



**CENTER FOR
FINANCIAL
TRAININGSM**

SOUTHEASTERN

@ Miami Dade College



Center For Financial Training-
Southeastern (CFT) – Educating the
financial services industry since
1901!

CFT provides high-quality
education and training for
employees of the financial services
industry and other members of the
business community.

CFT offers live and distance-
learning programs in both
academic and seminar formats, as
well as customized training and
consulting. Our programs and
services include essential
education in all aspects of banking,
securities & insurance licensing,
professional development and
software training.

With over 117 years of experience
CFT is your leading resource for
innovative education and training,
no matter where you are located.
Our career-enhancing solutions
will exceed your expectations!

DISTANCE LEARNING SCHEDULE SPRING 2020

ONLINE CERTIFICATE PROGRAMS

CFT/ABA certificate programs build the skills necessary for career advancement. Through a prescribed course of study, certificates provide practical, tailored knowledge specific to a job role in the financial services industry. Programs are continually reevaluated and refined to meet current needs and changes in the industry. Each certificate can be purchased individually as a self-paced online curriculum or can be licensed for a group of employees.

<u>BANK SOLUTIONS PROVIDER CERTIFICATE</u>
<u>BANK TELLER CERTIFICATE</u>
<u>CERTIFICATE IN FRAUD PREVENTION</u>
<u>BRANCH MANAGER CERTIFICATE</u>
<u>CERTIFICATE IN BSA AND AML COMPLIANCE</u>
<u>CERTIFICATE IN BUSINESS AND COMMERCIAL LENDING</u>
<u>CERTIFICATE IN DEPOSIT COMPLIANCE</u>
<u>CERTIFICATE IN LENDING COMPLIANCE</u>
<u>CERTIFICATE IN OPERATIONAL RISK MANAGEMENT</u>
<u>CUSTOMER SERVICE REPRESENTATIVE CERTIFICATE</u>
<u>CERTIFICATE IN GENERAL BANKING</u>
<u>FOUNDATIONAL CERTIFICATE IN BANK MARKETING</u>
<u>ADVANCED CERTIFICATE IN BANK MARKETING (Bank Marketing School)</u>
<u>ABA WHARTON EMERGING LEADERS CERTIFICATE – ENGAGING AND MOTIVATING TALENT</u>

<u>CERTIFICATE IN TRUST: ADVANCED</u>
<u>CERTIFICATE IN TRUST: FOUNDATIONAL</u>
<u>CERTIFICATE IN TRUST: INTERMEDIATE</u>
<u>RESIDENTIAL MORTGAGE LENDER CERTIFICATE</u>
<u>SMALL BUSINESS BANKER CERTIFICATE</u>
<u>FOUNDATIONAL CERTIFICATE IN BANK MARKETING</u>
<u>SUPERVISOR/TEAM LEADER CERTIFICATE</u>
<u>CERTIFICATE IN RISK MANAGEMENT FRAMEWORKS</u>
<u>CERTIFICATE IN FINANCIAL AND CREDIT RISK MANAGEMENT</u>
<u>UNIVERSAL BANKER CERTIFICATE</u>
<u>HEALTH SAVINGS ACCOUNT (HSA) EXPERT CERTIFICATE</u>
<u>PERSONAL BANKER CERTIFICATE</u>
<u>CERTIFICATE IN BANK FINANCIAL MANAGEMENT</u>
<u>ABA WHARTON EMERGING LEADERS CERTIFICATE – STRATEGY</u>
<u>ABA WHARTON EMERGING LEADERS CERTIFICATE – ADVANCED EMERGING LEADERSHIP</u>

Contact CFT at (305) 237-3051 for more information
www.cftse.org

INSTRUCTOR-LED ONLINE CLASSES

Save Time and Money with Online Courses

CFT/ABA courses are now more convenient than ever before. All you need is a computer with internet connection and an active e-mail account. That means employees don't have to leave the office or even home to get training, which saves time and travel costs.

Instructor-Led Classes

Students enrolled in CFT online classes enjoy the flexibility of not being required to be online at a specific day or time and the convenience of having an instructor with subject matter expertise only an e-mail away. Programs are taught by experienced and knowledgeable training specialists. Choose from a variety of courses that can boost your career and the quality of your financial services. Instructor-led courses are offered in 5 through 16 weeks formats.

Make a Smart Investment

It's easy to see what a big difference these courses can make to your bank and your bottom line. Yet despite their value, they cost very little.

Textbook/Learning Materials

The textbook cost for 10, 15 and 16-week courses is included in the tuition. The 5-week course learning materials are available online. A fee of **\$27.00** will be added to the invoice for shipping and handling of textbooks. Please be advised that there is a **\$14.00** individual registration fee for all classes.

How Online Courses Work

The course will be facilitated by an instructor who will guide you through each lesson and is available to answer questions and provide feedback on your assignments.

Each week you will receive an assignment over the Internet. The assignment will include:

- Reading a chapter in your textbook (mailed to you prior to the start of your course) or from your online course material.
- Completing a short assignment and either forwarding the assignment electronically to your instructor or posting it on the electronic class Discussion Board.
- Taking a self-check test.

In addition, you will also have assignments where you will collaborate with other students using electronic discussion boards and e-mail.

Examinations

Quizzes and exams are administered electronically and are submitted to the instructor for grading. CFT believes strongly in making every student's online technical experience as easy as possible. We support students by having our own technical team available to students 24 hours a day! The industry standard for online course completion is less than 50%, but thanks to the dedication of CFT students and instructors, better than 95% of CFT students successfully complete their online course. CFT is confident that you will too! The semester length courses (10, 15 and 16-weeks) have a mid-term examination and a final examination. The 5-week seminars have a final examination only.

Proctored Examination Required

You will need to identify a person from your institution to proctor your exams Monday – Friday, between 9 a.m. and 5 p.m. Eastern US time,

including a Human Resources training manager, supervisor, or someone from the management team of your organization. **Make sure to arrange your proctor well in advance of your exam date.**

If you do not work with an institution, you will need to contact CFT to request they proctor your exam. You will be asked to provide the telephone number of your proctor in case we need to reach that person for verification. A relative or friend cannot proctor an exam. All parties must abide by the policy. **There are no exceptions.**

Withdrawal Policy

A student who must withdraw from a CFT instructor-led on-line course must submit a written cancellation. Students who withdraw 7 days or more before the start date of the class are not subject to a withdrawal fee. Students who withdraw between 6 days before the class begins and 13 days from the start date will be responsible for a withdrawal fee of **\$100** plus book cost (if applicable) unless the book is returned in new condition within 7 days. A student who withdraws after 13 days from the start date will be responsible for the full class tuition.

ABA INSTRUCTOR-LED ONLINE CLASSES

Course Title	Start Date	End Date	Length	Credits	Price (Member)	Price (Nonmember)
Analyzing Bank Performance (w/Textbook - Printed)	01/27/20	03/13/20	7 weeks	3	875.00	1125.00
Analyzing Financial Statements (w/Textbook- Printed)	05/18/20	07/03/20	7 Weeks	3	875.00	1125.00
Analyzing Financial Statements (w/Textbook or eBook)	05/11/20	08/28/20	16 Weeks	3	550.00	675.00
Banking Fundamentals Curriculum			12 Weeks	3	595.00	795.00
<i>All 3 courses below offered together at a discount</i>						
The Banking Industry	01/06/20	01/31/20	4 Weeks	1	215.00	285.00
The Banking Industry	04/06/20	05/01/20	4 Weeks	1	215.00	285.00
Bank Lines of Business	01/27/20	02/21/20	4 Weeks	1	215.00	285.00
Bank Lines of Business	03/09/20	04/03/20	4 Weeks	1	215.00	285.00
Building Customer Relationships	02/03/20	02/28/20	4 Weeks	1	215.00	285.00
Building Customer Relationships	05/04/20	05/29/20	4 Weeks	1	215.00	285.00
Basic Administrative Duties of a Trustee	04/20/20	05/22/20	5 Weeks	1	300.00	375.00
Commercial Lending (w/Textbook or eBook)	02/10/20	05/29/20	12 Weeks	3	550.00	675.00
Consumer Lending (w/Textbook or eBook)	03/09/20	06/26/20	16 Weeks	3	500.00	650.00
General Accounting (w/Textbook - Printed)	03/16/20	07/03/20	16 Weeks	3	600.00	725.00
Introduction to Agricultural Lending	01/20/20	03/13/20	8 Weeks	3	475.00	575.00
Introduction to Trust Products & Services	02/24/20	03/27/20	5 Weeks	3	300.00	375.00
IRA Online Institute	02/24/20	05/17/20	12 Weeks	2	1595.00	1795.00
Legal Foundations in Banking (w/Textbook or ebook)	03/23/20	06/05/20	10 Weeks	1	675.00	830.00

ABA INSTRUCTOR-LED ONLINE CLASSES (continued)

Course Title	Start Date	End Date	Length	Credits	Price (Member)	Price (Nonmember)
Managing Interest Rate Risk	04/13/20	06/05/20	8 Weeks	3	875.00	1125.00
Managing the Bank's Investment Portfolio	03/23/20	04/24/20	5 Weeks	1	875.00	1125.00
Marketing in Banking	01/13/20	02/07/20	4 Weeks	1	300.00	375.00
Marketing Management	03/23/20	04/17/20	4 Weeks	1	300.00	375.00
Money and Banking (w/Textbook - Printed)	02/03/20	05/22/20	16 Weeks	1	510.00	656.00

ABA EXECUTIVE PROGRAMS

Course Title	Start Date	End Date	Length	Credits	Price (Member)	Price (Nonmember)
CRCM Online Review Course (w/Textbook or eBook)	03/02/20	05/08/20	10 Weeks	1	900.00	1195.00
CTFA Online Review Course (w/Textbook or eBook)	02/17/20	05/08/20	12 Weeks	2	1125.00	1475.00
Certificate in Bank Financial Management Curriculum						
<i>All 4 courses below must be completed</i>						
Analyzing Bank Performance (w/Textbook)	TBA	TBA	7 weeks	3	875.00	1125.00
Managing Funding, Liquidity and Capital (w/Textbook)	01/27/20	02/28/20	5 Weeks	3	875.00	1125.00
Managing Interest Rate Risk	TBA	TBA	8 Weeks	3	875.00	1125.00
Managing The Bank's Investment Portfolio	TBA	TBA	5 Weeks	3	875.00	1125.00

INSTRUCTOR-LED ONLINE CLASSES

Course Title	Start Date	End Date	Length	Credits	Price (Member)	Price (Nonmember)
Accounting	01/06/20	03/23/20	12 Weeks	3	645.00	745.00
Accounting	02/10/20	04/27/20	12 Weeks	3	645.00	745.00
Accounting	03/16/20	06/01/20	12 Weeks	3	645.00	745.00
Accounting	04/27/20	07/13/20	12 Weeks	3	645.00	745.00
Analyzing Financial Statements	01/06/20	03/23/20	12 Weeks	3	645.00	745.00
Analyzing Financial Statements	02/10/20	04/27/20	12 Weeks	3	645.00	745.00
Analyzing Financial Statements	03/30/20	06/15/20	12 Weeks	3	645.00	745.00
Analyzing Financial Statements	04/27/20	07/13/20	12 Weeks	3	645.00	745.00
Business Communication	01/06/20	03/23/20	12 Weeks	3	645.00	745.00
Business Communication	03/09/20	05/25/20	12 Weeks	3	645.00	745.00
Business Communication	05/11/20	07/27/20	12 Weeks	3	645.00	745.00
Business Math	01/06/20	03/23/20	12 Weeks	3	645.00	745.00
Business Math	02/03/20	04/20/20	12 Weeks	3	645.00	745.00
Business Math	03/09/20	05/25/20	12 Weeks	3	645.00	745.00
Business Math	04/20/20	07/06/20	12 Weeks	3	645.00	745.00
Commercial Lending	02/03/20	04/20/20	12 Weeks	3	645.00	745.00
Commercial Lending	03/20/20	06/15/20	12 Weeks	3	645.00	745.00
Commercial Lending	05/11/20	07/27/20	12 Weeks	3	645.00	745.00
Consumer Lending	01/13/20	03/30/20	12 Weeks	3	645.00	745.00
Consumer Lending	02/17/20	05/04/20	12 Weeks	3	645.00	745.00
Consumer Lending	04/06/20	06/22/20	12 Weeks	3	645.00	745.00
Consumer Lending	05/11/20	07/27/20	12 Weeks	3	645.00	745.00
Customer Service Excellence	01/13/20	03/16/20	10 Weeks	2	575.00	675.00
Customer Service Excellence	03/02/20	05/04/20	10 Weeks	2	575.00	675.00
Customer Service Excellence	04/20/20	06/22/20	10 Weeks	2	575.00	675.00
Deposit Accounts and Services	02/10/20	04/13/20	10 Weeks	2	575.00	675.00
Deposit Accounts and Services	04/27/20	06/29/20	10 Weeks	2	575.00	675.00
Economics	02/03/20	04/20/20	12 Weeks	3	645.00	745.00
Economics	03/09/20	05/25/20	12 Weeks	3	645.00	745.00
Economics	05/04/20	07/20/20	12 Weeks	3	645.00	745.00

INSTRUCTOR-LED ONLINE CLASSES (continued)

Course Title	Start Date	End Date	Length	Credits	Price (Member)	Price (Nonmember)
Financial Accounting	01/13/20	03/30/20	12 Weeks	3	645.00	745.00
Financial Accounting	03/16/20	06/01/20	12 Weeks	3	645.00	745.00
Human Relations	01/06/20	03/23/20	12 Weeks	3	645.00	745.00
Human Relations	02/24/20	05/11/20	12 Weeks	3	645.00	745.00
Human Relations	04/27/20	07/13/20	12 Weeks	3	645.00	745.00
Human Resource Management	02/10/20	04/27/20	12 Weeks	3	645.00	745.00
Human Resource Management	04/06/20	06/22/20	12 Weeks	3	645.00	745.00
Law and Banking: Applications	01/13/20	03/30/20	12 Weeks	3	645.00	745.00
Law and Banking: Applications	03/02/20	05/18/20	12 Weeks	3	645.00	745.00
Law and Banking: Applications	04/20/20	07/06/20	12 Weeks	3	645.00	745.00
Law and Banking: Principles	01/27/20	04/13/20	12 Weeks	3	645.00	745.00
Law and Banking: Principles	03/09/20	05/25/20	12 Weeks	3	645.00	745.00
Law and Banking: Principles	05/04/20	07/20/20	12 Weeks	3	645.00	745.00
Leading Your People to Success	03/09/20	05/11/20	10 Weeks	3	575.00	675.00
Management	01/13/20	03/30/20	12 Weeks	3	645.00	745.00
Management	03/30/20	06/15/20	12 Weeks	3	645.00	745.00
Marketing	01/13/20	03/30/20	12 Weeks	3	645.00	745.00
Marketing	02/03/20	04/20/20	12 Weeks	3	645.00	745.00
Marketing	04/13/20	06/29/20	12 Weeks	3	645.00	745.00
Money and Banking	01/06/20	03/23/20	12 Weeks	3	645.00	745.00
Money and Banking	02/03/20	04/20/20	12 Weeks	3	645.00	745.00
Money and Banking	03/09/20	05/25/20	12 Weeks	3	645.00	745.00
Money and Banking	04/20/20	07/06/20	12 Weeks	3	645.00	745.00
Organizational Behavior	01/27/20	04/13/20	12 Weeks	3	645.00	745.00
Organizational Behavior	04/13/20	06/29/20	12 Weeks	3	645.00	745.00
Principles of Banking	01/13/20	03/30/20	12 Weeks	3	645.00	745.00
Principles of Banking	01/20/20	04/06/20	12 Weeks	3	645.00	745.00
Principles of Banking	02/03/20	04/20/20	12 Weeks	3	645.00	745.00
Principles of Banking	02/17/20	05/04/20	12 Weeks	3	645.00	745.00
Principles of Banking	03/02/20	05/18/20	12 Weeks	3	645.00	745.00
Principles of Banking	03/16/20	06/01/20	12 weeks	3	645.00	745.00
Principles of Banking	03/30/20	06/15/20	12 Weeks	3	645.00	745.00
Principles of Banking	04/13/20	06/29/20	12 Weeks	3	645.00	745.00
Principles of Banking	05/04/20	07/20/20	12 Weeks	3	645.00	745.00
Principles of Banking	05/18/20	08/03/20	12 Weeks	3	645.00	745.00
Real Estate Appraisal	03/02/20	05/18/20	12 Weeks	3	645.00	745.00
Real Estate Finance	02/03/20	04/20/20	12 Weeks	3	645.00	745.00
Real Estate Law	02/10/20	04/27/20	12 Weeks	3	645.00	745.00
Residential Mortgage Lending	01/13/20	03/30/20	12 Weeks	3	645.00	745.00
Residential Mortgage Lending	02/24/20	05/11/20	12 Weeks	3	645.00	745.00
Residential Mortgage Lending	04/06/20	06/22/20	12 Weeks	3	645.00	745.00
Selling Fundamentals	01/13/20	03/30/20	12 Weeks	3	645.00	745.00
Selling Fundamentals	03/16/20	06/01/20	12 Weeks	3	645.00	745.00
Selling Fundamentals	05/11/20	07/27/20	12 Weeks	3	645.00	745.00
Statistics	02/17/20	05/04/20	12 Weeks	3	645.00	745.00
Supervision	01/13/20	03/30/20	12 Weeks	3	645.00	745.00
Supervision	02/03/20	04/20/20	12 Weeks	3	645.00	745.00
Supervision	04/20/20	07/06/20	12 Weeks	3	645.00	745.00
Teller Operations	01/06/20	03/09/20	10 Weeks	2	575.00	675.00
Teller Operations	03/09/20	05/11/20	10 Weeks	2	575.00	675.00
The Future of Business	01/13/20	03/30/20	12 Weeks	3	645.00	745.00
The Future of Business	05/18/20	08/03/20	12 Weeks	3	645.00	745.00

INSTRUCTOR-LED ONLINE CLASSES (continued)

CFT/MIAMI DADE COLLEGE MICROCOMPUTER ACADEMY

MICROSOFT OFFICE 2013

Introduction to Microsoft Word 2013	6 weeks	Prices may vary.
Intermediate to Microsoft Word 2013	6 weeks	Prices may vary.
Advanced Microsoft Word 2013	6 weeks	Prices may vary.
Introduction to Microsoft Excel 2013	6 weeks	Prices may vary.
Intermediate Microsoft Excel 2013	6 weeks	Prices may vary.
Advanced Microsoft Excel 2013	6 weeks	Prices may vary.
Introduction to Microsoft PowerPoint 2013	6 weeks	Prices may vary.
Intermediate Microsoft PowerPoint 2013	6 weeks	Prices may vary.
Advanced Microsoft PowerPoint 2013	6 weeks	Prices may vary.

MICROSOFT OFFICE 2016

Introduction to Microsoft Word 2016	6 weeks	Prices may vary.
Intermediate to Microsoft Word 2016	6 weeks	Prices may vary.
Advanced Microsoft Word 2016	6 weeks	Prices may vary.
Introduction to Microsoft Excel 2016	6 weeks	Prices may vary.
Intermediate Microsoft Excel 2016	6 weeks	Prices may vary.
Advanced Microsoft Excel 2016	6 weeks	Prices may vary.
Introduction to Microsoft PowerPoint 2016	6 weeks	Prices may vary.
Intermediate Microsoft PowerPoint 2016	6 weeks	Prices may vary.
Advanced Microsoft PowerPoint 2016	6 weeks	Prices may vary.

On-site Training

We can address virtually every training issue.

Let us put our expertise in solving training challenges to work for you. Our faculty is made up of seasoned, dynamic professionals with years of experience and expertise in the financial services industry. Whether you're looking to train a topic or a specific audience, CFT has the content and Subject Matter Expert to help you!

Customization – focusing on your needs.

CFT's faculty would be glad to customize any program, focusing on your specific issues, moving right to the heart of your training needs.

It's hassle free and convenient.

We take care of the details and work with you every step of the way to make sure the training is just what you want it to be. We will present a program at a location and time that is most convenient for you and your staff.

ROI-It's a prudent training investment.

What better way to keep your staff at their peak than with specialized training presented by experts on the issues that matter most to you. The bottom-line payoffs are tremendous.

ABA eLEARNING SELF PACED ONLINE COURSES

ABA's self-paced online course library of cost-effective banking, business, and trust courses deliver concepts that can be immediately applied on the job. ABA eLearning provides enhanced support with tools like our unique, role-based training roadmaps that guide users through a proven training path; blended learning extensions that enable immediate facilitated practice and application of learning in a classroom environment; and world-class implementation support that ensures the success of your training program. Enroll for individual courses, sets of courses offered as certificates, or contact us for contract pricing (bank-wide license). Please be advised that there is a **\$14.00** individual registration fee for all eLearning classes.

BUSINESS BANKING & COMMERCIAL LENDING

Course Name	Member	Non Member	Hrs.	Credit HRS ABA/CFT	ICB
GENERAL					
ABA Certificate in Business and Commercial Lending Curriculum	\$600	\$875	33	0.50	Individual courses may provide ABA Professional Certification credits
ABA Small Business Banker Certificate Curriculum	\$595	\$795	19	1	Individual courses may provide ABA Professional Certification credits
Analyzing Business Financial Statements and Tax Returns	\$150	\$200	6.30	0.50	8.0 CLBB
Analyzing Personal Financial Statements and Tax Returns	\$150	\$200	6	0.50	7.25 CLBB
Credit Products for Small Businesses	\$95	\$130	0.40	0.00	0.75 CLBB
Deposit Products and Services for Small Businesses	\$95	\$130	0.30	0.00	0.75 CLBB
Fundamentals of Small Business Banking Suite	\$95	\$130	0.45	0.25	N/A
Introduction to Analyzing Financial Statements	\$95	\$130	3.15	0.25	3.75 CLBB, CSOP, CTFA (FP)
Loan Structuring, Documentation, Pricing and Problem Loans	\$150	\$200	7.30	0.50	9.0 CLBB
Qualitative Analysis and Determining a Credit Risk Rating	\$150	\$200	6.30	0.50	8.0 CLBB
Retirement Products for Small Businesses	\$95	\$130	2	0.25	1.25 CLBB
Small Business Basics	\$55	\$75	0.20	0.00	N/A
Small Business Borrowing	\$95	\$130	0.50	0.00	N/A
Small Business Operating and Life Cycle	\$55	\$75	0.25	0.00	N/A
Understanding Business Borrowers	\$150	\$200	6.30	0.50	8.0 CLBB
THE COMMERCIAL REAL ESTATE LENDING DECISION PROCESS (RMA) (ALL SERIES)					
Commercial Real Estate Lending Decision Process (RMA) Curriculum	\$720	\$1,440	18-25	1	25.5 CLBB
Series 1: Types of CRE Loans, Risk Areas, and Performance Drivers	\$125	\$250	2.30	0.25	3.0 CLBB
Series 2: The CRE Underwriting Process	\$125	\$250	3.15	0.25	4.0 CLBB
Series 3: Financing Different Types of Commercial Properties	\$125	\$250	2.30	0.25	3.0 CLBB
Series 4: Understanding and Evaluating Leases, Appraisals, and Environmental Assessments	\$175	\$350	3.50	0.25	4.25 CLBB
Series 5: Loan Structure and Documentation Considerations	\$125	\$250	3.15	0.25	4.0 CLBB
Series 6: Construction Lending	\$175	\$350	6	0.50	7.25 CLBB
THE LENDING DECISION PROCESS SERIES (RMA) (ALL SERIES)					
RMA Lending Decision Process Curriculum	\$720	\$1,440	35-50	2 - 3	49.75 CLBB
Series 1: Industry, Management, and Economic Influences	\$100	\$200	4	0.25	5.0 CLBB
Series 2: Interpreting Quality of Financial Reports and Accounts	\$100	\$200	5	0.50	6.0 CLBB
Series 3: Analyzing the Company's Financial Performance and Financial Condition	\$200	\$400	12	0.50	14.5 CLBB

ABA eLEARNING SELF PACED ONLINE COURSES (continued)

Course Name	Member	Non Member	Hrs.	Credit HRS ABA/CFT	ICB
Series 4: The Cash Cycle, Seasonality, and Discovering Borrowing Causes and Repayment Sources	\$150	\$300	8	0.50	9.75 CLBB
Series 5: Analyzing Cash Flow Statement to Measure Long-Term Repayment Ability	\$150	\$300	6	0.50	7.25 CLBB
Series 6: Using Financial Projections to Fine Tune the Credit Analysis	\$150	\$300	6	0.50	7.25 CLBB
COMPLIANCE					
ONLINE TRAINING FOR COMPLIANCE PROFESSIONALS					
ABA Certificate in Deposit Compliance	\$1,595	\$2,095	12	0.50	Individual courses may provide ABA Professional Certification credits
ABA Certificate in Lending Compliance	\$2,195	\$2,695	28	1	Individual courses may provide ABA Professional Certification credits
ABA Certificate in Fraud Prevention	\$795	\$1,095	5.20	0.00	6.75 CAFP, CERP, CFSSP; 2.0 CRCM
ABA Certificate in BSA and AML Compliance	\$1,595	\$2,095	7	0.50	8.5 CAFP; 8.75 CRCM; 7.75 CFSSP; 3.25 CTFA (FID); 2.0 CCTS; 1.25 CSOP
Anatomy of a Regulation for Compliance Professionals	\$275	\$375	1.40	0.00	2.0 CRCM
BSA/USA Patriot Act for Compliance Professionals	\$275	\$375	1	0.00	1.25 CRCM, CAFP
Community Reinvestment Act, Community Bank (CRA) for Compliance Professionals	\$275	\$375	1.40	0.00	2.0 CRCM, CLBB
Community Reinvestment Act, Large Bank (CRA) for Compliance Professionals	\$275	\$375	1.40	0.00	2.0 CRCM, CLBB
Credit Card Regulations for Compliance Professionals	\$275	\$375	1.40	0.00	2.0 CRCM
Digital Compliance for Compliance Professionals	\$275	\$375	0.40	0.00	1.0 CRCM
Electronic Funds Transfer Act for Compliance Professionals	\$275	\$375	1.10	0.00	1.5CRCM, CFSSP, CAFP
Elements of a Compliance Program for Compliance Professionals	\$275	\$375	1.40	0.00	2.0 CRCM
Equal Credit Opportunity Act (ECOA) for Compliance Professionals	\$275	\$375	2.30	0.20	3.0 CRCM
Expedited Funds Availability (Reg CC) for Compliance Professionals	\$275	\$375	0.40	0.00	1.0 CRCM, CAFP
Fair Credit Reporting Act (FCRA) for Compliance Professionals	\$275	\$375	2.30	0.25	3.0 CRCM
Good Faith Estimate and HUD-1 for Compliance Professionals	\$95	\$130	0.20	0.00	0.5 CRCM
Home Mortgage Disclosure Act (HMDA) for Compliance Professionals	\$275	\$375	2	0.25	2.5 CRCM
Loans to Insiders (Reg O) for Compliance Professionals	\$275	\$375	2	0.00	1.25 CRCM, CLBB
National Flood Insurance Regulations for Compliance Professionals	\$275	\$375	1	0.00	1.25 CRCM
Office of Foreign Assets Control (OFAC) for Compliance Professionals	\$275	\$375	0.45	0.00	1.0 CRCM, CSOP, CCTS, CFSSP, CAFP
Privacy/Information Sharing for Compliance Professionals	\$275	\$375	1.30	0.00	2.0 CRCM
Real Estate Settlement Procedures Act (RESPA) for Compliance Professionals	\$275	\$375	2	0.25	2.5 CRCM
Reg Z Ability to Repay (ATR) and Qualified Mortgage (QM) for Compliance Professionals	\$275	\$375	0.30	0.00	0.75 CRCM
Reg Z Closed-End Credit for Compliance Professionals	\$275	\$375	2.30	0.25	3.0 CRCM
Reg Z Open-End Credit for Compliance Professionals	\$275	\$375	1.40	0.00	2.0 CRCM
Reserve Requirement for Depository Institutions Act (Reg D) for Compliance Professionals	\$275	\$375	0.20	0.00	0.5 CRCM, CSOP

ABA eLEARNING SELF PACED ONLINE COURSES (continued)

Course Name	Member	Non Member	Hrs.	Credit HRS ABA/CFT	ICB
Servicemembers Civil Relief Act (SCRA) for Compliance Professionals	\$275	\$375	1.40	0.00	2.0 CRCM
Truth-in-Savings Act (Reg DD) for Compliance Professionals	\$275	\$375	1	0.00	1.25 CRCM
Unfair, Deceptive, or Abusive Acts or Practices (UDAAP) for Compliance Professionals	\$275	\$375	1.40	0.00	2.25 CRCM
RISK MANAGEMENT					
ABA Certificate in BSA and AML Compliance	\$1,595	\$2,095	7	0.50	8.5 CAFP; 8.75 CRCM; 7.75 CFSSP; 3.25 CTFA (FID); 2.0 CCTS; 1.25 CSOP
ABA Certificate in Fraud Prevention	\$795	\$1,095	5.30	0.50	6.75 CAFP; 2.0 CFSSP; 2.0 CRCM
ABA Certificate in Risk Management Frameworks	\$1,395	\$1,895	8	0.50	9.75 CERP
Certificate in Operational Risk Management	\$1,595	\$2,095	10	0.50	9.25 CAFP; 12.75 CERP; 11.5 CRCM; 9.75 CSOP ; 5.5 CFSSP
Cyber-security Management	\$275	\$375	1	0.00	1.25 CAFP, CFSSP, CRCM, CSOP
Vendor Risk Management	\$275	\$375	1	0.00	1.25 CAFP, CRCM, CSOP
Elements of an Operational Risk Management Program	\$275	\$375	1	0.00	1 CAFP, CRCM, CSOP
Fraud and Criminal Threats	\$275	\$375	1	0.00	1.00 CAFP, 1.0 CFSSP, 1.0 CRCM
Incident Management and Resilience	\$275	\$375	1	0.00	1.25 CFSSP, 1.25 CSOP
Operational Risk Model Management	\$275	\$375	1	0.00	1.5 C, 1.5 CRCM, 1.5 CSOP
Oversight and Management of Operational Risk	\$275	\$375	1	0.00	1.25 CAFP, 1.25 CRCM, 1.25 CSOP
Payments and Settlements (coming soon)	\$275	\$375	1	0.00	1.0 CAFP, 1.0 CRCM, 1.0 CSOP, 1.0 CFSSP
Physical Security (coming soon)	\$275	\$375	1	0.00	1.0 CRCM, 1.0 CFSSP
Regulatory Exam Management (coming soon)	\$275	\$375	1	0.00	1.0 CAFP, 1.0 CRCM
Risk and Control Self-Assessment (RCSA) (coming soon)	\$275	\$375	1	0.00	1.25 CRCM, 1.25 CSOP
Board and Senior Management Oversight	\$275	\$375	0.40	0.00	1.0 CERP
Introduction to Enterprise Risk Management	\$275	\$375	0.45	0.00	1.0 CERP
Risk Identification	\$275	\$375	0.40	0.00	1.0 CERP
Risk Management Control Framework	\$275	\$375	0.40	0.00	1.0 CERP
Risk Management Reporting	\$275	\$375	1.15	0.00	1.5 CERP
Risk Measurement and Evaluation	\$275	\$375	0.50	0.00	1.0 CERP
Risk Mitigation	\$275	\$375	0.40	0.00	1.0 CERP
Risk Monitoring	\$275	\$375	1.00	0.00	1.25 CERP
Risk Policies, Procedures, and Limits	\$275	\$375	0.40	0.00	1.0 CERP
FRONTLINE COMPLIANCE TRAINING					
Bank Director Series		\$695	0.47	0.00	N/A
Board Oversight: Compliance Management	\$55	\$75	0.04	0.00	N/A
Board Oversight: Compliance Control Activities	\$55	\$75	0.04	0.00	N/A
Board Oversight: Preparing for the Compliance Exam	\$55	\$75	0.04	0.00	N/A
Board Oversight: Post Compliance Exam Activities	\$55	\$75	0.05	0.00	N/A
Board Oversight: BSA/AML/OFAC	\$55	\$75	0.04	0.00	N/A
Board Oversight: Insiders and Regulation O	\$55	\$75	0.07	0.00	N/A
Board Oversight: Fair Lending	\$55	\$75	0.05	0.00	N/A
Digital Trends: Cyber Security	\$55	\$75	0.04	0.00	N/A
Digital Trends: Blockchain	\$55	\$75	0.05	0.00	N/A
Digital Trends: Payments	\$55	\$75	0.05	0.00	N/A
Active Aggressor for Employees	\$55	\$75	0.35	0.00	0.75 CFSSP
Active Aggressor for Managers	\$95	\$130	0.40	0.00	1 CFSSP
ADA Accessibility	\$55	\$75	0.30	0.00	1.0 CRCM
ADA Interacting with People Who Have Disabilities	\$55	\$75	0.30	0.00	0.75 CRCM
ADA Overview and Employment	\$95	\$130	0.45	0.00	1.0 CRCM
Advertising: CAN-SPAM Act	\$55	\$75	0.30	0.00	0.75 CRCM, CFMP
Appraisals: FIRREA and Interagency Guidelines	\$95	\$130	0.50	0.00	1.0 CLBB, CRCM

ABA eLEARNING SELF PACED ONLINE COURSES (continued)

Course Name	Member	Non Member	Hrs.	Credit HRS ABA/CFT	ICB
Appraisals: Reg Z Requirements	\$55	\$75	0.25	0.00	0.5 CLBB, CRCM
Bank Bribery Act	\$55	\$75	0.20	0.00	0.5 CFSSP
Bank Protection Act	\$35	\$55	0.15	0.00	N/A
Banking Law and Referrals	\$95	\$130	0.40	0.00	1.0 CCTS, CRCM, CRSP, CSOP, CTFA(FID)
BSA/AML: Beneficial Ownership and Customer Due Diligence	\$55	\$75	0.30	0.00	0.75 CAFP, CRCM
BSA/AML: CIP Advanced	\$55	\$75	0.30	0.00	0.75 CCTS, CFSSP, CLBB, CRCM, CSOP, CTFA(FID), CAFP
BSA/AML: CIP Basics	\$55	\$75	0.30	0.00	0.75 CFSSP, CRCM, CAFP
BSA/AML: Communicating with Customers about CTRs	\$55	\$75	0.20	0.00	0.5 CFSSP, CRCM, CAFP
BSA/AML: Completing the CTR	\$95	\$130	0.45	0.00	1.0 CFSSP, CRCM, CAFP
BSA/AML: Complying with the BSA	\$55	\$75	0.20	0.00	0.5 CCTS, CFSSP, CLBB, CRCM, CSOP, CFTA(FID), CFAP
BSA/AML: Exempting Customers from CTR Reporting	\$55	\$75	0.25	0.00	0.5 CCTS, CFSSP, CLBB, CRCM, CSOP, CFTA(FID), CFAP
BSA/AML: Overview	\$55	\$75	0.15	0.00	0.25 CCTS, CFSSP, CLBB, CRCM, CSOP, CFTA(FID), CFAP
BSA/AML: Recordkeeping – Wires, Money Order, and other Challenges	\$55	\$75	0.20	0.00	0.5 CCTS, CFSSP, CLBB, CRCM, CSOP, CFTA(FID)
BSA/AML: Reporting	\$55	\$75	0.20	0.00	0.5 CCTS, CFSSP, CLBB, CRCM, CSOP, CFTA(FID), CFAP
BSA/AML: Risk Assessment and Customer Due Diligence	\$55	\$75	0.15	0.00	0.25 CCTS, CFSSP, CLBB, CRCM, CSOP, CFTA(FID), CFAP
BSA/AML: SAR Filing	\$95	\$130	0.40	0.00	1.0 CCTS, CFSSP, CLBB, CRCM, CSOP, CFTA(FID), CFAP
BSA/AML: USA PATRIOT ACT	\$55	\$75	0.20	0.00	0.5 CCTS, CFSSP, CLBB, CRCM, CSOP, CFTA(FID), CFAP
Community Reinvestment Act (Reg BB)	\$95	\$130	0.30	0.00	0.50 CLBB
Cyber security Fundamentals	\$55	\$75	0.30	0.00	0.75 CFSSP, CRCM, CSOP
Elder Financial Abuse	\$55	\$75	0.25	0.00	0.50 CRCM, CTFA (FP)
E-Sign Compliance	\$55	\$75	0.35	0.00	0.75 CRCM
Equal Credit Opportunity Act (Reg B)	\$95	\$130	1.30	0.00	2.0 CLBB, CRCM
Expedited Funds Availability Act (Reg CC)	\$95	\$130	1.20	0.00	1.75 CFSSP, CRCM, CAFP
Extending Credit to Bank Insiders (Reg O)	\$55	\$75	0.15	0.00	0.5 CLBB, CRCM
Fair Credit Reporting Act (FCRA) for Compliance Professionals	\$275	\$375	1.15	0.00	3.0 CERP, CRCM
FCRA: Adverse Action	\$55	\$75	0.20	0.00	0.5 CRCM
FCRA: Affiliate/Third Party Information Sharing	\$35	\$55	0.15	0.00	0.5 CRCM
FCRA: Duties of Furnishers	\$35	\$55	0.15	0.00	0.5 CRCM
FCRA: Introduction and Overview	\$35	\$55	0.15	0.00	0.5 CRCM
FCRA: Medical Information Sharing	\$35	\$55	0.15	0.00	N/A
FCRA: Notice to Consumers (Risk-Based Pricing)	\$55	\$75	0.20	0.00	0.5 CRCM
FCRA: Permissible Purpose	\$55	\$75	0.20	0.00	0.5 CRCM
FCRA: Prescreened Offers of Credit	\$35	\$55	0.15	0.00	0.5 CRCM
FCRA: Use of Consumer Reports in Employment	\$35	\$55	0.15	0.00	N/A
Fair Debt Collection Practices Act	\$95	\$130	0.20	0.00	0.5 CRCM
Fair Housing Act	\$55	\$75	0.25	0.00	N/A
Fair Lending	\$95	\$130	1.10	0.00	1.5 CLBB
FDIC Insurance Coverage	\$95	\$130	0.50	0.00	1.0 CRCM, CSOP
Flood Disaster Protection Act	\$55	\$75	0.25	0.00	0.5 CLBB
Fraud Recognition and Prevention	\$95	\$130	0.50	0.00	1.0 CRCM, CAFP, CFSSP
Good Faith Estimate and HUD-1	\$55	\$75	0.15	0.00	0.25 CRCM

ABA eLEARNING SELF PACED ONLINE COURSES (continued)

Course Name	Member	Non Member	Hrs.	Credit HRS ABA/CFT	ICB
Home Mortgage Disclosure Act (HDMA) Overview	\$95	\$130	0.50	0.00	1.0 CRCM
Homeowners Protection Act	\$95	\$130	0.30	0.00	0.75 CRCM, CFMP
Information Security and Red Flags	\$95	\$130	0.45	0.00	1.0 CCTS,CFSSP,CLBB,CRCM,CSOP,CAFP
Military Lending Act	\$95	\$130	0.40	0.00	1.0 CRCM
Mortgage Servicing: ARM Notices	\$55	\$75	0.30	0.00	0.75 CRCM
Mortgage Servicing: Early Intervention and Continuity of Contract	\$55	\$75	0.30	0.00	0.75 CRCM
Mortgage Servicing: Error Resolution	\$95	\$130	0.40	0.00	1 CRCM
Mortgage Servicing: Escrow Accounts	\$95	\$130	0.40	0.00	1 CRCM
Mortgage Servicing: Force-Placed Insurance	\$95	\$130	0.40	0.00	1 CRCM
Mortgage Servicing: Loan Origination and Servicing Transfers	\$95	\$130	0.45	0.00	1 CRCM
Mortgage Servicing: Loss Mitigation	\$95	\$130	0.45	0.00	1 CRCM
Mortgage Servicing: Overview	\$95	\$130	0.45	0.00	1 CRCM
Mortgage Servicing: Payment Crediting and Periodic Statements	\$95	\$130	0.40	0.00	1 CRCM
Mortgage Servicing: Successors in Interest	\$95	\$130	0.45	0.00	1 CRCM
Office of Foreign Assets Control (OFAC)	\$55	\$75	0.20	0.00	0.5 CCTS,CFSSP,CLBB,CRCM,CSOP,CAFP
Real Estate Settlement Procedures Act (RESPA)	\$95	\$130	1	0.00	1.25 CRCM
Privacy for Customer Contact Personnel	\$55	\$75	.35	0.00	0.50 CLBB; CRCM; CSOP; CTFA (FID)
Recognizing and Preventing UDAAP	\$95	\$130	1	0.00	1.25 CRCM, CSOP
Reg CC Subpart C	\$95	\$130	0.40	0.00	1.0 CAFP, CFSSP,CRCM
Reg E Consumer Liability	\$55	\$75	0.25	0.00	0.5 CFSSP, CRCM, CAFP
Reg E Consumer Remittances	\$95	\$130	1.10	0.00	1.50 CRCM
Reg E Disclosure Requirements	\$55	\$75	0.20	0.00	0.5 CFSSP, CRCM, CAFP
Reg E Error Resolution Requirements	\$55	\$75	0.25	0.00	0.5 CFSSP, CRCM, CAFP
Reg E Gift Cards	\$55	\$75	0.20	0.00	0.5 CFSSP, CRCM
Reg E Overdrafts	\$55	\$75	0.25	0.00	0.5 CFSSP, CRCM
Reg E Overview	\$55	\$75	0.35	0.00	0.75 CFSSP, CRCM, CAFP
Reg E Payroll Cards	\$35	\$55	0.15	0.00	0.25 CFSSP, CRCM
Reg E Preauthorized Transfers	\$35	\$55	0.15	0.00	0.25 CFSSP, CRCM
Reg E Prepaid Accounts	\$95	\$130	0.40	0.00	1 CFSSP, CRCM
Reg Z Adjustable Rate Mortgages	\$55	\$75	0.25	0.00	0.5 CRCM
Reg Z Advertising	\$95	\$130	0.45	0.00	0.5 CFMP, CRCM
Reg Z HELOCs (Open-End Credit)	\$55	\$75	0.35	0.00	0.75 CLBB,CRCM
Reg Z Credit Cards	\$55	\$75	0.35	0.00	0.75 CLBB, CRCM
Reg Z Private Higher Education Loans	\$55	\$75	0.20	0.00	0.5 CLBB,CRCM
Reg Z HOEPA and Higher-Priced Mortgage Loans	\$95	\$130	0.50	0.00	1.0 CLBB,CRCM
Reg Z Installment and Home Equity Loans (Closed-End Credit)	\$55	\$75	0.30	0.00	0.75 CLBB,CRCM
Reg Z Mortgages(Closed-End Credit)	\$55	\$75	0.20	0.00	0.5 CLBB,CRCM
Reg Z Non Home Secured (Open-End Credit)	\$55	\$75	0.20	0.00	0.5 CLBB,CRCM
Reg Z Overview	\$95	\$130	0.50	0.00	1.0 CLBB,CRCM
Reg Z Reverse Mortgages	\$55	\$75	0.25	0.00	0.5 CLBB, CRCM
Reg Z Right of Rescission	\$55	\$75	0.35	0.00	0.75 CLBB, CRCM
Reserve Requirements for Depository Institutions (Reg D)	\$55	\$75	0.40	0.00	N/A
Right to Financial Privacy Act (RFPA)	\$55	\$75	0.30	0.00	0.75 CLBB, CRCM, CSOP, CTFA
Robbery and Bank Security	\$95	\$130	0.45	0.00	N/A
Service-member Civil Relief Act	\$95	\$130	0.35	0.00	1.0 CRCM
Sexual and Workplace Harassment	\$95	\$130	0.40	0.00	N/A
Sexual and Workplace Harassment for Managers	\$95	\$130	1	0.00	N/A

ABA eLEARNING SELF PACED ONLINE COURSES (continued)

Course Name	Member	Non Member	Hrs.	Credit HRS ABA/CFT	ICB
Social Media: Managing the Risks	\$95	\$130	0.45	0.00	1.0 CFMP, CRCM
Telephone Consumer Protection Act (TCPA)	\$95	\$130	0.45	0.00	1.0 CRCM
The S.A.F.E. Act – Secure and Fair Enforcement for Mortgage Licensing Act	\$95	\$130	0.30	0.00	0.75 CRCM
TILA-RESPA Integrated Disclosures	\$55	\$75	0.30	0.00	0.75 CRCM
Truth in Savings Act (Reg DD)	\$55	\$75	0.40	0.00	1.25 CCTS, CFSSP, CRCM, CSOP
Unlawful Internet Gambling Enforcement Act (UIGEA) (Reg GG)	\$55	\$75	0.20	0.00	0.5 CRCM, CFSSP
EXECUTIVE EDUCATION					
ABA Certificate in Bank Financial Management	\$2,165	\$2,895	NA	0.00	72 CERP; 1CAFP,CCTS,CFMP,CFSSP,CISP,CLBB, CRCM,CRSP,CSOP
ABA-Wharton Emerging Leaders – Strategy (New)	\$1,695	\$2,195	20	0.00	N/A
ABA-Wharton Emerging Leaders – Engaging and Motivating Talent (New)	\$1,695	\$2,195	18	0.00	N/A
ABA-Wharton Emerging Leaders – Advanced Leadership (New)	\$695	\$925	41	0.00	N/A
Ethical Issues for Bankers	\$55	\$75	0.25	0.00	1 CAFP,CCTS,CFMP,CFSSP,CISP,CLBB,CRCM, CRSP, CSO, CTFA
Leveraging the Benefits of a Diverse Workforce	\$95	\$130	0.55	0.00	N/A
MORTGAGE LENDING					
GENERAL					
ABA Residential Mortgage Lender Certificate	\$775	\$985	24	1	Individual courses may provide ABA Professional Certification credits
Effective Referrals Suite	\$55	\$75	0.15	0.00	0.5 CLBB
Ethical Issues for Bankers	\$55	\$75	0.25	0.00	1 CAFP,CCTS,CFMP,CFSSP,CISP,CLBB,CRCM, CRSP, CSOP,CTFA
Leveraging the Benefits of a Diverse Workforce	\$95	\$130	0.55	0.00	N/A
Handling Mortgage Inquiries and Making Referrals	\$95	\$130	1.40	0.25	2.0 CRCM
Introduction to Relationship Selling	\$95	\$130	2.20	0.25	N/A
Mortgage Customer Counseling and Prequalification	\$95	\$130	2.30	0.25	N/A
Personal Tax Return Analysis	\$95	\$130	6	0.50	7.25 CLBB, CTFA (FP)
RESIDENTIAL LENDING COURSES (ALL REGS)					
Appraisal Procedures	\$95	\$130	1	0.00	N/A
Basics of Mortgage Processing	\$95	\$130	0.45	0.00	N/A
Completing the HUD 1	\$95	\$130	0.30	0.00	N/A
Determining Your Role in Fraud Prevention	\$55	\$75	0.30	0.00	N/A
Discovering FHA Programs	\$95	\$130	1	0.00	N/A
Elements of Title Insurance	\$95	\$130	1	0.00	N/A
Essentials of Mortgage Lending	\$95	\$130	1.30	0.00	N/A
Explaining Loan Modifications	\$95	\$130	1	0.00	N/A
Gathering the Facts on Mortgage Fraud	\$95	\$130	1	0.00	N/A
Mitigating Potential Fraud in Your Organization	\$55	\$75	0.30	0.00	N/A
Preparing the Closing Disclosure	\$95	\$130	1	0.00	N/A
Preparing the Loan Estimate	\$95	\$130	1	0.00	N/A
Processing and Underwriting Credit	\$95	\$130	1	0.00	N/A
Processing Income and Assets	\$95	\$130	1	0.00	N/A
Reviewing the Appraisal Report	\$95	\$130	1	0.00	N/A
PAYMENT SYSTEMS					
Payment Systems Emerging Products	\$275	\$375	0.40	0.00	1 CAFP;CFMP

ABA eLEARNING SELF PACED ONLINE COURSES (continued)

Course Name	Member	Non Member	Hrs.	Credit HRS ABA/CFT	ICB
Payment Systems Trends	\$275	\$375	0.40	0.00	1 CAFP;CRCM
RETAIL BANKING AND MARKETING					
DIGITAL AND SOCIAL MEDIA					
Marketing in a Digital World	\$599	\$829	7.45	0.00	9.5 CFMP
Marketing in a Digital World: Digital Campaigns	\$299	\$399	3.30	0.00	4.5 CFMP
Marketing in a Digital World: Social Campaigns	\$299	\$399	4.15	0.00	5.0 CFMP
Build Your Campaign	\$129	\$179	0.45	0.00	1.0 CFMP
Find your Audience	\$129	\$179	1.15	0.00	1.5 CFMP
Search Engine Optimization	\$129	\$179	1	0.00	1.25 CFMP
Leveraging LinkedIn	\$129	\$179	1.15	0.00	1.5 CFMP
The Power of Facebook	\$129	\$179	1.15	0.00	1.5 CFMP
Strategic Twitter	\$129	\$179	1.15	0.00	1.5 CFMP
GENERAL BANKING					
ABA Bank Solutions Provider Certificate Curriculum	\$495	\$695	6.30	0.50	Individual courses may provide ABA Professional Certification credits
ABA Bank Teller Certificate Curriculum	\$695	\$995	13	1	Individual courses may provide ABA Professional Certification credits
ABA Branch Manager Certificate Curriculum	\$1,295	\$1,595	14	2	Individual courses may provide ABA Professional Certification credits
ABA Customer Service Representative Certificate Curriculum	\$795	\$995	10.30	1	Individual courses may provide ABA Professional Certification credits
ABA Foundational Certificate in Bank Marketing	\$1,195	\$1,795	21	2	Individual courses may provide ABA Professional Certification credits
ABA Advanced Certificate in Bank Marketing	Prices may vary		Bank Marketing school		50 CFMP CE
ABA Personal Banker Certificate Curriculum	\$795	\$995	13.30	2	Individual courses may provide ABA Professional Certification credits
ABA Universal Banker Certificate Curriculum	\$795	\$995	9.30	1	Individual courses may provide ABA Professional Certification credits
ABA Certificate in Bank Financial Management	\$2,165	\$2,895	NA	0.00	72 CERP; 1CAFP,CCTS,CFMP,CFSSP,CISP,CLBB,CRCM,CRSP,CSOP
ABA Certificate in General Banking Curriculum	Prices may vary		N/A	N/A	37.5 CLBB; 15 CFMP
ABA Supervisor/Team Leader Certificate Curriculum	\$895	\$1,095	9.5	0.50	
Banking Basics Suite	\$595	\$795	2	0.00	N/A
Bank Marketing: Building Customer Relationships	\$55	\$75	0.12	0.00	N/A
Bank Payment System and Technology	\$55	\$75	0.10	0.00	N/A
Bank Sales and Service: Expanding Customer Relationships	\$55	\$75	0.12	0.00	N/A
Banks as a Business	\$55	\$75	0.10	0.00	N/A
Banks and the Deposit Function	\$55	\$75	0.10	0.00	N/A
Banks and the Economy	\$55	\$75	0.10	0.00	N/A
Banks and Personal Wealth Management	\$55	\$75	0.10	0.00	N/A
Business and International Banking Services	\$55	\$75	0.12	0.00	N/A
Community Bank Suite – Foundational Skills	\$235	\$315	5.40	0.00	1 CAFP,CCTS,CFMP,CFSSP,CISP,CLBB,CRCM,CRSP,CSOP,CTFA
Community Bank Suite – Onboarding Basics	\$295	\$405	1.12	0.00	0.25CAFP,CFSSP,CRCM
Introduction to Banking	\$55	\$75	0.10	0.00	N/A
Lending as a Cornerstone of Banking	\$55	\$75	0.10	0.00	N/A
Safeguarding Bank Assets and the Nation	\$55	\$75	0.12	0.00	N/A
Safeguarding the Customer and the Bank	\$55	\$75	0.12	0.00	N/A
Ethical Issues for Bankers	\$55	\$75	0.25	0.00	1 CAFP,CCTS,CFMP,CFSSP,CISP,CLBB,CRCM,CRSP,CSOP,CTFA
Robbery & Bank Security	\$95	\$130	0.45	0.00	N/A
Community Bank Suite – Foundational Skills	\$235	\$315	5.40	0.00	1 CAFP,CCTS,CFMP,CFSSP,CISP,CLBB,CRCM,CRSP,CSOP,CTFA

ABA eLEARNING SELF PACED ONLINE COURSES (continued)

Course Name	Member	Non Member	Hrs.	Credit HRS ABA/CFT	ICB
Robbery & Bank Security	\$95	\$130	0.45	0.00	N/A
Teller Basics Suite	\$150	\$200	5	0.00	N/A
MANAGEMENT SKILLS					
ABA Supervisor/Team Leader Certificate Curriculum	\$895	\$1,095	9.30	1	Individual courses may provide ABA Professional Certification credits
Authentic Leadership	\$55	\$75	0.15	0.00	N/A
Building Collaborative Teams	\$55	\$75	0.15	0.00	N/A
Coaching	\$55	\$75	0.15	0.25	N/A
Communicating Visions	\$55	\$75	0.15	0.00	N/A
Community Bank Suite – Management Skills	\$260	\$365	2.03	0.00	N/A
Corrective Action	\$55	\$75	0.15	0.25	N/A
Effective Meetings	\$55	\$75	0.15	0.00	N/A
Employment Law	\$95	\$130	3	0.00	N/A
Employee Recognition	\$55	\$75	0.15	0.00	N/A
Empowerment	\$55	\$75	0.15	0.00	N/A
Interviewing	\$55	\$75	0.15	0.00	N/A
Leadership in Action Suite	\$195	\$275	1.15	0.00	N/A
Leveraging the Benefits of a Diverse Workforce	\$95	\$130	0.55	0.00	N/A
Management Essentials Suite	\$275	\$375	1.30	0.00	N/A
Managing Change	\$55	\$75	0.15	0.25	N/A
Managing Performance	\$55	\$75	0.15	0.25	N/A
Sexual and Workplace Harassment for Managers	\$95	\$130	1	.02	N/A
PRODUCT KNOWLEDGE					
Consumer Credit Basics	\$55	\$75	0.20	0.00	N/A
Consumer Credit Products	\$95	\$130	1.25	0.00	N/A
Consumer Loan Process	\$55	\$75	0.20	0.00	N/A
Credit Products for Small Businesses	\$95	\$130	0.40	0.00	0.75 CLBB
Deposit Products and Services for Small Business	\$95	\$130	0.30	0.00	0.75 CLBB
Fundamentals of Consumer Lending Suite	\$95	\$130	0.40	0.25	N/A
Fundamentals of Small Business Banking Suite	\$95	\$130	0.45	0.00	N/A
Introduction to Analyzing Financial Statements	\$95	\$130	3.15	0.25	3.75 CLBB, CSOP, CTFA (FP)
Introduction to IRAs	\$95	\$130	0.30	0.00	0.75 CISP, CRSP, CSOP, CTFA (FP)
Personal Tax Returns Analysis	\$95	\$130	6	0.00	7.25 CLBB, CFTA(FP)
Retirement Products for Small Businesses	\$95	\$130	2	0.00	1.25 CLBB
Small Business Basics	\$55	\$75	0.20	0.00	N/A
Small Business Borrowing	\$95	\$130	0.50	0.00	N/A
Small Business Operating and Life Cycles	\$55	\$75	0.25	0.00	N/A
Understanding Bank Products	\$95	\$130	2.15	0.25	N/A
SALES SKILLS					
Calling on Small Business Customers	\$95	\$130	1.30	0.00	N/A
Coaching to Support the Sales Process	\$55	\$75	0.20	0.00	N/A
Community Bank Suite – Sales Skills	\$95	\$135	0.35	0.00	N/A
Effective Referrals Suite	\$55	\$75	0.15	0.00	N/A
Essential Selling Skills Bundle	\$195	\$275	1.30	0.00	N/A
Event Networking	\$95	\$130	1	0.00	1.0 CFMP
Making the Client Call Suite	\$55	\$75	0.20	0.00	N/A
Overcoming Objections Suite	\$55	\$75	0.20	0.00	N/A
Referring Insurance & Annuity Clients	\$95	\$130	1.25	0.00	N/A
Referring Investment Clients	\$95	\$130	0.35	0.00	N/A
Referring Trust Clients	\$95	\$130	0.40	0.00	N/A
Relationship Sales Suite	\$55	\$75	0.15	0.00	N/A
Relationship Selling to Small Business Customers	\$95	\$130	1.25	0.00	N/A
Sales Planning	\$55	\$75	0.20	0.00	N/A
Selling in a Social World – (Mindset Digital – Full Curriculum)	\$129	\$179	1.45	0.00	N/A
Selling in a Social World – Extend your Reach	\$89	\$129	1.00	0.00	N/A
Selling in a Social World – Engage your Audience	\$49	\$69	0.45	0.00	N/A

ABA eLEARNING SELF PACED ONLINE COURSES (continued)

Course Name	Member	Non Member	Hrs.	Credit HRS ABA/CFT	ICB
Servicing and Growing Small Business Relationships	\$95	\$130	0.50	0.00	N/A
Successful Sales Campaigns	\$95	\$130	2	0.25	N/A
Tele-Consulting	\$95	\$130	1.35	0.00	N/A
Why Quality Customer Service Matters	\$55	\$75	0.35	0.00	N/A
WORKPLACE SKILLS					
Communicating Basics Suite	\$55	\$75	0.20	0.00	N/A
Dealing Effectively with Co-workers	\$95	\$130	3	0.25	N/A
Essentials of Workplace Conduct	\$95	\$130	0.40	0.00	N/A
Improving Productivity	\$95	\$130	3	0.25	N/A
Managing Time at Work	\$95	\$130	1	0.25	N/A
Online Communication Suite	\$55	\$75	0.10	0.00	N/A
Presentation Skills Suite	\$95	\$130	0.50	0.25	N/A
Sexual and Workplace Harassment	\$95	\$130	0.40	0.00	N/A
Verbal Communication Suite	\$55	\$75	0.20	0.00	N/A
Written Communication Suite	\$55	\$75	0.20	0.00	N/A
WEALTH MANAGEMENT & TRUST					
ABA Certificate in Trust: Foundational	\$1,495	\$1,995	10	0.50	12.5 CFTA, 8.5 CSOP, 6.5 CRSP, 5.75 CCTS, 4.75 CISP
ABA Certificate in Trust: Intermediate	\$2,295	\$3,095	18	1.00	16 CFTA, 8 CSOP, 6 CRSP, 3 CISP
ABA Certificate in Trust: Advanced	\$2,295	\$3,095	14	1.00	15 CFTA, 4 CSOP, 6 CRSP, 7 CISP
ABA Health Savings Account (HSA) Expert Certificate	\$795	\$1,095	3.5	0.20	Individual courses may provide ABA Professional Certification credits
A Guide to Ethics in Fiduciary & Trust Activities	\$95	\$130	0.35	0.00	0.75 CTFA (ETH)
A Guide to Ethics in Financial Planning	\$95	\$130	0.20	0.00	0.5 CTFA (ETH)
A Guide to Ethics in Investments	\$95	\$130	0.40	0.00	1.25 CTFA (ETH)
A Guide to Ethics in Tax Law & Tax Planning	\$95	\$130	0.25	0.00	0.5 CTFA (ETH)
Account Acceptance and Termination	\$175	\$225	0.55	0.00	1.0 CSOP, CTFA (FID)
Asset Allocation and Portfolio Management	\$175	\$225	0.55	0.00	1.0 CRSP, CSOP, CTFA (INV)
Basic Characteristics of a Trust	\$175	\$225	0.55	0.00	1.0 CSOP, CTFA (FID)
Bond Selection and Analysis	\$175	\$225	0.55	0.00	1.0 CRSP, CSOP, CTFA (INV)
Discretionary Distributions	\$175	\$225	2	0.00	1.0 CTFA (FID)
Duties and Powers of the Trustee	\$175	\$225	0.55	0.00	1.0 CSOP, CTFA (FID)
Economics & Markets	\$175	\$225	0.55	0.00	1.0 CRSP, CSOP, CTFA (INV)
Estate Planning for the Marital Deduction	\$175	\$225	0.55	0.00	1.0 CTFA (TAX)
Education Planning Solutions for Minors	\$175	\$225	0.55	0.00	1.0 CISP, CRSP, CTFA (FP)
Estate and Guardian Administration	\$175	\$225	0.55	0.00	1.0 CSOP, CTFA (FID)
Estate Planning to Achieve Client Goals	\$175	\$225	0.55	0.00	1.0 CTFA (FP)
Estate Planning for Charitable Giving	\$175	\$225	0.55	0.00	1.0 CISP, CTFA (TAX)
Estate Planning for IRAs and Qualified Plan Balances	\$175	\$225	0.55	0.00	1.0 CISP, CTFA (TAX)
Estate Planning solutions for the Business Owner	\$175	\$225	0.55	0.00	1.0 CTFA (FP)
Fiduciary Income Tax	\$175	\$225	1.45	0.00	1.0 CISP, CTFA (TAX)
Fiduciary Law	\$175	\$225	2.25	0.00	1.0 CISP, CRSP, CSOP, CTFA (FID)
Fundamentals of Alternative Investment Products	\$175	\$225	0.55	0.00	1.0 CRSP, CSOP, CTFA (INV)
Fundamentals of Life Insurance	\$175	\$225	0.55	0.00	1.0 CRSP, CTFA (FP)
Generation-Skipping Transfer Tax	\$175	\$225	0.55	0.00	1.0 CISP, CTFA (TAX)
Gift Taxation	\$175	\$225	0.55	0.00	1.0 CISP, CTFA (TAX)
How Trusts are Taxed	\$175	\$225	0.55	0.00	1.0 CTFA (TAX)
Income Tax Planning	\$175	\$225	0.55	0.00	1.0 CTFA (TAX)
Introduction to Estate Planning	\$335	\$450	3.35	0.25	4.5 CTFA (TAX), CISP
Introduction to Investment Management	\$335	\$450	3.25	0.25	4.5 CCTS, CRSP, CSOP, 4.25 CTFA (INV)
Introduction to IRAS	\$95	\$130	0.30	0.00	0.75 CISP, CRSP, CSOP, CTFA (FP)
Introduction to Planning for Retirement Assets	\$175	\$225	0.55	0.00	1.0 CISP, CRSP, CTFA (FP)
Introduction to Trust Administration	\$335	\$450	2.05	0.25	3.25 CTFA (FID), CCTS, CSOP
Investment Policy	\$175	\$225	0.55	0.00	1.0 CRSP, CSOP, CTFA (INV)
Investment Products	\$175	\$225	0.55	0.00	1.0 CRSP, CSOP, CTFA (INV)
Managing Life Insurance Policies	\$175	\$225	0.55	0.00	1.0 CRSP, CTFA (FP)
Minimizing Fiduciary Risk and Litigation	\$175	\$225	0.55	0.00	1.0 CISP, CRSP, CSOP, CTFA (FID)

ABA eLEARNING SELF PACED ONLINE COURSES (continued)

Course Name	Member	Non Member	Hrs.	Credit HRS ABA/CFT	ICB
Planning for Estate Tax	\$175	\$225	0.55	0.00	1.0 CISP, CTFA (TAX)
Prudent Portfolio Management	\$175	\$225	0.55	0.00	1.0 CISP, CRSP, CSOP, CTFA (FID)
Special Needs Trusts	\$175	\$225	0.55	0.00	1.0 CTFA (FP)
Stock Selection and Analysis	\$175	\$225	0.55	0.00	1.0 CRSP, CSOP, CTFA (INV)
Types of Insurance	\$175	\$225	1	0.00	1.0 CTFA (FP)
Understanding Transfer Tax	\$175	\$225	0.55	0.00	1.0 CISP, CTFA (TAX)

ASSISTED SELF-STUDY & *TESTING OUT

Assisted Self-Study: With assisted self-study, the student is expected to study on his/her own, yet he/she can contact an assigned instructor with any questions. Upon registering for a class, the student will receive a textbook, guidelines, and course assignments by chapter. The exams (usually a mid-term and a final) will be proctored by the student's supervisor or manager (or similar position) at his/her branch, department or other location convenient to both student and supervisor or manager. A CFT instructor, with expertise in the student's chosen course, will provide personal attention to the student whenever he/she requests it. The student will have phone and fax numbers, as well as an e-mail address when available, to communicate with his/her instructor. Upon completion of the class the student will receive a grade report. The grade will be based on all written work submitted for the course (exercises, quizzes, mid-term, final). A student may register for a self-study class at any time throughout the year. The registration form can be copied for multiple enrollments. The form must be completed in full, including the signatures of the student and a supervisor or manager who can approve the cost of the course.

A **\$100 drop fee** applies for self-study courses. If a book has been sent, a textbook fee will also be charged. Any withdrawals received later than 7 days after materials have been mailed will be charged full tuition. Students can request an extension for a fee of \$100.

Title	Tuition	Title	Tuition
Accounting	645.00	Law & Banking: Applications	645.00
Accounting Basics	645.00	Law & Banking: Principles	645.00
Advertising	645.00	Leading Your People to Success	575.00
Agricultural Lending	645.00	Management	645.00
Analyzing Financial Statements	645.00	Managing Change	575.00
Bank Management	645.00	Managing Performance & Productivity	575.00
Business Communication	645.00	Marketing	645.00
Business Ethics	575.00	Money & Banking	645.00
Business Math	645.00	Motivating Your Staff	425.00
Commercial Lending	645.00	Organizational Behavior	645.00
Communication Skills for Business	575.00	Practell: Online Teller Treaining	175.00
Consumer Lending	645.00	Principles of Banking	645.00
Customer Service Excellence	575.00	Project Management	575.00
Customer Service Innovation	575.00	Project Management: New Product Development	645.00
e-Commerce	645.00	Project Management: Managerial Process	645.00
Economics	645.00	Real Estate Appraisal	645.00
Effective Business Writing	575.00	Real Estate Finance	645.00
Employment & Labor Law	645.00	Real Estate Law	645.00
Essentials Business English Skills	645.00	Residential Mortgage Lending	645.00
Financial Markets and Institutions	645.00	Sales Excellence	575.00
Financial Planning	645.00	Selling Fundamentals	645.00
Fraud Examination	645.00	Statistics	645.00
Human Relations	645.00	Supervision	645.00
Human Resource Development	645.00	Teller Operations	575.00
Human Resource Management	645.00	The 21 st Century Supervisor	575.00
Human Resource Selection	645.00	The Future of Business	645.00
Interviewing and Hiring Techniques	425.00	Wills, Trust, and Estate Administration	645.00
International Financial Management	645.00		

Shipping/Handling Fee: \$27.00 Testing Out Study Tuition: \$95.00

Non-members add \$50.00 to Self-Study tuition and \$20.00 to Testing Out
 Maximum time allowed for completion is 4-6 months
 (Specific time noted on welcome letter). Prices are subject to change without notice)

WEBINAR SCHEDULE

A webinar combines the clarity of an audio teleconference with the interactivity and visual presentation of the internet. All you need to participate is a telephone and an internet connection. **You can still participate in the program, even if you do not have an Internet connection.** Listening to the program over the telephone and following the written materials is JUST AS effective!

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Attendance Options
Live Plus Five (\$265) - Attend the live event and receive five business days of unlimited access to the OnDemand Playback and links to presenter materials and supplementary handouts.
OnDemand Recording (\$295) - Receive unlimited access to the OnDemand Playback for 6 months and links to presenter materials and supplementary handouts. This option does not include live session attendance.
CD-ROM (\$345) - Receive the webinar recording on a CD-ROM 7-10 business days after the Live event or your registration date (whichever is the latter). Receive unlimited access to the OnDemand Playback for 6 months and links to presenter materials and supplementary handouts. This option does not include live session attendance.
Live Plus Six (\$365) - Attend the live event and receive six months of unlimited access to the OnDemand Playback and links to presenter materials and supplementary handouts.
Premier Package (\$395) - Includes all three base options. Live attendance, OnDemand Playback for six months, and the CD-ROM.

Webinar Subscription Options Make the up-to-date webinars you love even more cost-effective!

Membership Level	# of Credits	Price	Savings
Bronze	5	\$1,250	10%
Silver	10	\$2,395	15%
Gold	20	\$4,495	20%
Platinum	50	\$10,495	25%
Diamond	100	\$19,650	30%

One Live or OnDemand= 1 Credits
CD ROM and Handouts= 1.25 Credits
Live PLUS OnDemand = 1.25 Credits
Premier Package =1.5 Credits

*Fees are subject to change without notification

Webinar Title	Date	Time
Implementing Regulation CC Changes	January 7, 2020	2:30 PM
Interaction Training	January 8, 2020	11:00 AM
DIY Systems Selection	January 10, 2020	11:00 AM
CRE Appraisals: Components, Approaches to Value & Cap Rates	January 14, 2020	2:30 PM
Compliance Management	January 14, 2020	11:00 AM
Opening Business Accounts	January 16, 2020	2:30PM
Sexual Harassment and Respectful Workplace	January 16, 2020	11:00AM
IRA Update	January 22, 2020	2:30PM
25 Task of the New Account Interview	January 23, 2020	2:30 PM
Subpoenas	January 28, 2020	11:00 AM
TRID for Construction Loans	January 29, 2020	11:00AM
W-9, W-88ENs, and W8-BENE	January 29, 2020	2:30PM
Health Savings Accounts	January 31, 2020	11:00AM
Opening New Accounts Part I: Personal/Consumer Accounts	February 5, 2020	2:30PM
BSA Annual Staff Training	February 7, 2020	2:30 PM
Online Account Opening	February 11, 2020	2:30PM
Opening New Accounts Part II: Business Accounts	February 12, 2020	2:30 PM
Writing Your Nonresident Alien Policy	February 13, 2020	2:30PM
Customer Dies	February 13, 2020	11:00AM
Call Report Updates	February 14, 2020	11:00 AM
CRE Appraisals: Regulations & the Review Process	February 18, 2020	2:30 PM
Vendor Negotiation Strategies	February 18, 2020	11:00AM
Opening New Accounts Part III: Trust & Fiduciary	February 19, 2020	2:30PM

WEBINAR SCHEDULE (continued)

Webinar Title	Date	Time
ACH Rule Changes	February 20, 2020	11:00 AM
TRID Hot Spots	February 26, 2020	11:00AM
Excel Explained: Minimize Spreadsheet Errors	February 26, 2020	2:30PM
Garnishments	February 27, 2020	2:30 PM
Developing Teller Compliance Training	February 28, 2020	2:30 PM
Protecting Your Salaried-Except Status	March 3, 2020	11:00 AM
Audit Report Writing	March 3, 2020	11:00 AM
10 Hot BSA Exam Issues	March 11, 2020	2:30 PM
ACH Origination	March 11, 2020	11:00 AM
Staff Deposit Regulatory Training- Meeting Annual Requirements and More	March 12, 2020	2:30 PM
IRA Death Distributions	March 12, 2020	11:00 AM
Commercial Construction Lending	March 16, 2020	2:30 PM
Adverse Action Notices	March 17, 2020	11:00 AM
Setoff	March 17, 2020	2:30 PM
Check Fraud	March 18, 2020	11:00 AM
Tech Strategies	March 19, 2020	2:30 PM
Residential Construction Lending	March 23, 2020	2:30 PM
CTR Line-by-Line	March 24, 2020	2:30 PM
Mapping Multi-tiered Business Accounts	March 26, 2020	2:30 PM
Call Report- Lending Schedules for Banks	March 27, 2020	11:00 AM
Dealing with Casual Days, Dress Codes and Work Appearance	April 2, 2020	11:00AM
Commercial & Business Lending Basics for Support Personnel	April 6, 2020	2:30PM
Overdrafts	April 7, 2020	11:00AM
Excel Explained: Creating Interactive Spreadsheet	April 8, 2020	11:00 AM
SAR: Line by Line	April 16, 2020	2:30 PM
Signature Card Danger Zones	April 21, 2020	2:30PM
Teller Compliance Issues-Updated for Regulation CC Charges	April 22, 2020	2:30 PM
CRE Lending: Cash Flow Analysis & Cap Rates	April 23, 2020	2:30 PM
BSA: Customer Identification Program-Is it time to Update?	April 28, 2020	2:30PM
Introduction to Banking for New Employees	April 29, 2020	2:30PM
Fair Lending	May 6, 2020	11:00AM
Writing BSA Procedures	May 7, 2020	2:30PM
Bank Call Reports Preparation for Beginners- Part 1	May 7, 2020	11:00AM
Intro to ACH	May 8, 2020	11:00 AM
Deposit Regulation Update and Review	May 14, 2020	2:30 PM
Bank Call Reports Preparation for Beginners- Part 2	May 14, 2020	11:00 AM
Call Reports: RC-C Loan Coding and Related RC-R Reporting	May 15, 2020	11:00 AM
Opening Fiduciary Accounts	May 19, 2020	2:30 PM
Staff Training: Human Trafficking, Elder Fraud and Identity Theft	May 20, 2020	2:30 PM
BSA: MSBs, MRBs, TPPPs, NGOs and all the high-risk customers	May 21, 2020	2:30PM
Bank Call Reports Preparation for Beginners- Part 3	May 21, 2020	11:00AM
Bank Call Reports Preparation for Beginners- Part 4	May 27, 2020	11:00AM
Power of Attorney	June 3, 2020	11:00AM
Trusts	June 9, 2020	11:00AM
Interaction Training	June 9, 2020	2:30PM
Masterful Time Management	June 10, 2020	2:30PM
Notary	June 11, 2020	11:00AM
CRE Lending: Property Types, Lease Structures & Other Non-Financial Risks	June 15, 2020	2:30PM
Excel Explained: Basic Pivot Tables	June 18, 2020	2:30PM
Auditing Your Signature Cards	June 23, 2020	2:30PM
New BSA Officer Training	June 24, 2020	2:30PM
Handling Deceased Accounts and Checks	June 25, 2020	2:30PM
CRE Appraisals: Components, Approaches to Value & Cap Rates	June 29, 2020	2:30PM
Interaction Training	June 30, 2020	11:00AM
Subpoenas	July 7, 2020	11:00AM
Escrows	July 8, 2020	11:00AM
BSA: CIP and CDD Update	July 9, 2020	2:30PM
Interaction Training	July 10, 2020	11:00AM
Opening Accounts for Court-Ordered Accounts	July 14, 2020	2:30PM

WEBINAR SCHEDULE (continued)

Webinar Title	Date	Time
Customer Dies	July 15, 2020	11:00AM
Checks—Endorsements, Fraud and Compliance Issues	July 16, 2020	2:30PM
25 Overdraft Privilege Issues and How to Avoid Them	July 22, 2020	2:30PM
25 Questions Customers Ask About Business Accounts	July 23, 2020	2:30PM
Credit Appraisals: Regulations & the Review Process	July 27, 2020	2:30PM
Opening Minor Accounts	July 28, 2020	2:30PM
Interaction Training	July 30, 2020	11:00AM
ACH Origination for Lenders	August 4, 2020	11:00AM
Opening Accounts for Non-Profits, Charity, Benefit and Associations	August 5, 2020	2:30PM
Advertising	August 5, 2020	11:00AM
Auditing Your Anti-Harassment Policies and Process	August 12, 2020	11:00AM
Call Report – Lending Schedules for Banks	August 13, 2020	11:00AM
Excel Speed Tips	August 14, 2020	11:00AM
Strategic Loan Pricing	August 17, 2020	2:30PM
Interaction Training	August 18, 2020	2:30PM
Excel: Automating Financial Statements	September 2, 2020	2:30PM
Garnishments	September 8, 2020	11:00AM
Audit Report Writing	September 9, 2020	2:30PM
IRA: The Basics	September 10, 2020	11:00AM
IRA: Rollovers vs. Transfers	September 17, 2020	11:00AM
Call Report for Banks – Recent Changes, Highlights, and Pitfalls	September 18, 2020	11:00AM
Residential Construction Lending	September 21, 2020	2:30PM
TRID for Beginners	September 22, 2020	11:00AM
ACH Exception Processing	September 23, 2020	11:00AM
Employment Records and How to Keep Them	September 24, 2020	11:00AM
Call Reports: RC-C Loan Coding and Related RC-C Reporting	September 25, 2020	11:00AM
Interaction Training	September 28, 2020	2:30PM
IRA: Distributions and Beneficiaries	October 1, 2020	11:00AM
Interaction Training	October 6, 2020	2:30PM
ACH Audit & Risk Assessment	October 7, 2020	11:00AM
Excel: Filtering and Slicing Data	October 15, 2020	2:30PM
Interaction Training	October 20, 2020	11:00AM
IRA: Auditing Compliance	October 22, 2020	11:00AM
TBD/FLSA/Salaried Exempt	October 23, 2020	11:00AM
Commercial & Business Lending Basics for Support Personnel	October 26, 2020	2:30PM
Interaction Training	October 28, 2020	11:00AM
Flood Insurance	October 29, 2020	11:00AM
Excel Charts	November 4, 2020	11:00AM
CRE Lending: Cash Flow Analysis & Cap Rates	November 9, 2020	2:30PM
ATR, QM, HCM & HPML	November 10, 2020	11:00AM
Check Fraud	November 19, 2020	11:00AM
Interaction Training	November 19, 2020	2:30PM
Power of Attorney	December 2, 2020	11:00AM
Commercial Construction Lending	December 7, 2020	2:30PM
Trusts	December 8, 2020	11:00AM
Excel 101: Introduction to Spreadsheets	December 8, 2020	2:30PM
EFT Disputes	December 9, 2020	11:00AM
Interaction Training	December 11, 2020	11:00AM
Notary	December 17, 2020	11:00AM

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CREDIT UNION WEBINAR SCHEDULE

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Webinar Subscription Options

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Bronze	5	\$895	10%
Silver	10	\$1,695	15%
Gold	20	\$3,195	20%
Platinum	50	\$7,350	25%
Diamond	100	\$13,650	30%

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Live PLUS OnDemand = 1.25 Credits

Premier Package =1.5 Credits

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Webinar Title	Date	Time
Branch Manager Best Practices	January 8, 2020	2:30 PM
Indirect Lending	January 15, 2020	11:00 AM
Health Savings Accounts	January 17, 2020	11:00 AM
8 Keys to Teller Excellence	January 22, 2020	2:30 PM
Poor Box Drilling Procedures Create Lawsuits	January 23, 2020	11:00 AM
IRA Annual Update	January 24, 2020	11:00 AM
Excel: Introduction to Spreadsheets	February 5, 2020	11:00 AM
Now You're the New Supervisor	February 7, 2020	11:00 AM
Driving Results with Your Credit Union's Data	February 13, 2020	2:30 PM
ACH Rule Changes	February 19, 2020	2:30 PM
Managing a Successful Call Center	February 26, 2020	11:00 AM
IRA Death Payments to Beneficiaries	March 5, 2020	11:00 AM
Motivating & Managing the Frontline	March 11, 2020	2:30 PM
Beginning Collection Techniques	March 13, 2020	11:00 AM
Top 25 Safe Deposit Compliance Issues	March 18, 2020	11:00 AM
Advanced Collection Techniques	April 2, 2020	11:00 AM
Introduction to ACH	April 3, 2020	11:00 AM
Key Strategies to Attract and Retain Members	April 7, 2020	2:30 PM
Top 50 Most Important Safe Deposit Procedures	April 23, 2020	11:00 AM
ACH Origination for Credit Unions	May 7, 2020	2:30 PM
Excel: Budget Spreadsheets	May 12, 2020	2:30 PM
Secrets of a Successful Call Center Agent	May 13, 2020	11:00 AM
Strategies to Win the War	July 16, 2020	11:00 AM
Excel: Introduction to Pivot-Tables	August 4, 2020	2:30 PM
ACH Exception Processing	August 7, 2020	11:00 AM
Basic Loan Underwriting	September 9, 2020	11:00 AM
Getting in the Game: Aligning Marketing and Execution	September 10, 2020	2:30 PM
IRAs: Part 1	September 11, 2020	11:00 AM
IRAs: Part 2	September 18, 2020	11:00 AM
Excel: Building Error-Free Spreadsheets	September 30, 2020	11:00 AM
IRAs: Part 3	October 2, 2020	11:00 AM
Advanced Loan Underwriting	October 6, 2020	11:00 AM
Vault Security & Disaster Recovery	October 7, 2020	11:00 AM
Performing the ACH Audit	October 9, 2020	11:00 AM
IRAs: Part 4	October 16, 2020	11:00 AM
Thirty (30) Steps to Audit Your Safe Deposit Area	November 19, 2020	11:00 AM

CFT offers a proven and convenient online learning alternative for financial institution employees. **Compliance** College provides the essential requirements of Key Federal Acts and Regulations as they relate to job functions. Also available are Teller & Product Training courses. This program includes testing, tracking, reporting and online reference, satisfying the needs of institutions of every size. **Compliance** College targets the job needs of general bank, staff tellers, CSR's, FSR, managers and operations personnel.

How to Register:

To register for one or more **Compliance** College courses, simply call the CFT office for a registration form at (305)237-3051 or download an application for. As soon as your registration is processed you will receive an email with site access and log-on information from the **Compliance** College coordinator.

The course material is in plain language and uses a unique approach, with significant user interaction exercises, real life scenarios and immediate feedback – which makes the course interesting and improves learning retention. Each module begins with a pre-test and concludes with a post-test. The post-test is scored and results are recorded and retained for management reporting. Since this training is internet-based and self-paced, staff may access the **Compliance** College anytime, whether at work or at home, as many times as you wish for up to one year after you register.

Withdrawal Policy:

No withdrawal is accepted once you have registered for an on-line compliance course. You may request a substitute in your place. No refunds will be given should you withdraw from the course after registration has been received at the CFT office.

CFT Member/Non-member Price: \$115/\$155

Please be advised that there is a **\$14.00** individual registration fee for all compliance classes.

IMPORTANT “GOOD” NEWS – for a quicker turnaround, the certificates of completion for the following courses will now be available online once the student completes the individual class. The student can download their own certificates of completion at the conclusion of each class. The CFT office will NO LONGER issue individual certificates. Upon Completion of the requirements and verification of eligibility the compliance officer certificate (domestic & int'l tracks) will be honored and issued by the CFT office.

Lending Compliance Series

- A Borrower's Right to Privacy in a Mortgage Transaction-TP
- Appraisal and Evaluation Interagency Guidelines
- Collection Practices and Loan Workouts
- Commercial Compliance Overview
- Consumer Credit Lending Practices
- Consumer Credit Products
- Consumer Installment Loan Compliance Overview
- Consumer Leasing Act: Regulation M
- Consumer Lending Regulations
- Equal Credit Opportunity Act: Regulation B
- Escrow Accounts and Disclosures
- Evaluating Business Loans
- Exploring Mortgage Servicing Rules
- Exploring Small Servicer Mortgage Servicing Rules
- FACT Act Overview
- Fair Credit Reporting Act (FCRA)
- Fair Debt Collection Practices Act (FDCPA)
- Fair Housing Act (FHA)
- Fair Lending Overview
- Federal Regulation of Real Estate Appraisals
- Financial Alternatives for Small Business
- Flood Insurance
- Home Mortgage Disclosure Act: Regulation C

- Home Mortgage Processing and Compliance
- Home Purchases, Refinances, and Mortgages
- Homeowners Protection Act of 1998—PMI Act
- Introduction to Credit Card Regulations
- Lending on Commercial Real Estate
- Loan Servicing Compliance—Regulation X
- Loan Servicing Compliance—Regulation Z
- Military Lending Act
- Plain and Simple—A Step-By-Step Guide to the New Integrated Disclosures
- Private Education Loans (PEL): HEOA and Reg. Z
- Raising the Bar: A Guide to the 2014 CFPB Rules
- Real Estate Settlement Procedures Act (RESPA): Regulation X
- Referral Techniques for Non-licensed Employees
- Residential Mortgage A-B-C: Mortgage Regulations
- Service Member's Civil Relief Act (SCRA)
- The S.A.F.E. Act
- TILA—Beyond Basics—Certain Home Mortgage Loans
- TILA—Closed-End Residential Real Estate Loans
- TILA—Home Equity Lines of Credit (HELOC)
- TILA—Installment Loans—Non-Real Estate Secured
- TILA—Open End Loans/Credit Cards
- TILA—Unsecured Open-End Loans
- Truth in Lending Act: Regulation Z
- Truth in Lending for Loans Secured by Real Estate—Regulation Z

Deposit Compliance Series

Affiliate Transactions: Regulation W
Anti-Boycott
Anti-Tying
Automated Clearing House (ACH)
Cash Management Services
Check 21 Act Overview
Deposit Compliance Overview
Deposit Operations Regulations
FBO—Foreign Correspondent Bank Accounts
Federal Deposit Insurance Corporation (FDIC)
Federal Election Campaign Act (FECA)
Fedwire (Reg J)
Foreign Corrupt Practices Act (FCPA)
GLB Privacy (No Opt-Out)
GLB Privacy (Opt-Out)
Methods of International Payments
Overdraft Protection Guidelines and Regulations
Regulation E Error Resolution
Reserve Requirements: Regulation D
Right to Financial Privacy Act (RFPA)
Sweep Account Disclosure Requirements
Truth in Savings: Regulation DD

Transaction Compliance

AML & SAR for Mortgage Lenders and Originators
AML for Customer Service Representatives
AML for Lenders
AML for Operations
AML for Tellers
AML: What Are PEPs?
Anti-Money Laundering (AML)
Anti-Terrorism Overview
Bank Secrecy Act (BSA)
Beneficial Ownership
BSA for Customer Service Representatives
BSA for Lenders
BSA for Operations
BSA for Tellers
BSA/AML Trust
Currency Transaction Reporting
Customer Due Diligence and Enhanced Due Diligence (CDD/EDD)
Customer Identification Program (CIP)
Elder Financial Abuse
Electronic Funds Transfer Act: Regulation E
Expedited Funds Availability Act: Regulation CC
HIPAA and COBRA for Financial Institutions
Managing OREO
National Bank Trust Activities (Part 9)
Office of Foreign Assets Control (OFAC)
Providing Service to Customers with Disabilities
Suspicious Activity Reporting
The Importance of Anti-Money Laundering in the Mortgage Profession
Trade Finance Fraud
Unlawful Internet Gambling: Regulation G

Retail Banking Series

Accepting Negotiable Instruments

Bank Broker/Dealer Exemptions: Regulation R
Cash Drawer Balancing
Check Fraud
Check Kiting
Convenience Products and Services
Counterfeiting and Forgery
Deposit Products
Deposits and Withdrawals
Fraud at the Teller Station
Future of Retail Banking
Handling Consumer Complaints
Handling Stop Payments
Health Savings Accounts
Insurance Disclosures
Insurance Products
Introduction to Compliance for Front-Line Employees
Introduction to Compliance for Tellers
Issuing Negotiable Instruments
Measuring Depository Branch Performance
Money Handling
New Account ID Procedures (CA Specific)
New Account Representative Training
Non-Deposit Investment Product Sales
Non-Deposit Investment Products
Nonresident Alien
Opening a Deposit Account
Overview of Teller Responsibilities
Prepaid Access
Private Banking
Records Management
Remote Deposit Capture
Robberies
Safe Deposit Boxes
Savings Bonds
Trust Law Basics
Trust Services
Wire Transfer

Enterprise Risk Management and Compliance

Active Shooter/Critical Incidents in Financial Institutions
Advertising Compliance
Americans with Disabilities Act
Bank Bribery Act
Business Continuity and Disaster Recovery
Change Management
CISA—Customer Information Security Awareness
Community Reinvestment Act (CRA) for Intermediate Institutions
Community Reinvestment Act (CRA) for Large Institutions
Community Reinvestment Act (CRA) for Small Institutions
Consumer Financial Protection Bureau—CFPB
Consumer Protection Through Accurate and Ethical Advertising-TP
Dodd-Frank Wall Street Reform and Consumer Protection Act
Ethical Dilemmas and the Fight against Mortgage Fraud
Ethics for Bankers
Frauds and Scams

Interest Rate Risk Management
Limitations on Interbank Liabilities—Regulation F
Loan Servicing Loss Mitigation
Loans to Executive Officers: Regulation O
Management Overview of the BSA and AML Program
Pretext Calling and Identity Theft
Red Flags of Identity Theft
Safeguarding Customer Information—Gramm-Leach-Bliley
Sarbanes-Oxley Act Overview
Security of Customer Information Guidelines
The Importance of Third-Party Vendor Management
The Telemarketing Consumer Fraud and Abuse Prevention Act
Understanding the FFIEC Final Guidance on Social Media
Unfair, Deceptive or Abusive Acts or Practices for the Financial Institution

Banker's Knowledge

Advanced Financial Math
Analyzing Company Cash Flows
Annuities
Beginning Financial Math
Bomb Threats and Other Security Issues
Business Etiquette
Checking Accounts, Share Drafts and Other Transaction Products
Commercial Banks— An Introduction
Community Relations Programs
CPR—AED Training
Delegation Skills
Direct Mail Marketing Techniques
Federal Reserve and Monetary Policy
Federal Reserve and Monetary Policy
Financial Institution Regulation
Financial Markets
Fundamentals of Banking II—The Banking Institution
Fundamentals of Banking I—The Banking System
Greening the Office
Home Banking and Bill Paying
Indirect Lending
Introduction to Appraisal
Loans and Credit
Local Promotion and Advertising Programs
Negotiation Skills
Office Safety
Professional Business Dress—Men
Professional Business Dress—Women
U.S. Financial Institutions
Understanding Compliance Regulations

Board of Directors Series

BOD—AML for Directors and Senior Management
BOD—Bank Secrecy Act for Directors and Senior Management
BOD—Board Delegation of Operating Authority
BOD—Board's Role in Monitoring Performance
BOD—Community Reinvestment Act
BOD—Compliance Management
BOD—Elder Financial Abuse
BOD—Fair Lending Overview

BOD—Flood Insurance
BOD—Flood Insurance
BOD—Loans to Executive Officers: Regulation O
BOD—Preparing for a Compliance Examination
BOD—Restructuring the Financial Services Industry
BOD—Security of Customer Information Guidelines
BOD—Service Member's Civil Relief Act
BOD—Unfair, Deceptive, or Abusive Acts or Practices for the Financial Institution

Refresher Series

Bank Secrecy Act for Lending Personnel Refresher
Bank Secrecy Act for Management Refresher
Bank Secrecy Act for Operations Personnel Refresher
Bank Secrecy Act for Tellers Refresher
Bank Secrecy Act Refresher
Check 21 Act Overview Refresher
Community Reinvestment Act (CRA) for Large Institutions Refresher
Community Reinvestment Act (CRA) for Small Institutions Refresher
Customer Identification Program (CIP) Refresher
Electronic Funds Transfer Act: Regulation E Refresher
Equal Credit Opportunity Act: Regulation B Refresher
Expedited Funds Availability Act: Regulation CC Refresher
Fair Credit Reporting Act (FCRA) Refresher
Fair Lending Overview Refresher
GLB Privacy (No Opt-Out) Refresher
GLB Privacy (Opt-Out) Refresher
Identity Red Flag Programs Refresher
Office of Foreign Assets Control (OFAC) Refresher
Real Estate Settlement Procedures Act: Regulation X Refresher
Right to Financial Privacy Act (RFPA) Refresher
Safeguarding Customer Information Refresher
Truth in Lending Act: Regulation Z Refresher
Truth in Savings: Regulation DD Refresher
Unfair, Deceptive or Abusive Acts or Practices for the Financial Institution Refresher

New! Cybersecurity Fundamentals

A Day In the Life Theme: Security Awareness
Appropriate Use of Social Media
Defeating Social Engineers (Advanced)
Defeating Social Engineers (Standard)
Human Firewall Theme: Security Awareness and Literacy
PCI Essentials for Cardholder Data Handlers and Supervisors
Phishing
Protecting Mobile Data and Devices
Security Awareness Essentials
Strongest Link Theme: Security Awareness and Literacy

Mortgage Lending Series

Real Estate Settlement Procedures Act—Part I
Real Estate Settlement Procedures Act—Part II
Equal Credit Opportunity Act
Truth-in-Lending- Part I
Truth-in-Lending- Part II
Truth-in-Lending- Part III

Identifying High-Cost Mortgages and Higher-Priced Mortgage Loans

The Loan Originator Compensation Rule
The TILA-RESPA Integrated Disclosure (TRID) Rule Part I
The TILA-RESPA Integrated Disclosure (TRID) Rule Part II
Homeowners Protection Act
The S.A.F.E. Act
Home Mortgage Disclosure Act
Fair Credit Reporting Act
Fair and Accurate Credit Transactions Act
Dodd-Frank Act
USA PATRIOT Act and bank Secrecy Act
Gramm-Leach-Bliley Act
Mortgage Acts and Practices Rules
E-Sign Act
Privacy Rules
The Ability to Repay and Qualified Mortgage Rules
Regulatory Authority
Qualified and Non-Qualified Mortgage Programs
Conventional Mortgages
Non-Conforming Mortgages
VA and USDA Loans
Guidance's
Mortgage Loan Products
High-Cost Mortgage Loans
Higher-Priced Mortgage Loans
Reverse Mortgages
Other Loan Products I
Other Loan Products II
Mortgage Loan Terms
Completing the Loan Application
Verification and Documentation
Disclosure
Analyzing Borrower Qualifications
Borrower Credit Qualifications
Qualifying Ratios
Ability to Repay and Qualified Mortgages
Appraisals
Underwriting Review
The Title Process
Mortgage, Hazard, and Flood Insurance
The Closing Process
Funding and Servicing
Mortgage Calculations
Adjustable-Rate Mortgage Loans
Ethical Issues Related to Federal Lending Laws I
Ethical Issues Related to Federal Lending Laws II
Anti-Discrimination in Mortgage Transactions
Mortgage Fraud and Ethical Behavior
Ethical Conduct in the Appraisal Process
Financial Responsibility
Unfair, Deceptive, or Abusive Acts or Practices
Consumer Relationships
Ethical Behavior of Consumers
Fraud Detection, Reporting, and Prevention
Fraud Detection Techniques

Consumer Lending Program and Financial Knowledge

Analyzing Personal Financial Statements
Consumer Credit Products
High-Cost Mortgages (HOEPA)
Home Equity (Open-End Credit)
IRS Reporting for Real Estate Transactions
Mortgage Fraud Awareness
Private Mortgage Insurance
Residential Mortgage 1-2-3: Mortgage Process
Reverse Mortgages
Second Lien Real Estate Mortgage Loans/Junior Real Estate Mortgage Loans
Subprime and Predatory Lending

Diversity and Inclusion Series

DI—Age
DI—Barriers to Diversity
DI—Cross-Cultural Business
DI—Cultural Diversity
DI—Defamation
DI—Defamation for Managers
DI—Discrimination
DI—Discrimination for Managers
DI—Diversity Awareness
DI—Documentation
DI—Documentation for Managers
DI—Drug-Free Workplace Program
DI—Employees with Disabilities
DI—Employees with Disabilities for Managers
DI—Gender
DI—Harassment
DI—Harassment for Managers
DI—Language
DI—Marital Status
DI—Race, Color and Nationality
DI—Religion
DI—Retaliation
DI—Retaliation for Managers
DI—Sexual Harassment
DI—Sexual Harassment for Supervisors and Managers
DI—Sexual Harassment Refresher
DI—Sexual Orientation
DI—Stereotypes and Assumptions
DI—Veteran Status
DI—Violence and Bullying in the Workplace
DI—Workplace Inclusion

Customer Information Security Awareness (CISA) Series

CISA-01—Security System Issues
CISA-02—Passwords
CISA-03—Internet Banking Security
CISA-04—Securing Customer Information
CISA-05—Securing Nonpublic Areas
CISA-06—Information Disposal
CISA-07—PINs

CISA-08—Customer Requests
CISA-09—Interactive Voice Response Systems
CISA-10—Clean Desk Policy
CISA-11—Media and Equipment
CISA-12—Network Component Security
CISA-13—Data Encryption Standards
CISA-14—Remote Access Standards
CISA-15—Laptop and PDA Security
CISA-16—Intrusion Detection and Firewall Security
CISA-17—Virtual Private Network Security
CISA-18—Computer Room Security
CISA-19—File Backup and Storage
CISA-20—PC Software Controls
CISA-21—Virus and Spyware Prevention
CISA-22—Incident Response Program
CISA-23—Social Engineering
CISA-24—Social Media

Leadership in Management

LE1 - Introduction to Management Basics
LE2 - Time Management
LE3 - Business Writing
LE4 - How to Lead and Participate Effectively in Meetings
LE5 - Coaching and Feedback
LE6 - Leading People Through Change
LE7 - Handling Conflict
LE8 - Sharpening Your Interviewing Skills
LE9 - Managing Multiple Generations at Work
LE10 - Introduction to Project Management Concepts

REAL Customer Service

Customer Service
REAL Customer Service 1 - Showing Customers You Care
REAL Customer Service 2 - Using Language to Serve the Customer
REAL Customer Service 3 - Opening the Conversation
REAL Customer Service 4 - Diagnosing Customer Needs
REAL Customer Service 5 - Responding to Customer Requests
REAL Customer Service 6 - Taming Challenging Conversations
REAL Customer Service 7 - That's a Wrap - Closing the Conversation

REAL Sales

Cross-Selling
REAL Sales 1 - The Other Side of Service
REAL Sales 2 - Adding Value Through Cross-Selling
REAL Sales 3 - Adding Value Through Up-Selling
REAL Sales 4 - Overcoming Resistance

Retirement Management Series

Education Savings Accounts/Coverdell Education Saving Account
Excess IRA Contributions
IRA Beneficiary Options
IRA Contributions
IRA Distributions
IRA Required Minimum Distributions
IRA Rollovers, Transfers and Direct Rollovers
Retirement Planning and Saving

Roth IRA Overview
SIMPLE IRA Basics
Simplified Employee Pension (SEP) Plans
Traditional IRA Overview
Ways to Build Wealth

BSA and AML Case Studies

AML CSR "Is There a Mechanic in the House?"
AML CSR Candelais Industries
AML CSR Current on Currency Transaction Reporting
AML CSR Do Not Open Until...
AML CSR The Temporary Holding Pattern
AML Lenders "Did You Do These Yourself?"
AML Lenders "I've Got Friends in High Places!"
AML Lenders Collateral
AML Lenders Me and My Shadow
AML Lenders The French Connection
AML Ops "What's My Line?"
AML Ops The Pay Off
AML Ops What Kind of Laundering Operation Are You Running?
AML Ops Who Do You Know in the Caymans?
AML Ops Wire You, Wire Me
AML Tellers Do You Have 30 \$100s For 150 \$20s?
AML Tellers Little Blue Men
AML Tellers Martino's Tavern & Bank
AML Tellers Wonder Construction
AML Tellers You're in the Money
BSA CSRs—"Hello, Stranger."
BSA CSRs—"There's Gotta be a Better Way!"
BSA CSRs—College Daze
BSA CSRs—Is It or Isn't It?
BSA CSRs—The Owl's Cry
BSA Lenders —"What City, Please?"
BSA Lenders —What Will They Think of Next?
BSA Lenders —What's in the Box?
BSA Ops— Coupon Redemption
BSA Ops—Ghost in the System
BSA Ops—Larry's Food Mart or Larry's Laundry
BSA Ops—Miguel's Discovery
BSA Tellers—A Little Knowledge is Dangerous
BSA Tellers—Business is Booming
BSA Tellers—Connect the Dots
BSA Tellers—What Are Friends For?
BSA/AML for Trust—Non-Profit or Not
BSA/AML for Trust—Wire the Money to Bolivia

Leadership Professional Skills

Becoming a Coach: Bringing out the Best in Employees
Becoming a Leader: Communication Techniques that Motivate, Guide and Inspire Employees to Excel
Conducting High-Impact, Low-Stress Performance Reviews
Creating Your Dream Team: How to Harness the Power of Teamwork
Everyone's Teamwork Role
For Managers... Creating a Positive Workplace: Good Attitudes Are Contagious
Heating Up Your Cold Calls

Hiring Secrets: 12 Tips to Get Candidates to Reveal Their True Selves
How to Resolve Conflict at Work
How to See Opportunity in a Changing Workplace
How to Shine in Difficult Management Situations
Interviewing Techniques That Help You Hire the Best
It's Business, Not Personal: Taming Emotions in the Workplace
Motivating Employees During Organizational Change
Professional Conduct 101: Vital Skills for New Employees
Solving (Even More) People Problems on the Job
Training to Win: Helping Employees Meet or Exceed Their Goals
You Are the Organization

Communication Professional Skills

7 Things Never to Say to Your Customers
Better Business Grammar
Communicating for Results: How to Be Clear, Concise and Credible
Communicating to Reduce Stress on the Job
Communicating with Customers
Communicating with People on the Job
Don't Shoot the Messenger: Common Workplace Courtesies that Reduce Tension & Lower Stress
Everyone's Customer Service Role
How to Communicate Clearly and Effectively with Employees
How to Give and Receive Criticism
Listen & Win: How to Keep Customers Coming Back
Make the Connection: How to Be Effective and Productive on the Phone
Mastering Memos
Power Writing: Techniques for Success
Powerful Ways to Persuade People
Solving People Problems on the Job
Speak like a Pro... and Get a Standing Ovation Every Time
Speaking to One Person or a Roomful: Proven Techniques that Will Make You a Master Communicator
Speaking with Confidence, Clarity and Charisma
Think Like the Customer, Act Like the Owner
Winning Over Even the Most Difficult Customers: Going Beyond Service with a Smile

Teamwork Professional Skills

Building Cooperation: How Everyone Can Win at Work
For Employees... Being Positive in the Workplace: Good Attitudes Are Contagious
Getting Cooperation: Team-Building That Works
Sink or Swim Teamwork: We're All in This Together
Team-Building Techniques That Work

Time Management Professional Skills

Achieving Peak Performance on the Job
Arrest that Stress: How to Depressurize Your Work Life
Do it Right the First Time: Paying Attention to Details
Do More in Less Time: Tame Your Workload by Dramatically Increasing Your Productivity
Get Organized and Stay Organized: The 7-Day Plan for Putting Your Work Life in Order
How to Juggle Multiple Priorities

New! OnCourse Unplugged

Unplugged: BSA/AML Overview
Unplugged: BSA/AML Program
Unplugged: Currency Transaction Reports
Unplugged: Suspicious Activity Reports
Unplugged: Know Your Customer
Unplugged: Anti-Money Laundering
Unplugged: Fair Lending Overview
Unplugged: Fair Housing Act
Unplugged: Equal Opportunity Act
Unplugged: Home Mortgage Disclosure Act
Unplugged: Identify Theft Program
Unplugged: Identity Theft Red Flags
Unplugged: OFAC
Unplugged: Social Engineering
Unplugged: Phishing
Unplugged: Privacy

New! Cybersecurity Starter

Phishing
Security Awareness Essentials

New! Cybersecurity Advanced

A Day In the Life Theme: Security Awareness
A Day In the Life Theme: (with Adaptive TestOut/Analytics)
Appropriate Use of Social Media
Baseline Information Security Training for IT Professionals
Cloud Security
Data & Records Retention
Defeating Social Engineers (Advanced)
Defeating Social Engineers (Standard)
Email Security & Instant Messaging Security
GDPR: GDPR for Data Handlers
GDPR: How to Comply With the GDPR in the US
Human Firewall Theme (Adaptive TestOut/Analytics)
Human Firewall Theme: Security Awareness and Literacy
Incident Reporting
Information Security for Executives
"Internet of Things" & Home Security
GDPR: Introduction and Overview
Introduction to the OWASP Top 10
GDPR: Key Principles of the GDPR
GDPR: Navigating the GDPR with our US Partners
Password Management
PCI Essentials for Cardholder Data Handlers and Supervisors
PCI Requirements Overview for I.T. Professionals
Phishing
Physical Security
Privacy and Data Protection
Privileged User Security
Protecting Mobile Data and Devices
Security Awareness Essentials
Security Awareness for Managers
Security Awareness for the Home
Security Awareness Fundamentals Theme (with Adaptive TestOut/Analytics)

Strongest Link Theme (with Adaptive TestOut/Analytics)
Strongest Link Theme: Security Awareness and Literacy
GDPR: Transfers of Data Outside of the EU
Working Remotely

GDPR

GDPR: Introduction and Overview
GDPR: Key Principles of the GDPR
GDPR: Transfers of Data Outside of the EU
GDPR: Navigating the GDPR with our US Partners
GDPR: GDPR for Data Handlers
GDPR: How to Comply With the GDPR in the US

HIPAA/HITECH

HIPAA/HITECH Privacy for Business Associates
HIPAA/HITECH Privacy for Covered Entities
HIPAA/HITECH Information Security

PCI Compliance

PCI Essentials for Cardholder Data Handlers and Supervisors
PCI Requirements Overview for I.T. Professionals
Privacy and Data Protection
Data & Records Retention

Human Trafficking Awareness Suite

Introduction to Human Trafficking
Countering Human Trafficking

Microsoft Office

Office 2016 coming soon!
Microsoft Office Access 2013
Microsoft Office Excel 2013
Microsoft Office Outlook 2013
Microsoft Office PowerPoint 2013
Microsoft Office Word 2013

Commercial Lending Program (In Partnership with Ensight)

Accounting
Cash Flow Analysis
Cash Flow Construction
Cash Flow Forecasting
Credit Write-up
Financial Statement Analysis
Guarantor Analysis
Loan Documentation
Loan Structuring
Sources of Repayment
Credit Skills Diagnostic Assessment

Consumer Lending Program (In Partnership with Ensight)

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

Small Business Lending Program (In Partnership with Ensight)

Section 1: Understanding your Small Business Customer
Section 2: Accounting Basics
Section 3: Tax Returns and Legal Structure
Section 4: The Balance Sheet
Section 5: The Income Statement
Section 6: Combining the Balance Sheet and Income Statement
Section 7: Understanding Small Business Borrowing Needs
Section 8: Personal Financial Statements

Insight Advantage Program (In Partnership with Ensight)

Section 1: Introduction
Section 2: Cash Cycle and Financial Analysis Essentials
Section 3: Do your Homework
Section 4: Effective Sales Conversations
Section 5: Discovering Cash Management and Financing Needs
Section 6: Value Added Solutions and Effective Closing

CREDIT UNION TITLES

Credit Card Act of 2009 – Amend Reg. Z
Indirect Lending
Member Business Lending
Member Business Loan Compliance Overview
Fundamentals of Credit Unions II – The Financial Institution
Specific Program Guidelines: FHA, VA, USDA
Unfair, Deceptive or Abusive Acts or Practices (UDAAP)
Introduction to Compliance for Teller for Credit Unions
Member and Enhanced Due Diligence (MDD/EDD)
Member Identification Program (MIP)
Office of Foreign Assets Control (OFAC)
Reserve Requirements: Regulation D
Truth in Savings: NCUA Part 707
UCC Revised Article 9 – Security Interests
Bank Secrecy Act for Deposit Operations
Employees
Bank Secrecy Act for Lenders
Bank Secrecy Act for Member Services Representatives
Bank Secrecy Act for Operations
Bank Secrecy Act for Tellers
Check 21 Act Overview
Currency Transaction reporting for Credit Unions
Dodd-Frank Wall Street Reform and Consumer Protection Act
Financial Institution Regulation
Overview of Teller Responsibilities
Service members Civil Relief ACT (SCRA)
Future of Retail Banking

ONLINE COMPLIANCE COURSES (SELF-PACED)

Insurance Disclosures
Insurance Products
Suspicious Activity Reporting for Credit Unions
Cash Management Services
Consumer Credit Lending Practices
Frauds & Scams
Home Banking and Bill Paying
Liquidity Management for Credit Unions
National Credit Union Share Insurance Fund (NCUSIF)
New Account Representative Training – Credit Union
Pretext Calling and Identity Theft
Red Flags of Identity Theft
Security of Member Information Guidelines
Understanding Compliance Regulations
Bomb Threats and Other Security Issues
Member Information Security Awareness
Automated Clearing House (ACH)
Ethics for Credit Union Professionals
Evaluating Business Loans
Evaluating Financial Leases
Fundamentals of Credit Unions 1 – The Financial System
Consumer Credit Lending Practices
Credit Reports, Scores and Counseling and Debt Management
Escrow Accounts and Disclosures
High Cost Mortgages (HOEPA)
Home Equity (Open End Credit)
IRS Reporting for Real Estate Transactions
Mortgage Fraud Awareness

Private Mortgage Insurance
Underwriting Home Mortgage
Underwriting Home Mortgage
Member Service
Teller Member Service Standards
Cross-Selling for Credit Unions
Understanding the Regulation E Initial Disclosure – Refresher Course
AML MSR Is There a Mechanic in the House?
AML MSR Candelais Industries
AML MSR Do Not Open Until...
AML MSR The Temporary Holding Pattern
Safeguarding Member Information – Refresher Course
Privacy of Consumer Financial Information, Regulation P, -Refresher Course
Member Identification Program – Refresher Course
Products, Services, and Financial Aspects of Credit Unions
Retirement Planning Basics for Financial Planners
Strategic Planning for Credit Unions
Understanding Mutual Funds
Volunteers for Credit Unions
BOD- Bank Secrecy Act for Directors and Senior Management
BOD- Financial Ratios for Credit Unions
BOD-Future of Credit Unions
BOD- Strategic Planning for Credit Unions
BOD-Volunteers of Credit Unions
Governance of Credit Unions – NCUA Guidance
Bank Secrecy Act for Financial Service Professionals – Refresher Course



“New” Online Accelerated Credit and Lending Training Program

CBE = Competency-Based Education

New Cohort - Spring 2020!

Pre-requisites:

- ✓ 3 to 5 Years of Banking Experience
- ✓ Taken Financial Accounting
- ✓ Bank or Institution’s Letter of Recommendation
- ✓ Resume & Entrance Review

At the completion of the program, the CBE learner will have a solid foundation leading to endless career opportunities and professional growth in credit policy and administration, credit analysis, business development and commercial lending.

The Accelerated Credit Program is designed to assess students on their mastery of the competencies and skills necessary for a successful career in financial services. This program accelerates the leadership and professional development of individuals identified by senior managers as having the potential to assume positions in credit and business lending with increased responsibilities or mid-level management. The program provides the participant with an exceptional opportunity for higher level study and professional growth.

Upon successful completion of the program, the CBE learner will receive two college credit certificates, the ABA Business & Commercial Lending Certificate & the CFT Credit Analysis Certificate.