



2023-2024 Awards Programs Certificates, Certification and Diploma



Center for Financial Training and Education Alliance
2023-2024 Award Programs
For more information, use the Contact page at www.cftea.org,
contact info@cftea.org or 888.366.3242

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



The financial services industry encompasses a variety of career possibilities. CFTEA offers 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. 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 31st 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 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](#)
- [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](#)
- [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](#)
- [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](#)
- [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](#)
- [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](#)
- [Commercial Loan Underwriting Certificate](#)
- [Business & Commercial Lending Certificate](#)
- [Project Management for Teams or Agile Project Management](#)
- [General Banking Diploma](#)

Compliance

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

Credit Analysis

- [Essential Professional Skills Certificate](#)
- [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](#)
- [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](#)

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Entrepreneurship

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

Facilities

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

Human Resources

- [Rockstar Recruiting Series](#)
- [Human Resource Management Certificate](#)
- [HRCI: Diversity and Inclusion in HR Management Certificate Bundle](#)
- [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

- [Introduction to Leadership Certificate \(ACE CREDIT\)](#)
- [Quality Service \(Customer Service\)](#)
- [The Business of Listening](#)
- [Working Effectively with Co-Workers](#)

Business Analyst

- [Introduction to Business Analysis Certificate](#)
- [More courses available with affordable pricing below retail – Contact Us for full listing](#)

Network Administrator / Systems Administrator

- [CompTIA Network+](#)
- [More courses available with affordable pricing below retail – Contact Us for full listing](#)

Network Manager

- [CompTIA Network+](#)
- [ITIL 4 Foundation](#)
- [More courses available with affordable pricing below retail – Contact Us for full listing](#)

Project Management

- [Project Management Certificate \(ACE CREDIT\)](#)
- [Certificate in Agile Project Management \(ACE CREDIT\)](#)
- [Project Management Team Leadership Certificate](#)
- [More courses available with affordable pricing below retail – Contact Us for full listing](#)

Project Manager

- [ITIL 4 Foundation](#)
- [ITIL 4 Managing Professional – Drive Stakeholder Value \(DSV\)](#)
- [ITIL 4 Specialist Create, Deliver, Support \(CDS\)](#)
- [ITIL 4 Strategist Direct Plan and Improve \(DPI\)](#)

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- [More courses available with affordable pricing below retail – Contact Us for full listing](#)

Security Administrator

- [Introduction to Cybersecurity Certificate](#)
- [CompTIA Cybersecurity Analyst \(CySA+\)](#)
- [More courses available with affordable pricing below retail – Contact Us for full listing](#)

Security Manager

- [ITIL 4 Foundation](#)
- [ITIL 4 Specialist Create, Deliver, and Support \(CDS\)](#)
- [More courses available with affordable pricing below retail – Contact Us for full listing](#)

Service Continuity Manager

- [CompTIA Security+](#)
- [ITIL 4 Foundation](#)
- [ITIL 4 Specialist Create, Deliver, and Support \(CDS\)](#)
- [More courses available with affordable pricing below retail – Contact Us for full listing](#)

Service Desk Technician / Specialist – Level 1

- [CompTIA A+](#)
- [CompTIA Network+](#)
- [More courses available with affordable pricing below retail – Contact Us for full listing](#)

Service Desk Technician / Specialist – Level 2

- [CompTIA Security+](#)
- [More courses available with affordable pricing below retail – Contact Us for full listing](#)

Service Desk Manager

- [ITIL 4 Foundation](#)
- [Modern Supervisor / Modern Manager](#)
- [More courses available with affordable pricing below retail – Contact Us for full listing](#)

Supplier Relationship Manager

- [CompTIA Security+](#)
- [ITIL 4 Foundation](#)
- [ITIL 4 Managing Professional – Drive Stakeholder Value \(DSV\)](#)
- [ITIL 4 Specialist Create, Deliver, and Support \(CDS\)](#)
- [More courses available with affordable pricing below retail – Contact Us for full listing](#)

Virtualization

- [Courses available with affordable pricing below retail – Contact Us for full listing](#)

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](#)
- [Training Conference and Expo \(Budget for 2024\)](#)
- [Modern Supervisor / Modern Manager](#)

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Loan Collections

- [Essential Professional Skills Certificate](#)
- [Loan Collections Certificate](#)
- [Loan Collections Diploma](#)
- [General Banking Diploma](#)

Loan Operations / Servicing

- [Essential Professional Skills Certificate](#)
- [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](#)
- [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

- [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](#)

Mortgage education, on your time

Training to support your mortgage loan officer (MLO) career and NMLS continuing education credits.

- [Earn your NMLS license in any state.](#)
- [Access test prep classes and study tools](#)
- [Renew your mortgage license](#)



Click to search for convenient online mortgage training for every state.



Residential Loan Processing

- [Essential Professional Skills Certificate](#)
- [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](#)
- [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](#) (Updated Personal/Relationship/Universal Banker model)
- [Universal Banking Diploma](#)

Assistant Branch Manager

- [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](#)
- [General Business Certificate](#)
- [Project Management for Teams or Agile Project Management](#)
- [Modern Supervisor or Modern Manager](#)

Trusts

- [Certificate in Core Concepts and Ethics for Fiduciary Advisors \(2021\)](#)
- [Certificate in Trust Administration](#)
- [Modern Supervisor or Modern Manager](#)

Wealth Management

- [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](#)

Working Remotely (Work from Home)

- [Working Remotely Certificate Bundle](#)

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 Team Leader/Supervisor Certificate \(NEW\)](#)
- [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](#)
- [Branch Manager \(ABA\) Certificate](#)
- [BSA and AML Compliance \(ABA\) 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](#)
- [Conflict Management Certificate \(ACE CREDIT\)](#)
- [Consumer Lending Certificate](#)
- [Core Concepts and Ethics for Fiduciary Advisors \(ABA\) Certificate](#)
- [Creativity and Innovation Certificate](#)
- [Customer Service Representative Certificate \(ABA\)](#)
- [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 \(ACE CREDIT\)](#)
- [Diversity and Inclusion in HR Management Certificate Bundle](#)
- [Emergency Management Certificate](#)
- [Entrepreneurship Certificate](#)
- [Entrepreneurship Certificate \(ACE CREDIT\)](#)
- [Essentials of Success Certificate \(NEW\)](#)
- [Evolving Professional Certificate \(NEW\)](#)
- [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](#)
- [Foundations in Banking Certificate](#)
- [Fraud Prevention \(ABA\) Certificate](#) – for BSA Department
- [Front-Line Fraud Detection Certificate](#)
- [General Banking \(ABA\) Certificate](#)
- [General Business Certificate](#)
- [Human Resource Management Certificate](#)
- [Human Resource Management Certificate \(ACE CREDIT\)](#)
- [Integrated Wealth Planning and Advice \(ABA\) 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 Certificate](#)
- [Leadership for Women in Business Certificate \(ACE CREDIT\)](#)
- [Lending Compliance \(ABA\) Certificate](#)
- [Loan Collections Certificate](#)
- [Loan Servicing Certificate](#)
- [Management Skills Certificate \(ACE CREDIT\)](#)
- [Modern Manager Certificate](#)
- [Modern Supervisor Certificate](#)

- [Modern Workforce Certificate \(NEW\)](#)
- [Mortgage Lending Compliance Certificate](#)
- [Non-Profit Management Certificate](#)
- [Online Learning Certificate](#)
- [Operational Risk Management \(ABA\) Certificate](#)
- [Organizational Behavior Certificate](#)
- [Personal Banker Certificate \(ABA\) – Alternative: Certified Modern Branch Professional – Level 1](#)
- [Professional Speaking Certificate \(NEW\)](#)
- [Professional Team Leader/Supervisor Certificate \(NEW\)](#)
- [Professional Writing Certificate \(NEW\)](#)
- [Project Management Certificate \(ACE CREDIT\)](#)
- [Project Management for Teams Certificate](#)
- [Project Management Team Leadership Certificate](#)
- [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 Lending and Selling Skills Certificate](#)
- [Small Business Management Certificate](#)
- [Small Business Management Certificate \(ACE CREDIT\)](#)
- [Trust Administration \(ABA\) Certificate](#)
- [Universal Banker \(ABA\) Certificate – Alternative: Certified Modern Branch Professional – Level 1](#)
- [Wharton Emerging Leaders: Advanced Leadership Certificate \(ABA\)](#)

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

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	✓	✓		
— Balancing Priorities			✓	
— Business Telephone Skills			✓	
— Excel Basics or equivalent experience			✓	
— Handling Workplace Conflict			✓	
— Critical Thinking			✓	
— Fedwire: Regulation J			✓	
— Payments and Settlements			✓	
— Principles of Banking or Banking Today	✓	✓	✓	✓
— Written Communication or Professional Writing Certificate		✓	✓	✓



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
— An Admin's Guide to Travel (No Charge)			✓	
— Balancing Priorities			✓	
— Business Telephone Skills			✓	
— Effective Business Writing			✓	
— Effective Emails, Memos and Letters			✓	
— Excel Basics			✓	
— Introduction to Leadership			✓	
— Security Awareness			✓	
— Speak with Confidence			✓	
— Taking Initiative			✓	
— Outlook: Using Calendar and Time Management Tools			✓	

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			✓	
— Commercial Reinvestment Act, Large Bank (CRA) for Compliance Professionals or Community Reinvestment Act, Community Bank (CRA) for Compliance Professionals			✓	
— 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			✓	

Ready for practical application to take your skills to the next level? This certificate takes the power of the Professional Team Leader/Supervisor Certificate to the next level! Cost-saving bundles help you get to your goals and retain the best talent.

Required Courses	Instructor Led Online	Guided Learning	Self Paced	Virtual Classroom
— Creating a High Performing Team Bundle			✓	
— Modern Supervisor Certificate			✓	
— Professional Team Leader/Supervisor Certificate			✓	

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.



Center for Financial Training
& Education Alliance
Unlock your potential.

Asset Management Certificate

(ABA)
07.2023

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](#)
- [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](#)
- [Written Communication Suite](#)

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

Develop skills essential to successful management. Hone your knowledge of banking and banking operations. Develop expertise in deposit and loan products, as well as sales management and customer service. Build strong communication skills. Gain insight into effectively managing staff and creating a culture of excellence. Explore techniques to raise the bar for building quality customer relationships. By completing the ABA Branch Manager Certificate curriculum, you'll strengthen your ability to manage branch office operations.

Required Courses*:

- ☐ Banking Basics Suite
- ☐ Coaching to Support the Sales Process Suite
- ☐ Employment Law
- ☐ Ethical Issues for Bankers
- ☐ Fundamentals of Consumer Lending Suite
- ☐ Fundamentals of Small Business Banking Suite
- ☐ Growing Small Business Relationships
- ☐ Leadership in Action Suite
- ☐ Making the Client Call Suite
- ☐ Management Essentials Suite
- ☐ Overcoming Objections Suite
- ☐ Presentation Skills Suite
- ☐ Relationship Sales Suite
- ☐ Sales Planning Suite
- ☐ Verbal Communications Suite
- ☐ Why Quality Customer Service Matters
- ☐ Written Communication Suite

* 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 ABA Certificate in Business and Commercial Lending explores what to look for when analyzing business and personal financial statements and tax returns. The certificate includes three new courses — CRE Cash Flow and Cap Rates, Treasury Management and Effective Commercial Loan Write-Ups—as well as critical new topics on CRE, fraud, BSA/AML and asset-based lending. After completing this comprehensive series, you will have an in-depth understanding of business sectors, legal structures and why businesses borrow, and be ready to bring in new, qualified business to the bank. Pre and post-tests allow seasoned lenders to test out.

The curriculum has pre and post-tests that allow seasoned lenders to test out of content areas with which they are familiar and provides a more efficient learning experience. More importantly, the ABA Certificate in Business and Commercial granted at the completion of this curriculum lets the industry know learners are “credit trained” and ready to bring in new, qualified business.

This curriculum focuses on commercial and industrial lending (C&I) and excludes commercial real estate or investment properties.

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 a unique 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 Banking Today	✓	✓		✓
<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.

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](#)
- [Communication Basics Suite](#)
- [Effective Referrals Suite](#)
- [Ethical Issues for Bankers](#)
- [Online Communication Suite](#)
- [Overcoming Objections](#)
- [Relationship Sales Suite](#)
- [Understanding Consumer Bank Products](#)
- [Understanding Business Bank Products Suite](#)
- [Verbal Communication Suite](#)
- [Why Quality Service Matters](#)
- [Working Effectively with Co-Workers](#)
- [Written Communication Suite](#)

*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.

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

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Required Courses*:

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- ___ [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.

Any student approaching completion of an award is requested to confirm this with the CFTEA office. Completion deadline is May 31st 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.

Our Certificate in Diversity and Inclusion in HR Management – Bundle, combines all 6 of our most popular Diversity and Inclusion courses. Included in this bundle is access to: Fostering an Inclusive Culture, Assessing Diversity and Inclusion, Hiring and Retaining Diverse Talent, Aspects of an Inclusive Culture, Inclusive HR Leadership, and Inclusive Engagement and Development.

Required Courses*:

- [Aspects of an Inclusive Culture](#)
- [Assessing Diversity and Inclusion](#)
- [Fostering an Inclusive Culture](#)
- [Hiring and Retaining Diverse Talent](#)
- [Inclusive Engagement and Development](#)
- [Inclusive HR Leadership](#)

*The [Diversity and Inclusion in HR Management Certificate](#) program is **only** available as a self-paced online bundled program.

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.



Improving your life is important because it can lead to a happier, healthier, and more successful you. When you make an effort to improve yourself, you are investing in your future. You are setting yourself up for a better life by learning new skills, developing new habits, and making positive changes.

There are many different ways to improve your life. You can start by setting goals for yourself. What do you want to achieve in life? Once you know what you want, you can start making a plan to get there.

Improving your life is not always easy, but it is definitely worth it. When you make an effort to improve yourself, you are taking control of your life. You are choosing to create a better future for yourself. So don't wait any longer, start improving your life today!

Here are some specific benefits of self-improvement:

- Increased happiness and well-being
- Improved relationships
- Increased productivity and success
- Reduced stress and anxiety
- Improved physical and mental health
- Increased self-confidence and self-esteem
- A more fulfilling and meaningful life

Improving your life is a journey, not a destination. Fold together two special bundles for your Essentials in Success Certificate and save even money in the process.

This certificate includes:

Boost Your Confidence Bundle

- Steps to a Powerful Personal Brand
- Transforming Key Areas of Your Life
- Finding Your Way by Finding Your Why
- Fearlessly Find and Foster Your Life
- Managing Emotions in Times of Stress and Uncertainty

Skills for Your Best Tomorrow Bundle

- Resilience
- Emotional Intelligence
- Dealing with Distractions
- Reach Your Goals
- Critical Thinking Skills

**Combine the power of two cost-saving self-paced bundles
to earn the skills needed to succeed in today's business world – no matter your role.**

Career Planning Bundle

Decades ago, research conducted by Harvard University, the Carnegie Foundation and Stanford Research Center have all concluded that 85% of job success comes from having well-developed soft and just 15% are knowledge-based skills. What's changed, however, is the speed at which those soft skills need to be learned. Their importance in today's workplace is evident and, with the lubricants industry's current skill shortage, these types of personal traits are even more sought after.

According to the latest World Economic Forum Future of Jobs report, 97 million new roles are likely to be created by 2025. Displaced workers will need to be reskilled and upskilled to take them on. To plug skills gaps, on average, companies estimate that around 40% of workers will need reskilling of six months or less while 94% of business leaders surveyed said they expect employees to pick up new skills on the job, up from 65% in 2018.

Soft skills have moved away from traditional knowledge and rely on the expression of personal and professional experiences which can bring on new perspectives. They are an essential element of change management. Better communication, better understanding and better diversity can lead to better questions that bring better answers. The courses in this bundle may be taken individually or leverage the cost-savings and learn critical skills to remain relevant in the modern world.

Required Courses:

- [Critical Thinking Skills](#)
- [Handling Workplace Conflict](#)
- [How to Make Yourself a Valued Professional](#)
- [The Art of Influencing Others](#)
- [Working Effectively with Co-Workers](#)

Unlocking Your Potential as a Professional Bundle

Do you want to unlock your career potential and maximize your success? It can be challenging in today's highly competitive job market, but the good news is that it is possible. With the right tools and resources, you can open up a world of opportunities for yourself – whether you're looking to switch careers or take the next step in your current one.

The following cost-savings bundle has been created to support your career potential and maximize success – setting goals, networking strategically, honing key skill sets, staying organized, and more. By following the tips in these courses closely and taking action when necessary, you will be well on your way toward unlocking new doors of opportunity for yourself!

Required Courses:

- [Balancing Priorities](#)
- [Developing Positive Work Relationships](#)
- [Emotional Intelligence](#)
- [Staying Focused: Managing Change and Uncertainty in the Workplace](#)
- [Your Role as a New Banker](#)

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 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 All Three: 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.

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.

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.



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
Business Telephone Skills			✓	
Effective Business Writing			✓	
Fair Debt Collections Practice Act			✓	
Fundamentals of Consumer Lending		✓	✓	✓
Fundamentals of Mortgage Lending		✓		
Loan Collections Training		✓		
Principles of Banking	✓	✓		✓

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.



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
___ Behavioral Interviewing			✓	✓
___ Coaching for Development			✓	✓
___ Delegating for Growth			✓	✓
___ Diversity Awareness			✓	✓
___ Ethics in the Workplace			✓	✓
___ How to Handle Change and Upheaval			✓	✓
___ Ongoing Performance Development			✓	✓
___ Toughest Supervisor Challenges and How To Overcome Them			✓	✓

Modern Supervisor Certificate is available as a Self-Paced Online 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!

Every team has one: that go-to person who unblocks their colleagues and gets things done. They know where every particular file lives and what to do without looking up some details in the employee handbook.

These people are key employees with the added benefits of increased job security and respect. You've met them, benefited from their knowledge, and now, you want to be them. How do you do that?

Being someone the go-to, key personal within an organization is about more than just doing a good job. This certificate dives deeper into specific ways you can contribute and thrive as part of the modern workforce.

Modern Workforce Mindset Bundle

What's the secret to long-term happiness at work? While things like friendly teammates, fun perks, and end-of-year bonuses bring joy from time to time, psychologists say the key to long-term happiness is all in your head.

It's your mindset, that is. And having a growth mindset can have a profound impact on your happiness and success in all aspects of life, work included.

The concept extends to teams and organizations too. Those that foster a growth mindset environment see greater innovation and a stronger sense of trust, ownership, and commitment across the team.

So what is a growth mindset and how can you unlock it? The topics within this bundle support looking at things in a new way and challenging you to be your best version in the modern world.

Required Courses:

- [Effectively Managing Stress in the Workplace](#)
- [How to Make Yourself a Valued Professional](#)
- [Staying Focused: Handling Change and Uncertainty in the Workplace](#)
- [Your Role as a New Banker](#)

Modern Workforce Skills Bundle

There are tasks and then there are skills needed to enter and remain viable in the workforce. This cost-saving bundle has been developed to address in-demand skills required to stand out and excel among peers.

Required Courses:

- [Creative Problem Solving](#)
- [Emotional Intelligence](#)
- [Quality Service](#)

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

Combine the power of two cost-savings bundles to earn the skills needed to succeed in a team leader or supervisor role.

Growing as a Team Leader/Supervisor Bundle

Aside from the organizational functions team leaders and supervisors perform, such as delegating work and overseeing their teams, they also have a direct impact on:

- **Employee engagement.** According to Gallup, the quality of a team leader or supervisor accounts for 70% of the variance in team engagement. So even a small improvement in your skills can have a significant effect on your team's engagement levels.
- **Job satisfaction.** McKinsey has identified that relationships with team leaders and supervisors are the main factor in employee job satisfaction. In this role, you can greatly impact your employee's workplace experience.
- **Employee retention.** It's often said that people leave managers, not companies. Given that both poor employee engagement and poor job satisfaction are factors in high employee turnover, it's easy to see the connection. This was confirmed in a survey conducted by GoodHire, in which 82% of workers said they would consider leaving because of poor team management.

These statistics prove that being a good team leader or supervisor makes an impactful difference in the workplace. But how can you improve as a manager? And how can you avoid common mistakes?

Required Courses:

- ___ [Handling Workplace Conflict](#)
- ___ [Mental Models: Making Reality-Based Decisions](#)
- ___ [Navigating Difficult Conversations](#)
- ___ [The Business of Listening](#)
- ___ [Time Management for Personal and Professional Productivity](#)

Succeeding as a Team Leader/Supervisor Bundle

A great team leader can be the difference between a high-performing team and an ineffective one.

Imagine a team where the leader encourages each person to do their best work, helps them develop professionally, provides clarity amid changing priorities, and trusts them to fulfill job responsibilities.

Now imagine a team where the leader belittles people, micromanages their work, withholds information, and pits them against each other.

Which do you think is more likely to be a high-performing team?

A team leader's ability to motivate, inspire, guide, and coach their teams can impact everything from employee engagement and development to retention and productivity. What's more, research shows that a team leader has the most direct and significant impact on the experience of the people on the team. That means having the right skills and behaviors in leadership roles can determine how quickly team members develop new skills, whether they feel included and supported, and how creative or innovative the team's solutions are.

Investing in leadership development can help teams—and organizations—really shine.

Required Courses:

- ___ [Balancing Priorities](#)
- ___ [Basics of Style: How Personality Shapes Communication, Leadership, and Teamwork](#)
- ___ [Staying Focused: Handling Change and Uncertainty in the Workplace](#)
- ___ [Team Excellence](#)
- ___ [The Art of Influencing Others](#)



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.

Any student approaching completion of an award is requested to confirm this with the CFTEA office. Completion deadline is May 31st 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.

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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](#)
- [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
___ Principles of Banking	✓	✓		✓
___ 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.

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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.

This certificate provides the core skills necessary to review and analyze small business lending requests. It gives participants the financial skills and confidence to ask appropriate questions to uncover financing needs. The result is an enhance more profitable customer relationship. 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.

Required Courses*:

- [Module 1 – Understanding Your Small Business Customer](#)
- [Module 2 – Accounting Basics](#)
- [Module 3 – Tax Returns and Legal Structure](#)
- [Module 4 – The Balance Sheet](#)
- [Module 5 – The Income Statement](#)
- [Module 6 – Combining the Balance Sheet and Income Statement](#)
- [Module 7 – Understanding Small Business Borrowing Needs](#)
- [Module 8 – Personal Financial Statements](#)
- [Module 9 – Final Assessment](#)
- [Selling Skills Insight Advantage Program](#)
 - [Module 0: Cash Cycle and Financial Analysis Essentials](#)
 - [Module 1: Do Your Homework](#)
 - [Module 2: Effective Sales Conversations](#)
 - [Module 3: Discovering Cash Management and Financing Needs](#)
 - [Module 4: Value Added Solutions and Effective Closing](#)

* The [Small Business & Selling Skills Certificate](#) is only 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.



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 31st 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



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 award 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](#)
- [CompTIA A+](#)
- [CompTIA Cybersecurity Analyst \(CySA+\)](#)
- [CompTIA Network+](#)
- [CompTIA Security+](#)
- [ITIL 4 Managing Professional \(Contact CFTEA Office\)](#)
- [ITIL 4 Strategic Leader \(Contact CFTEA Office\)](#)
- [LEED Green Associate v4 Exam Prep](#)
- [Modern Classroom Certified Trainer \(MCCT\)](#)
- [Professional in Human Resources \(PHR\) Exam Prep Course](#)



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 31st 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 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			✓	



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, 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			✓	



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!

CompTIA A+ certified professionals are proven problem solvers. They support today's core technologies from security to cloud to data management and more. CompTIA A+ is the industry standard for launching IT careers into today's digital world. It is the only industry recognized credential with performance-based items to prove pros can think on their feet to perform critical IT support tasks in the moment. It is trusted by employers around the world to identify the go-to person in end point management and technical support roles. CompTIA A+ is regularly re-invented by IT experts to ensure that it validates core skills and abilities demanded in the workplace.

The Official CompTIA® A+® Core 1 and Core 2 (Exams 220-1101 and 220-1102) course provides the background knowledge and skills you will require to be a successful A+ technician. It will help you prepare to take the CompTIA A+ Core Series certification examinations (exam numbers 220-1101 and 220-1102), in order to become a CompTIA A+ Certified Professional.

Course Objectives

On course completion, participants will be able to:

- Support operating systems.
- Install and configure PC system unit components and peripheral devices.
- Install, configure, and troubleshoot display and multimedia devices.
- Install, configure, and troubleshoot storage devices.
- Install, configure, and troubleshoot internal system components.
- Install, configure, and maintain operating systems.
- Maintain and troubleshoot Microsoft Windows.
- Explain network infrastructure concepts.
- Configure and troubleshoot network connections.
- Manage users, workstations, and shared resources.
- Implement client virtualization and cloud computing.
- Implement physical security.
- Secure workstations and data.
- Troubleshoot workstation security issues.
- Support and troubleshoot laptops.
- Support and troubleshoot mobile devices.
- Install, configure, and troubleshoot print devices.
- Implement operational procedures.

This course is designed for individuals who have basic computer user skills and who are interested in obtaining a job as an entry-level IT technician. This course is also designed for students who are seeking the CompTIA A+ certification and who want to prepare for the CompTIA A+ Core 1 220-1101 Certification Exam and the CompTIA A+ Core 2 220-1102 Certification Exam.

CFTEA is committed to working as a partner with our clients. Choose CFTEA and United Training and take advantage of the following benefits.

- **Affordable Pricing Below Retail.**
- Robust Public Enrollment Schedule. Enjoy access to hundreds of Guaranteed to Run dates across a diverse catalog of course titles.
- Private Group Training. Let our world-class instructors come to you to deliver training at your place of business or we can present to your team online using our Virtual Instructor-Led Training platform.
- Custom Training Solutions. Our subject matter experts can customize the class to specifically address the unique goals of your team.
- Free Re-Takes. Most completed United Training courses carry our unbeatable Learning Guarantee. This guarantee allows students to repeat most United Training courses, if they are the same version, FREE OF CHARGE, within six months of completion of the courses. Exceptions: Cisco, Citrix, VMware, Red Hat, and courses provided by affiliated 3rd party training providers.

Any student approaching completion of an award is requested to confirm this with the CFTEA office. Completion deadline is May 31st 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.

Agenda

- 1 – Installing Motherboards and Connectors
 - Explain Cable Types and Connectors
 - Install and Configure Motherboards
 - Explain Legacy Cable Types
- 2 – Installing System Devices
 - Install and Configure Power Supplies and Cooling
 - Select and Install Storage Devices
 - Install and Configure System Memory
 - Install and Configure CPUs
- 3 – Troubleshooting PC Hardware
 - Apply Troubleshooting Methodology
 - Configure BIOS/UEFI
 - Troubleshoot Power and Disk Issues
 - Troubleshoot System and Display Issues
- 4 – Comparing Local Networking Hardware
 - Compare Network Types
 - Compare Networking Hardware
 - Explain Network Cable Types
 - Compare Wireless Networking Types
- 5 – Configuring Network Addressing and Internet Connections
 - Compare Internet Connection Types
 - Use Basic TCP/IP Concepts
 - Compare Protocols and Ports
 - Compare Network Configuration Concepts
- 6 – Supporting Network Services
 - Summarize Services Provided by Networked Hosts
 - Compare Internet and Embedded Appliances
 - Troubleshoot Networks
- 7 – Summarizing Virtualization and Cloud Concepts
 - Summarize Client-Side Virtualization
 - Summarize Cloud Concepts
- 8 – Supporting Mobile Devices
 - Set Up Mobile Devices and Peripherals
 - Configure Mobile Device Apps
 - Install and Configure Laptop Hardware
 - Troubleshoot Mobile Device Issues
- 9 – Supporting Print Devices
 - Deploy Printer and Multifunction Devices
 - Replace Print Device Consumables
 - Troubleshoot Print Device Issues
- 10 – Configuring Windows
 - Configure Windows User Settings
 - Configure Windows System Settings
- 11 – Managing Windows
 - Use Management Consoles
 - Use Performance and Troubleshooting Tools
 - Use Command-line Tools
- 12 – Identifying OS Types and Features
 - Explain OS Types
 - Compare Windows Editions
- 13 – Supporting Windows
 - Perform OS Installations and Upgrades
 - Install and Configure Applications
 - Troubleshoot Windows OS Problems
- 14 – Managing Windows Networking
 - Manage Windows Networking
 - Troubleshoot Windows Networking
 - Configure Windows Security Settings
 - Manage Windows Shares
- 15 – Managing Linux and macOS
 - Identify Features of Linux
 - Identify Features of macOS
- 16 – Configuring SOHO Network Security
 - Explain Attacks, Threats, and Vulnerabilities
 - Compare Wireless Security Protocols
 - Configure SOHO Router Security
 - Summarize Security Measures
- 17 – Managing Security Settings
 - Configure Workstation Security
 - Configure Browser Security
 - Troubleshoot Workstation Security Issues
- 18 – Supporting Mobile Software
 - Configure Mobile OS Security
 - Troubleshoot Mobile OS and App Software
 - Troubleshoot Mobile OS and App Security
- 19 – Using Support and Scripting Tools
 - Use Remote Access Technologies
 - Implement Backup and Recovery
 - Explain Data Handling Best Practices
 - Identify Basics of Scripting
- 20 – Implementing Operational Procedures
 - Implement Best Practice Documentation
 - Use Proper Communication Techniques
 - Use Common Safety and Environmental Procedures

The course introduces tools and tactics to manage cybersecurity risks, identify various types of common threats, evaluate the organization's security, collect and analyze cybersecurity intelligence, and handle incidents as they occur.

Course Objectives

On course completion, participants will be able to:

- Assess information security risk in computing and network environments.
- Analyze reconnaissance threats to computing and network environments.
- Analyze attacks on computing and network environments.
- Analyze post-attack techniques on computing and network environments.
- Implement a vulnerability management program.
- Collect cybersecurity intelligence.
- Analyze data collected from security and event logs.
- Perform active analysis on assets and networks.
- Respond to cybersecurity incidents.
- Investigate cybersecurity incidents.
- Address security issues with the organization's technology architecture.

This course is designed primarily for cybersecurity practitioners who perform job functions related to protecting information systems by ensuring their availability, integrity, authentication, confidentiality, and non-repudiation. This course focuses on the knowledge, ability, and skills necessary to provide for the defense of those information systems in a cybersecurity context, including protection, detection, analysis, investigation, and response processes. In addition, the course ensures that all members of an IT team—everyone from help desk staff to the Chief Information Officer—understand their role in these security processes.

Agenda

- 1 – Assessing Information Security Risk
 - Identify the Importance of Risk Management
 - Assess Risk
 - Mitigate Risk
 - Integrate Documentation into Risk Management
- 2 – Analyzing Reconnaissance Threats to Computing and Network Environments
 - Assess the Impact of Reconnaissance Incidents
 - Assess the Impact of Social Engineering
- 3 – Analyzing Attacks on Computing and Network Environments
 - Assess the Impact of System Hacking Attacks
 - Assess the Impact of Web-Based Attacks
 - Assess the Impact of Malware
 - Assess the Impact of Hijacking and Impersonation Attacks
 - Assess the Impact of DoS Incidents
 - Assess the Impact of Threats to Mobile Security
 - Assess the Impact of Threats to Cloud Security
- 4 – Analyzing Post-Attack Techniques
 - Assess Command and Control Techniques
 - Assess Persistence Techniques
 - Assess Lateral Movement and Pivoting Techniques
 - Assess Data Exfiltration Techniques
 - Assess Anti-Forensics Techniques
- 5 – Managing Vulnerabilities in the Organization
 - Implement a Vulnerability Management Plan
 - Assess Common Vulnerabilities
 - Conduct Vulnerability Scans
 - Conduct Penetration Tests on Network Assets
- 6 – Collecting Cybersecurity Intelligence
 - Deploy a Security Intelligence Collection and Analysis Platform
 - Collect Data from Network-Based Intelligence Sources
 - Collect Data from Host-Based Intelligence Sources
- 7 – Analyzing Log Data
 - Use Common Tools to Analyze Logs
 - Use SIEM Tools for Analysis
- 8 – Performing Active Asset and Network Analysis
 - Analyze Incidents with Windows-Based Tools
 - Analyze Incidents with Linux-Based Tools
 - Analyze Malware
 - Analyze Indicators of Compromise
- 9 – Responding to Cybersecurity Incidents
 - Deploy an Incident Handling and Response Architecture
 - Mitigate Incidents
 - Prepare for Forensic Investigation as a CSIRT
- 10 – Investigating Cybersecurity Incidents
 - Apply a Forensic Investigation Plan
 - Securely Collect and Analyze Electronic Evidence
 - Follow Up on the Results of an Investigation
- 11 – Addressing Security Architecture Issues
 - Remediate Identity and Access Management Issues
 - Implement Security During the SDLC

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CompTIA's Network+ certification is a foundation-level certification designed for IT professionals with around one year of experience, whose job role is focused on network administration.

The CompTIA Network+ exam will certify the successful candidate has the knowledge and skills required to troubleshoot, configure, and manage common network devices; establish basic network connectivity; understand and maintain network documentation; identify network limitations and weaknesses; and implement network security, standards, and protocols. The candidate will have a basic understanding of enterprise technologies, including cloud and virtualization technologies.

The Official CompTIA® Network+® (Exam N10-008): will teach you the fundamental principles of installing, configuring, and troubleshooting network technologies and help you to progress a career in network administration. In this course, you will build on your existing user-level knowledge and experience with personal computer operating systems and networks to master the fundamental skills and concepts that you will need to use on the job in any type of networking career.

Course Objectives

In this course, you will describe the major networking technologies and systems of modern networks and configure, manage, and troubleshoot modern networks.

- Explain the OSI and TCP/IP Models.
- Explain the properties of network traffic.
- Install and configure switched networks.
- Configure IP networks.
- Install and configure routed networks.
- Configure and monitor ports and protocols.
- Explain network application and storage issues.
- Monitor and troubleshoot networks.
- Explain network attacks and mitigations.
- Install and configure security devices.
- Explain authentication and access controls.
- Deploy and troubleshoot cabling solutions.
- Implement and troubleshoot wireless technologies.
- Compare and contrast WAN technologies.
- Use remote access methods.
- Identify site policies and best practices.

This course is intended for entry-level computer support professionals with a basic knowledge of computer hardware, software, and operating systems who wish to increase their knowledge and understanding of networking concepts and acquire the required skills to prepare for a career in network support or administration, or who wish to prepare for the CompTIA Network+ certification. CompTIA Network+ is the first certification IT professionals specializing in network administration and support should earn. Network+ is aimed at IT professionals with job roles such as network administrator, network technician, network installer, help desk technician, and IT cable installer. This course is also designed for students who are seeking the CompTIA Network+ certification and who want to prepare for the CompTIA Network+ N10-008 Certification Exam.

Why Choose CFTEA / United Training?

CFTEA is committed to working as a partner with our clients. Choose CFTEA / United Training and take advantage of the following benefits.

- **Affordable Pricing Below Retail.**
- **Robust Public Enrollment Schedule.** Enjoy access to hundreds of Guaranteed to Run dates across a diverse catalog of course titles.
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- **Free Re-Takes.** Most completed United Training courses carry our unbeatable Learning Guarantee. This guarantee allows students to repeat most United Training courses, if they are the same version, FREE OF CHARGE, within six months of completion of the courses. Exceptions: Cisco, Citrix, VMware, Red Hat, and courses provided by affiliated 3rd party training providers.

Course Prerequisites

A typical student taking the CompTIA Network+ course should have a minimum of nine months of professional computer support experience as a PC or help desk technician. To ensure your success in this course, you should possess basic Windows® and Linux® user skills and a fundamental understanding of computer and networking concepts.

Agenda

- 1 – Explaining the OSI and TCP/IP Models
 - Topic A: Explain OSI Model Layers
 - Topic B: Explain the TCP/IP Suite
- 2 – Explaining Properties of Network Traffic
 - Topic A: Explain Media Types and Access Methods
 - Topic B: Deploy Ethernet Standards
 - Topic C: Configure and Monitor Network Interfaces
- 3 – Installing and Configuring Switched Networks
 - Topic A: Install and Configure Hubs and Bridges
 - Topic B: Install and Configure Switches
 - Topic C: Compare and Contrast Network Topologies
 - Topic D: Compare and Contrast Network Types
- 4 – Configuring IP Networks
 - Topic A: Configure IPv4 Addressing Components
 - Topic B: Test IP Interfaces with Command Line Tools
 - Topic C: Configure IPv4 Subnets
 - Topic D: Configure Private and Public IPv4 Addressing Schemes
 - Topic E: Configure IPv6 Addressing Components
 - Topic F: Configure DHCP Services
- 5 – Installing and Configuring Routed Networks
 - Topic A: Explain Characteristics of Routing
 - Topic B: Install and Configure Routers
- 6 – Configuring and Monitoring Ports and Protocols
 - Topic A: Explain the Uses of Ports and Protocols
 - Topic B: Use Port Scanners and Protocol Analyzers
 - Topic C: Explain the Use of Name Resolution Services
 - Topic D: Configure DNS and IPAM Services
- 7 – Explaining Network Application and Storage Services
 - Topic A: Explain the Uses of Network Applications
 - Topic B: Explain the Uses of Voice Services and Advanced Networking Devices
 - Topic C: Explain the Uses of Virtualization and Network Storage Services
 - Topic D: Summarize the Concepts of Cloud Services
- 8 – Monitoring and Troubleshooting Networks
 - Topic A: Monitor Network Interfaces and Logs
 - Topic B: Explain Network Troubleshooting Methodology
 - Topic C: Troubleshoot Common Network Services Issues
- 9 – Explaining Networking Attacks and Mitigations
 - Topic A: Summarize Common Networking Attacks
 - Topic B: Explain the Characteristics of VLANs
 - Topic C: Explain the Characteristics of NAT and Port Forwarding
- 10 – Installing and Configuring Security Devices
 - Topic A: Install and Configure Firewalls and Proxies
 - Topic B: Explain the Uses of IDS/IPS and UTM
- 11 – Explaining Authentication and Access Controls
 - Topic A: Explain Authentication Controls and Attacks
 - Topic B: Explain the Uses of Authentication Protocols and Directory Services
 - Topic C: Explain the Uses of Port Security and NAC
 - Topic D: Implement Network Device Hardening
 - Topic E: Explain Patch Management and Vulnerability Scanning Processes
- 12 – Deploying and Troubleshooting Cabling Solutions
 - Topic A: Deploy Structured Cabling Systems
 - Topic B: Deploy Twisted Pair Cabling Solutions
 - Topic C: Test and Troubleshoot Twisted Pair Cabling Solutions
 - Topic D: Deploy Fiber Optic Cabling Solutions
- 13 – Implementing and Troubleshooting Wireless Technologies
 - Topic A: Install and Configure Wireless Technologies
 - Topic B: Troubleshoot Wireless Performance Issues
 - Topic C: Secure and Troubleshoot Wireless Connectivity
- 14 – Comparing and Contrasting WAN Technologies
 - Topic A: Compare and Contrast WAN Core Service Types
 - Topic B: Compare and Contrast WAN Subscriber Service Types
 - Topic C: Compare and Contrast WAN Framing Service Types
 - Topic D: Compare and Contrast Wireless and IoT WAN Technologies
- 15 – Using Remote Access Methods
 - Topic A: Use Remote Access VPNs
 - Topic B: Use Remote Access Management Methods
- 16 – Identifying Site Policies and Best Practices
 - Topic A: Manage Networks with Documentation and Diagrams
 - Topic B: Summarize the Purposes of Physical Security Devices
 - Topic C: Compare and Contrast Business Continuity and Disaster Recovery Concepts
 - Topic D: Identify Policies and Best Practices

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In this course, students will build on their knowledge of and professional experience with security fundamentals, networks, and organizational security as you acquire the specific skills required to implement basic security services on any type of computer network.

Attendees will acquire the skills to implement basic security services on any computer network. This is the first security certification IT professionals should earn, as the knowledge earned in this course provides a springboard to intermediate-level cybersecurity jobs and advanced IT security certifications.

This course is also designed for students who are seeking the CompTIA Security+ certification and who want to prepare for the CompTIA Security+ SY0-601 Certification Exam.

Course Objectives

Through the CompTIA Security+ course, students learn how to identify and address security incidents. On course completion, participants will be able to:

- Scan and assess networks for vulnerabilities
- Monitor network traffic for unusual activity
- Investigate a network breach
- Compare and contrast attacks
- Compare and contrast security controls
- Use security assessment tools
- Explain basic cryptography concepts
- Implement a public key infrastructure
- Implement identity and access management controls
- Manage access services and accounts
- Implement a secure network architecture
- Install and configure security appliances
- Install and configure wireless and physical access security
- Deploy secure host, mobile, and embedded systems
- Implement secure network access protocols
- Implement secure network applications
- Explain risk management and disaster recovery concepts
- Describe secure application development concepts
- Explain organizational security concepts

Who Should Attend?

This course is designed for information technology (IT) professionals who have networking and administrative skills in Windows®-based Transmission Control Protocol/Internet Protocol (TCP/IP) networks; familiarity with other operating systems, such as macOS®, Unix®, or Linux®; and who want to further a career in IT by acquiring foundational knowledge of security topics or using CompTIA Security+ as the foundation for advanced security certifications or career roles. This course is also designed for students seeking the CompTIA Security+ certification who want to prepare for the CompTIA Security+ SY0-601 Certification Exam.

Why Choose CFTEA / United Training?

- Affordable Pricing Below Retail.
- CompTIA Authorized Training Partner
- Last updated in 2022
- 6-month free re-take policy
- 1-year access to class recordings

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Agenda


- 1 – Comparing Security Roles and Security Controls
 - Compare and Contrast Information Security Roles
 - Compare and Contrast Security Control and Framework Types
- 2 – Explaining Threat Actors and Threat Intelligence
 - Explain Threat Actor Types and Attack Vectors
 - Explain Threat Intelligence Sources
- 3 – Performing Security Assessments
 - Assess Organizational Security with Network Reconnaissance Tools
 - Explain Security Concerns with General Vulnerability Types
 - Summarize Vulnerability Scanning Techniques
 - Explain Penetration Testing Concepts
- 4 – Identifying Social Engineering and Malware
 - Compare and Contrast Social Engineering Techniques
 - Analyze Indicators of Malware-Based Attacks
- 5 – Summarizing Basic Cryptographic Concepts
 - Compare and Contrast Cryptographic Ciphers
 - Summarize Cryptographic Modes of Operation
 - Summarize Cryptographic Use Cases and Weaknesses
 - Summarize Other Cryptographic Technologies
- 6 – Implementing Public Key Infrastructure
 - Implement Certificates and Certificate Authorities
 - Implement PKI Management
- 7 – Implementing Authentication Controls
 - Summarize Authentication Design Concepts
 - Implement Knowledge-Based Authentication
 - Implement Authentication Technologies
 - Summarize Biometrics Authentication Concepts
- 8 – Implementing Identity and Account Management Controls
 - Implement Identity and Account Types
 - Implement Account Policies
 - Implement Authorization Solutions
 - Explain the Importance of Personnel Policies
- 9 – Implementing Secure Network Designs
 - Implement Secure Network Designs
 - Implement Secure Switching and Routing
 - Implement Secure Wireless Infrastructure
 - Implement Load Balancers
- 10 – Implementing Network Security Appliances
 - Implement Firewalls and Proxy Servers
 - Implement Network Security Monitoring
 - Summarize the Use of SIEM
- 11 – Implementing Secure Network Protocols
 - Implement Secure Network Operations Protocols
 - Implement Secure Application Protocols
 - Implement Secure Remote Access Protocols
- 12 – Implementing Host Security Solutions
 - Implement Secure Firmware
 - Implement Endpoint Security
 - Explain Embedded System Security Implications
- 13 – Implementing Secure Mobile Solutions
 - Implement Mobile Device Management
 - Implement Secure Mobile Device Connections
- 14 – Summarizing Secure Application Concepts
 - Analyze Indicators of Application Attacks
 - Analyze Indicators of Web Application Attacks
 - Summarize Secure Coding Practices
 - Implement Secure Script Environments
 - Summarize Deployment and Automation Concepts
- 15 – Implementing Secure Cloud Solutions
 - Summarize Secure Cloud and Virtualization Services
 - Apply Cloud Security Solutions
 - Summarize Infrastructure as Code Concepts
- 16 – Explaining Data Privacy and Protection Concepts
 - Explain Privacy and Data Sensitivity Concepts
 - Explain Privacy and Data Protection Controls
- 17 – Performing Incident Response
 - Summarize Incident Response Procedures
 - Utilize Appropriate Data Sources for Incident Response
 - Apply Mitigation Controls
- 18 – Explaining Digital Forensics
 - Explain Key Aspects of Digital Forensics Documentation
 - Explain Key Aspects of Digital Forensics Evidence Acquisition
- 19 – Summarizing Risk Management Concepts
 - Explain Risk Management Processes and Concepts
 - Explain Business Impact Analysis Concepts
- 20 – Implementing Cybersecurity Resilience
 - Implement Redundancy Strategies
 - Implement Backup Strategies
 - Implement Cybersecurity Resiliency Strategies
- 21 – Explaining Physical Security
 - Explain the Importance of Physical Site Security Controls
 - Explain the Importance of Physical Host Security Controls



ITIL Managing Professional Training


ITIL® 4 Specialist Create, Deliver and Support (CDS)

Begin your journey toward the ITIL Managing Professional designation. Acquire insights that allow you to integrate value streams and activities to create, deliver and support IT-enabled products and services. This class includes an exam voucher.

3 Days | \$2385 


ITIL® 4 Managing Professional - Drive Stakeholder Value (DSV)

This course covers key topics such as SLA design, multi-supplier management, communication, relationship management, CX and UX design, customer journey mapping, and more. This class includes an exam voucher.

3 Days | \$2385 

ITIL® 4 Specialist High Velocity IT (HVIT)


This course highlights the ways in which digital organizations and digital operating models function in high-velocity environments, including the use of working practices such as Agile and Lean. This class includes an exam voucher.

3 Days | \$2385 

ITIL Strategic Leader Training


ITIL® 4 Strategist Direct Plan and Improve (DPI)

In this course, you will gain the practical skills needed to establish a "learning and improving" IT organization that possess a strong and targeted strategic direction. This class includes an exam voucher.

3 Days | \$2385 

ITIL® 4 Strategic Leader: Digital and IT Strategy (DITS)

You will experience the four key capabilities to develop a holistic, digital capability framework: digital leadership, managing innovation and emerging technologies, risk management and structuring a digital enterprise. This class includes an exam voucher.

3 Days | \$2385 

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.

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 31st 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.

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.



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
<input type="checkbox"/> Online Learning Certificate			✓	
<input type="checkbox"/> Micro-Learning Focused on Practice and Application Case Study			✓	
<input type="checkbox"/> Modern Classroom Certified Trainer			✓	
<input type="checkbox"/> Engaging Adult Learners			✓	
<input type="checkbox"/> Verbal Communication		✓		
<input type="checkbox"/> Virtual Delivery for Educators			✓	
<input type="checkbox"/> 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 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		✓		
___ Written Communication		✓		✓

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

The Bank Marketing Diploma is an ideal program for bank marketers who are relatively new to the profession. It also represents an excellent opportunity for bankers outside the marketing area who desire a solid background in marketing to support their current responsibilities (e.g., branch managers).

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 All Three: 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
<input type="checkbox"/> Accounting, Financial or General	✓	✓		
<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"/> Money and Banking	✓	✓		
<input type="checkbox"/> Principles of Banking	✓	✓		✓
<input type="checkbox"/> Supervision or Certified Modern Manager or Certified Modern Supervisor		✓	✓	✓
<input type="checkbox"/> Verbal Communication		✓		
<input type="checkbox"/> 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
SEMESTER / TIER ONE				
<input type="checkbox"/> Accounting, Financial or General	✓	✓		
<input type="checkbox"/> Business Math		✓		
<input type="checkbox"/> Money and Banking	✓	✓		
<input type="checkbox"/> Principles of Banking	✓	✓		✓
SEMESTER / TIER TWO				
<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			✓	
SEMESTER / TIER THREE				
<input type="checkbox"/> *Choose One Elective Package* (options below)				
<input type="checkbox"/> Security Awareness			✓	
<input type="checkbox"/> Statistics		✓		
ELECTIVE PACKAGE ONE				
<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			✓	
ELECTIVE PACKAGE TWO				
<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
<input type="checkbox"/> Balancing Priorities			✓	
<input type="checkbox"/> Essentials of Workplace Conduct			✓	
<input type="checkbox"/> Ethics in the Workplace			✓	
<input type="checkbox"/> Fundamentals of Consumer Lending			✓	
<input type="checkbox"/> Handling Workplace Conflict			✓	
<input type="checkbox"/> IRA Fundamentals or IRA Essentials On-Demand or <u>Transfer internal IRA training equivalent.</u>			✓	
<input type="checkbox"/> Legal Foundations in Banking (formerly Law & Banking)	✓	✓		✓
<input type="checkbox"/> Effectively Managing Stress in the Workplace			✓	
<input type="checkbox"/> Team Excellence			✓	
<input type="checkbox"/> Written Communication		✓		✓

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

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

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		✓		✓

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
<input type="checkbox"/> Accounting, Financial or General	✓	✓		
<input type="checkbox"/> Consumer Lending or Consumer Lending Certificate	✓	✓	✓	
<input type="checkbox"/> Effective Referrals Suite			✓	
<input type="checkbox"/> Ethics in the Workplace			✓	
<input type="checkbox"/> Introduction to Analyzing Financial Statements or Personal Tax Return Analysis			✓	
<input type="checkbox"/> Legal Foundations in Banking (formerly Law & Banking)	✓	✓		✓
<input type="checkbox"/> Principles of Banking	✓	✓		✓
<input type="checkbox"/> Sales Essentials Certificate			✓	
<input type="checkbox"/> Verbal Communication		✓		
<input type="checkbox"/> Written Communication		✓		✓

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
<input type="checkbox"/> Accounting, Financial or General	✓	✓		
<input type="checkbox"/> Analyzing Financial Statements	✓	✓		
<input type="checkbox"/> Commercial Lending	✓	✓		
<input type="checkbox"/> Consumer Lending or Consumer Lending Certificate	✓	✓	✓	
<input type="checkbox"/> Ethics in the Workplace			✓	
<input type="checkbox"/> Guarantor Analysis			✓	
<input type="checkbox"/> Legal Foundations in Banking (formerly Law & Banking)	✓	✓		✓
<input type="checkbox"/> Principles of Banking	✓	✓		✓
<input type="checkbox"/> Residential Mortgage Lending		✓		
<input type="checkbox"/> Small Business Lending Certificate			✓	
<input type="checkbox"/> Verbal Communication		✓		
<input type="checkbox"/> Written Communication		✓		✓

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 Internal IRA training .	✓		✓	
<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		✓		✓

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 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"/> Verbal Communication		✓		
<input type="checkbox"/> Written Communication		✓		✓
CHOOSE ONE ELECTIVE (from list below)				
<input type="checkbox"/> Commercial Lending	✓	✓		
<input type="checkbox"/> Consumer Lending or Consumer Lending Certificate	✓	✓	✓	
<input type="checkbox"/> Supervision 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
<input type="checkbox"/> Ethics in the Workplace			✓	
<input type="checkbox"/> Human Relations		✓		
<input type="checkbox"/> Human Resource Management or Certificate in Human Resources Management		✓	✓	
<input type="checkbox"/> Meetings that Work			✓	
<input type="checkbox"/> Organizational Behavior Certificate			✓	
<input type="checkbox"/> Principles of Banking	✓	✓		✓
<input type="checkbox"/> Productive Work Habits			✓	
<input type="checkbox"/> Verbal Communication		✓		
<input type="checkbox"/> Written Communication		✓		✓

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

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"/> Ethics in the Workplace			✓	
<input type="checkbox"/> Introduction to Analyzing Financial Statements			✓	
<input type="checkbox"/> Money and Banking	✓	✓		
<input type="checkbox"/> Principles of Banking	✓	✓		✓
<input type="checkbox"/> Written Communication		✓		✓
PLUS TWO ELECTIVES				
<input type="checkbox"/> Consumer Lending or Consumer Lending Certificate	✓	✓	✓	
<input type="checkbox"/> Commercial Lending	✓	✓		
<input type="checkbox"/> 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 31st 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"/> 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			✓	
<input type="checkbox"/> Written Communication		✓		✓

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"/> Excel Tips and Tricks 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"/> Excel Tips and Tricks 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"/> 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"/> Residential Mortgage Lending Certificate		✓		
<input type="checkbox"/> Steps to a Powerful Personal Brand			✓	
<input type="checkbox"/> Working Effectively with Co-Workers			✓	
<input type="checkbox"/> Written Communication		✓		

This curriculum provides participants with the integration of supervisory concepts and skills development plus management techniques for a well-developed educational background in the role of the supervisor. 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"/> Engaging Adult Learners			✓	
<input type="checkbox"/> Handling Workplace Conflict			✓	
<input type="checkbox"/> Meetings that Work			✓	
<input type="checkbox"/> <u>Modern Manager Certificate</u> or Modern Supervisor Certificate			✓	✓
<input type="checkbox"/> Principles of Banking	✓	✓		✓
<input type="checkbox"/> Steps to a Powerful Personal Brand			✓	
<input type="checkbox"/> Supervision		✓		
<input type="checkbox"/> Verbal Communication		✓		
<input type="checkbox"/> Written Communication		✓		✓

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		✓		
<input type="checkbox"/> Written Communication		✓		✓



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 (3 credit)
- **1074:** Money and Banking
- **1370:** Principles of Banking
- **6050:** Residential Mortgage Lending
- **4310:** Supervision
- **5465:** Verbal Communication (3 credit)
- **1865:** Written Communication (3 credit)

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

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

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