<input type="checkbox"/> Statistics		✓		
<b>*ELECTIVE PACKAGE ONE*</b>				
<input type="checkbox"/> Consumer Lending or Certificate in Consumer Lending		✓	✓	
<input type="checkbox"/> Fundamentals of Real Estate Appraisal		✓		
<input type="checkbox"/> Commercial Real Estate Lending Decision Core Certificate			✓	
<b>*ELECTIVE PACKAGE TWO*</b>				
<input type="checkbox"/> Global Business Professional Certificate			✓	

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.

Select from the following formats (click on checkmarks) to gain course information and pricing.

Required Courses	Instructor Led Online	Guided Learning	Self Paced	Virtual Classroom
___ Balancing Priorities			✓	
___ Essentials of Workplace Conduct			✓	
___ Ethics in the Workplace			✓	
___ Fundamentals of Consumer Lending		✓	✓	
___ Handling Workplace Conflict			✓	
___ IRA Fundamentals or IRA Essentials On-Demand or <u>Transfer internal IRA training equivalent.</u>			✓	
___ Legal Foundations in Banking (formerly Law & Banking)	✓	✓		✓
___ Effectively Managing Stress in the Workplace			✓	
___ Team Excellence			✓	
___ Written Communication or Professional Writing Certificate		✓	✓	✓

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.

Select from the following formats (click on checkmarks) to gain course information and pricing.

Required Courses	Instructor Led Online	Guided Learning	Self Paced	Virtual Classroom
<input type="checkbox"/> Cybercrime in Banking			✓	
<input type="checkbox"/> Fedwire: Regulation J			✓	
<input type="checkbox"/> Handling Workplace Conflict			✓	
<input type="checkbox"/> Introduction to Cybersecurity			✓	
<input type="checkbox"/> Leading and Managing Change			✓	
<input type="checkbox"/> Legal Foundations in Banking (formerly Law & Banking)	✓	✓		✓
<input type="checkbox"/> Payment System Emerging Products			✓	
<input type="checkbox"/> Payment System Trends			✓	
<input type="checkbox"/> The Business of Listening			✓	
<input type="checkbox"/> Wire Transfers			✓	
<input type="checkbox"/> Written Communication		✓		✓



As a Commercial Loan Assistant, the role requires critical skills that increase over time. It includes assisting Commercial Loan Processors, Underwriters, and Officers in gathering information and documents. This career path provides the power to effectively help the community and many small businesses. Working with clients to collect all of the needed information to process the loan, this role requires specialized training that supports the commercial lending world, government regulations and customer service. After completing the other certificates, this diploma provides a capstone experience to truly understanding the world of commercial lending and the various teams and information needed for success.

This certificate is the first step in the [Commercial Loan Assistant Career Path](#). The path begins with the [Commercial Loan Assistant Certificate](#), then moves to the [Advanced Commercial Loan Assistant Certificate](#) and finishes with this diploma. Links provide detail course descriptions for greater detail.

Select from the following formats (click on checkmarks) to gain course information and pricing.

Required Courses	Instructor Led Online	Guided Learning	Self Paced	Virtual Classroom
<input type="checkbox"/> Creative Problem Solving			✓	
<input type="checkbox"/> Commercial Lending	✓	✓		
<input type="checkbox"/> Handling Workplace Conflict			✓	
<input type="checkbox"/> Leading and Managing Change			✓	
<input type="checkbox"/> Understanding SBA Eligibility			✓	
<input type="checkbox"/> Understanding SBA Loans			✓	
<input type="checkbox"/> Written Communication or Professional Writing Certificate		✓	✓	✓

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.

Select from the following formats (click on checkmarks) to gain course information and pricing.

Required Courses	Instructor Led Online	Guided Learning	Self Paced	Virtual Classroom
___ Accounting, Financial or General	✓	✓		
___ Consumer Lending or Consumer Lending Certificate	✓	✓	✓	
___ Effective Referrals Suite			✓	
___ Ethics in the Workplace			✓	
___ Introduction to Analyzing Financial Statements or Personal Tax Return Analysis			✓	
___ Legal Foundations in Banking (formerly Law & Banking)	✓	✓		✓
___ Principles of Banking	✓	✓		✓
___ Sales Essentials Certificate			✓	
___ Verbal Communication or Professional Speaking Certificate			✓	✓
___ Written Communication or Professional Writing Certificate		✓	✓	✓

This diploma provides students with industry standards and important knowledge used to analyze companies and their ability to repay loans. A credit analyst is responsible for assessing a loan applicant's ability to repay the loan and recommending that it be approved or denied. Credit analysts are employed by commercial and investment banks, credit card companies, credit rating agencies, and investment companies. They may also work in the credit departments of a wide range of companies.

Select from the following formats (click on checkmarks) to gain course information and pricing.

Required Courses	Instructor Led Online	Guided Learning	Self Paced	Virtual Classroom
___ Accounting, Financial or General	✓	✓		
___ Analyzing Financial Statements	✓	✓		
___ Commercial Lending	✓	✓		
___ Consumer Lending or Consumer Lending Certificate	✓	✓	✓	
___ Ethics in the Workplace			✓	
___ Guarantor Analysis			✓	
___ Legal Foundations in Banking (formerly Law & Banking)	✓	✓		✓
___ Principles of Banking	✓	✓		✓
___ Residential Mortgage Lending		✓		
___ Small Business Lending Certificate			✓	
___ Verbal Communication or Professional Speaking Certificate			✓	✓
___ Written Communication or Professional Writing Certificate		✓	✓	✓

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 Services/Operations Certificate](#) required for completion.

Select from the following formats (click on checkmarks) to gain course information and pricing.

Required Courses	Instructor Led Online	Guided Learning	Self Paced	Virtual Classroom
<input type="checkbox"/> Accounting, Financial or General	✓	✓		
<input type="checkbox"/> Achieving Unclaimed Property Compliance Best Practices			✓	
<input type="checkbox"/> Creative Problem Solving			✓	
<input type="checkbox"/> Ethics in the Workplace			✓	
<input type="checkbox"/> IRA University or HSA University or <a href="#">Internal IRA training</a> .	✓		✓	
<input type="checkbox"/> Leading and Managing Change			✓	
<input type="checkbox"/> Legal Foundations in Banking (formerly Law & Banking)	✓	✓		✓
<input type="checkbox"/> Meetings that Work			✓	
<input type="checkbox"/> Personal Branding			✓	
<input type="checkbox"/> 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.**

Select from the following formats (click on checkmarks) to gain course information and pricing.

Required Courses	Instructor Led Online	Guided Learning	Self Paced	Virtual Classroom
<input type="checkbox"/> A Guide to Artificial Intelligence			✓	
<input type="checkbox"/> A Guide to Blockchain			✓	
<input type="checkbox"/> Ethics in the Workplace			✓	
<input type="checkbox"/> Handling Workplace Conflict			✓	
<input type="checkbox"/> Introduction to Cybersecurity			✓	
<input type="checkbox"/> Leading and Managing Change			✓	
<input type="checkbox"/> Legal Foundations in Banking (formerly Law & Banking)	✓	✓		✓
<input type="checkbox"/> Meetings that Work			✓	
<input type="checkbox"/> Working Effectively with Co-Workers			✓	
<input type="checkbox"/> Written Communication or Professional Writing Certificate		✓	✓	✓

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.

Select from the following formats (click on checkmarks) to gain course information and pricing.

Required Courses	Instructor Led Online	Guided Learning	Self Paced	Virtual Classroom
<input type="checkbox"/> Accounting, Financial or General	✓	✓		
<input type="checkbox"/> Legal Foundations in Banking (formerly Law & Banking)	✓	✓		✓
<input type="checkbox"/> Marketing or Certificate in Digital Marketing or <b>All Three:</b> Marketing in Banking, Marketing Management and Marketing Planning	✓	✓	✓	
<input type="checkbox"/> Money and Banking	✓	✓		
<input type="checkbox"/> Principles of Banking	✓	✓		✓
<input type="checkbox"/> Verbal Communication				✓
<input type="checkbox"/> Written Communication		✓		✓
<b>*CHOOSE ONE ELECTIVE*</b> (from list below)				
<input type="checkbox"/> Commercial Lending	✓	✓		
<input type="checkbox"/> Consumer Lending or Consumer Lending Certificate	✓	✓	✓	
<input type="checkbox"/> Supervision or Supervisor/Team Leader Certificate or Certified Modern Manager or Certified Modern Supervisor or Introduction to Leadership Certificate		✓	✓	✓
<input type="checkbox"/> Residential Mortgage Lending		✓		

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.

Select from the following formats (click on checkmarks) to gain course information and pricing.

Required Courses	Instructor Led Online	Guided Learning	Self Paced	Virtual Classroom
___ Ethics in the Workplace			✓	
___ Human Relations		✓		
___ Human Resource Management or Certificate in Human Resources Management		✓	✓	
___ Meetings that Work			✓	
___ Organizational Behavior Certificate			✓	
___ Principles of Banking	✓	✓		✓
___ Productive Work Habits			✓	
___ Verbal Communication or Professional Speaking Certificate			✓	✓
___ Written Communication or Professional Writing Certificate		✓	✓	✓

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.

Select from the following formats (click on checkmarks) to gain course information and pricing.

Required Courses	Instructor Led Online	Guided Learning	Self Paced	Virtual Classroom
___ Accounting, Financial or General	✓	✓		
___ Ethics in the Workplace			✓	
___ Introduction to Analyzing Financial Statements			✓	
___ Money and Banking	✓	✓		
___ Principles of Banking	✓	✓		✓
___ Written Communication or Professional Writing Certificate		✓	✓	✓
<b>*PLUS TWO ELECTIVES*</b>				
___ Consumer Lending or Consumer Lending Certificate	✓	✓	✓	
___ Commercial Lending	✓	✓		
___ Residential Mortgage Lending		✓		



A successful collection effort should include an ongoing strategy for collections, a systematic daily monitoring of individual accounts and a daily review and analysis of delinquency reporting. This certificate is part of an overall collections career path to provide key instruction, regulations and connections to the lending industry. The Loan Collectors Certificate is required for the completion of this diploma. Each course link provides a detailed course description.

Select from the following formats (click on checkmarks) to gain course information and pricing.

Required Courses	Instructor Led Online	Guided Learning	Self Paced	Virtual Classroom
<input type="checkbox"/> Analyzing Personal Financial Statements and Tax Returns			✓	
<input type="checkbox"/> Balancing Priorities			✓	
<input type="checkbox"/> Consumer Credit Reporting, Credit Bureaus, Credit Scoring and Related Policy Issues			✓	
<input type="checkbox"/> Consumer Lending or Consumer Lending Certificate	✓	✓	✓	
<input type="checkbox"/> Critical Thinking Skills			✓	
<input type="checkbox"/> Ethics in the Workplace			✓	
<input type="checkbox"/> Fair Credit Reporting Act for Compliance Professionals			✓	
<input type="checkbox"/> Handling Workplace Conflict			✓	
<input type="checkbox"/> 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.

Loan servicing refers to the administrative aspects of a loan from the time the proceeds are dispersed to the borrower until the loan is paid off. Loan servicing includes sending monthly payment statements, collecting monthly payments, maintaining records of payments and balances, collecting and paying taxes and insurance (and managing escrow funds), remitting funds to the note holder, and following up on any delinquencies.

Select from the following formats (click on checkmarks) to gain course information and pricing.

Required Courses	Instructor Led Online	Guided Learning	Self Paced	Virtual Classroom
<input type="checkbox"/> Accounting, Financial or General	✓	✓		
<input type="checkbox"/> Creative Problem Solving			✓	
<input type="checkbox"/> Ethics in the Workplace			✓	
<input type="checkbox"/> Fundamentals of Consumer Lending		✓	✓	
<input type="checkbox"/> Leading and Managing Change			✓	
<input type="checkbox"/> Legal Foundations in Banking (formerly Law & Banking)	✓	✓		✓
<input type="checkbox"/> Meetings that Work			✓	
<input type="checkbox"/> Personal Branding			✓	
<input type="checkbox"/> Regulation: Fair Credit Reporting Act*			✓	
<input type="checkbox"/> Regulation: Flood Disaster Protection Act*			✓	
<input type="checkbox"/> Regulation: Real Estate Settlement Procedures Act*			✓	
<input type="checkbox"/> Regulation: Servicemember Civil Relief Act*			✓	
<input type="checkbox"/> Regulation: Truth in Lending Reg Z Overview*			✓	
<input type="checkbox"/> Regulation: Private Mortgage Insurance *			✓	
<input type="checkbox"/> Working Effectively with Co-Workers			✓	

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

Any student approaching completion of an award is requested to confirm this with the CFTEA office. Completion deadline is May 31<sup>st</sup> annually. Additions and updates to CFTEA awards are ongoing. The [CFTEA](#) website will always have the most current award and course date information. [Contact CFTEA](#) with questions regarding updates and changes to awards.

Created for the current business world, the courses selected provide a full overview of marketing efforts in the business world and build on the foundational principles in the Certificate in Digital Marketing created by educators at Harvard and M.I.T.

Increase your business acumen with a specialization in marketing. Become more desirable to employers with this fast-tracked, focused advanced diploma that will give you the skills needed for industries such as media, public relations, communications, event planning, and advertising. In our ever-connected and global world, learn about international marketing, strategic planning, social media, and consumer behavior. Enhance your critical thinking through higher-level courses and Indigenous-focused content that provides perspective on Indigenous issues within a business context. Marketing is a part of almost every sector and industry. Whether you wish to work for a corporate, for a non-profit, or with a charitable organization, you will find marketing positions of all levels. Find opportunities in sales, advertising, promotion, publicity, sales management, marketing management, retail management, market analysis, marketing research, and new venture development.

Select from the following formats (click on checkmarks) to gain course information and pricing.

Required Courses	Instructor Led Online	Guided Learning	Self Paced	Virtual Classroom
<input type="checkbox"/> Certificate in Digital Marketing			✓	
<input type="checkbox"/> Professional Writing Certificate			✓	
<input type="checkbox"/> Ethics in the Workplace			✓	
<input type="checkbox"/> Handling Workplace Conflict			✓	
<input type="checkbox"/> Meetings that Work			✓	
<input type="checkbox"/> Productive Work Habits			✓	
<input type="checkbox"/> Successful Sales Campaigns			✓	

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 [Residential Loan Processing Certificate](#) and provide additional advancement toward the [General Banking Diploma](#) and/or the [Bank Operations Diploma](#).

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

Select from the following formats (click on checkmarks) to gain course information and pricing.

Required Courses	Instructor Led Online	Guided Learning	Self Paced	Virtual Classroom
<input type="checkbox"/> Creative Problem Solving			✓	
<input type="checkbox"/> Ethics in the Workplace			✓	
<input type="checkbox"/> Essentials of Workplace Conduct			✓	
<input type="checkbox"/> <a href="#">Excel Tips and Tricks</a> or Excel Advanced			✓	
<input type="checkbox"/> Explaining Loan Modifications			✓	
<input type="checkbox"/> Good Faith Estimate and HUD-1			✓	
<input type="checkbox"/> Leading and Managing Change			✓	
<input type="checkbox"/> Legal Foundations in Banking (formerly Law & Banking)	✓	✓		✓
<input type="checkbox"/> Meetings that Work			✓	
<input type="checkbox"/> Preparing the Closing Disclosure			✓	
<input type="checkbox"/> Preparing the Loan Estimate			✓	
<input type="checkbox"/> TILA-RESPA Integrated Disclosure (TRID)			✓	
<input type="checkbox"/> Working Effectively with Co-Workers			✓	

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

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

Select from the following formats (click on checkmarks) to gain course information and pricing.

Required Courses	Instructor Led Online	Guided Learning	Self Paced	Virtual Classroom
<input type="checkbox"/> Appraisal Procedures			✓	
<input type="checkbox"/> Appraisals: Reg Z Requirements			✓	
<input type="checkbox"/> Business Math		✓		
<input type="checkbox"/> Creative Problem Solving			✓	
<input type="checkbox"/> Determining Your Role in Fraud Prevention			✓	
<input type="checkbox"/> Discovering FHA Programs			✓	
<input type="checkbox"/> Essential Workplace Conduct			✓	
<input type="checkbox"/> Ethics in the Workplace			✓	
<input type="checkbox"/> <a href="#">Excel Tips and Tricks</a> or Excel Advanced Skills			✓	
<input type="checkbox"/> Fair Lending Overview for Lending Staff			✓	
<input type="checkbox"/> Legal Foundations in Banking (formerly Law & Banking)	✓	✓		✓
<input type="checkbox"/> Meetings that Work			✓	
<input type="checkbox"/> Reviewing the Appraisal Report			✓	
<input type="checkbox"/> Working Effectively with Co-Workers			✓	
<input type="checkbox"/> Regulation Z: Ability to Repay (ATR) and Qualified Mortgage for Compliance Professionals			✓	

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 customers, 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.

Select from the following formats (click on checkmarks) to gain course information and pricing.

Required Courses	Instructor Led Online	Guided Learning	Self Paced	Virtual Classroom
<input type="checkbox"/> Business Math		✓		
<input type="checkbox"/> Professional Writing Certificate			✓	
<input type="checkbox"/> Creative Problem Solving			✓	
<input type="checkbox"/> Fundamentals of Real Estate Appraisal		✓		
<input type="checkbox"/> Leading and Managing Change			✓	
<input type="checkbox"/> Legal Foundations in Banking (formerly Law & Banking)	✓	✓		✓
<input type="checkbox"/> Meetings that Work			✓	
<input type="checkbox"/> Networking			✓	
<input type="checkbox"/> Personal Branding			✓	
<input type="checkbox"/> Residential Mortgage Lending Certificate		✓		
<input type="checkbox"/> Working Effectively with Co-Workers			✓	

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. In addition to that, training Supervisors on how to engage and empower their employees can lead to increased productivity and employee retention. Training supervisors in soft skills will improve employee retention and the costs associated with turnover. This diploma builds on the Modern Supervisor program.

Select from the following formats (click on checkmarks) to gain course information and pricing.

Required Courses	Instructor Led Online	Guided Learning	Self Paced	Virtual Classroom
<input type="checkbox"/> Balancing Priorities			✓	
<input type="checkbox"/> Handling Workplace Conflict			✓	
<input type="checkbox"/> Meetings that Work			✓	
<input type="checkbox"/> Personal Branding			✓	
<input type="checkbox"/> Principles of Banking	✓	✓		✓
<input type="checkbox"/> Supervision		✓		
<input type="checkbox"/> <u>Supervisor/Team Leader Certificate or Certified Modern Manager or Certified Modern Supervisor</u>			✓	✓
<input type="checkbox"/> Teaching Adults			✓	
<input type="checkbox"/> Verbal Communication or Professional Speaking Certificate			✓	✓
<input type="checkbox"/> Written Communication or Professional Writing Certificate		✓	✓	✓

The CFTEA Universal Banker Diploma is a capstone and continues the education left by the Certified Modern Branch Professional —Level 1 and Level 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.

Universal banking is a system in which banks provide a wide variety of comprehensive financial services, including those tailored to retail, commercial, and investment services. Universal banking is common in some European countries, including Switzerland. Universal banking became more common in the United States starting in 1999 when the Gramm-Leach-Bliley Act (GLBA) repealed the restrictions preventing commercial banks from offering investment banking services.

Select from the following formats (click on checkmarks) to gain course information and pricing.

Required Courses	Instructor Led Online	Guided Learning	Self Paced	Virtual Classroom
<input type="checkbox"/> Business Telephone Skills			✓	
<input type="checkbox"/> Certified Modern Branch Professional – Level 1		✓		
<input type="checkbox"/> Certified Modern Branch Professional – Level 2		✓		
<input type="checkbox"/> Money and Banking	✓	✓		
<input type="checkbox"/> Verbal Communication or Professional Speaking Certificate			✓	✓
<input type="checkbox"/> Written Communication or Professional Writing Certificate		✓	✓	✓





Center for Financial Training  
& Education Alliance

*Unlock your potential.*

## Bachelor of Science in Business Administration: Banking Major (BSBA)

Through CFTEA and Saint Joseph's College

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

Have you:

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



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

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

### THIS PROGRAM'S SPECIAL FEATURES:

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

### Required Banking Classes taken through CFTEA:

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

#### 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.*

Any student approaching completion of an award is requested to confirm this with the CFTEA office. Completion deadline is May 31<sup>st</sup> annually. Additions and updates to CFTEA awards are ongoing. The [CFTEA](#) website will always have the most current award and course date information.

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Page | 169