



"NEW/REVISED" ABA & CFT CERTIFICATES & DIPLOMAS



Please contact CFT at (305) 237-3051 for diploma/certificate policies, and program worksheets to assist you with your educational goal.

CERTIFICATES

ABA Bank Solutions Provider (BSPC)

Required Courses:

- Banking Basics Suite (12 courses)
- Ethical Issues for Banker
- Fundamentals of Consumer Lending Suite (2 courses)
- Fundamentals of Small Business Banking Suite (2 courses)
- Understanding Business Bank Products Suite (4 courses)
- Understanding Consumer Bank Products Suite (8 courses)

ABA Bank Teller (BTC)

Required Courses:

- Banking Basics Suite (12 courses)
- Communication Basics Suite (3 courses)
- Dealing Effectively with Co-Workers
- Effective Referrals Suite (2 courses + 1 exercise module + 1 toolkit)
- Essentials of Workplace Conduct
- Ethical Issues for Bankers
- Online Communication Suite (2 courses)
- Teller Basics Suite (6 courses)
- Verbal Communication Suite (3 courses)
- Written Communication Suite (3 courses)

ABA Branch Manager (BMC)

Required Courses:

- Banking Basics Suite (12 courses)
- Coaching to Support the Sales Process Suite (3 courses + 1 exercise)
- Employment Law
- Ethical Issues for Bankers
- Fundamentals of Consumer Lending Suite (2 courses)
- Fundamentals of Small Business Banking Suite (2 courses)
- Growing Small Business Relationships Suite (2 courses + exercise)
- Leadership in Action Suite (5 courses)
- Leveraging the Benefits of a Diverse Workforce
- Making the Client Call Suite (3 courses + 1 exercise)
- Management Essentials Suite (6 courses)
- Overcoming Objections Suite (3 courses + 1 exercise)
- Presentation Skills Suite (4 courses)
- Relationship Sales Suite (2 courses + 1 exercise)
- Sales Planning Suite (3 courses + 1 exercise)
- Verbal Communications Suite (3 courses)
- Why Quality Customer Service Matters Suite (5 courses + 1 exercise)
- Written Communication Suite (3 courses)

ABA Certificate in Bank Financial Management

Required Courses:

Facilitated Online:

- Analyzing Bank Performance
 - Managing the Bank's Investment Portfolio
 - Managing Funding, Liquidity, and Capital
 - Managing Interest Rate Risk
- Self-Paced Online:
- Ethical Issues for Bankers

ABA Certificate in BSA and AML Compliance (CBAC)

Required Courses:

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

ABA Certificate in Business and Commercial Lending (CCL) (Updated)

Required Courses:

- Option 1: Self-Paced Online Training
- NEW: Effective Commercial Loan Write-ups
 - NEW: Treasury Management
 - Understanding Business Borrowers (5 courses)
 - Analyzing Business Financial Statements and Tax Returns Suite (7 courses)
 - Analyzing Personal Financial Statements and Tax Return (4 courses)
 - Qualitative Analysis and Determining a Credit Risk Rating (4 courses)
 - Loan Structuring, Documentation, Pricing & Problem Loans (5 courses)
- Option 2: Facilitated Online Training
- Analyzing Financial Statements
 - Commercial Lending

ABA Certificate in Core Concepts for Fiduciary Advisors NEW

Required Courses:

- Applying Fiduciary Principles and Ethics
- Fiduciary Ethics
- Introduction to Fiduciary Risk Management and Compliance
- Introduction to Integrated Planning and Advice
- Introduction to Investment Management
- Understanding Fiduciary Principles
- Trust Fundamentals

ABA Certificate in Deposit Compliance (CLC)

Required Courses:

- Anatomy of a Regulation
- Bank Secrecy Act/USA Patriot Act
- Digital Compliance
- Electronic Funds Transfer Act (Reg E)
- Elements of a Compliance Program

- Expedited Funds Availability Act (Reg CC)
- Office of Foreign Assets Control (OFAC)
- Privacy/Information Sharing
- Reserve Requirements for Depository Institutions Act (Reg D)
- Truth-in-Savings Act (Reg DD)
- Unfair, Deceptive, or Abusive Acts or Practices (UDAAP)

ABA Certificate in Fiduciary Principles and Ethics NEW

Required Courses:

- Understanding Fiduciary Principles
- Fiduciary Ethics
- Applying Fiduciary Principles and Ethics Statements and Tax Returns Suite (7 courses)

ABA Certificate in Fiduciary Relationship Management NEW

Required Courses:

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

ABA Certificate in Financial and Credit Risk Management

Required Courses:

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

ABA Certificate in Fraud Prevention (CFP)

Required Courses:

- Introduction to Fraud Management
- Establishing a Fraud Prevention Program
- Types of Fraud and Prevention Strategies
- Operating a Fraud Prevention Program
- Maintaining a Compliant Fraud Prevention Program



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ABA Certificate in General Banking

Required Courses:

Facilitated Online:

- Principles of Banking **or** Banking Fundamentals Suite (3 courses):
 - *The Banking Industry
 - *Bank Lines of Business
 - *Building Customer Relationships
 - General Accounting
 - Legal Foundations in Banking **or** Law and Banking (Principles or Application)
 - Marketing in Banking (or equivalent)
 - Money and Banking
- Self-Paced Online:
- Ethical Issues for Bankers

ABA Certificate in Lending Compliance (LC)

Required Courses:

- Anatomy of a Regulation
- Community Reinvestment Act, Community Bank (CRA) **or** Community Reinvestment Act - Large Bank (CRA)
- Credit Card Regulations
- Elements of a Compliance Program
- Equal Credit Opportunity Act (ECOA) Reg B
- Fair Credit Reporting Act (FCRA)
- Federal Flood Insurance Regulations
- Good Faith Estimate and HUD-1
- Home Mortgage Disclosure Act (HMDA)
- Loans to Insiders (Reg O)
- Real Estate Settlement Procedures Act (RESPA)
- Reg Z Ability to Repay (ATR) and Qualified Mortgage (QM)
- Reg Z Closed-End Credit
- Reg Z Open-End Credit
- Service Members Civil Relief Act (SCRA)
- Unfair, Deceptive, **or** Abusive Acts **or** Practices (UDAAP)

ABA Certificate in Operational Risk Management (RM)

Required Courses:

- Elements of an Operational Risk Management Program
- Cybersecurity Management
- Fraud and Criminal Threats
- Incident Management and Resilience
- Operational Risk Model Management
- Oversight and Management of Operational Risk
- Payments and Settlements
- Physical Security
- Regulatory Exam Management
- Risk Control and Self-Assessment
- Vendor Risk Management

ABA Certificate in Risk Management Frameworks

Required Courses:

- Introduction to Enterprise Risk Management
- Board and Senior Management Oversight
- Enterprise Risk Management Reporting
- Risk Policies, Procedures, and Limits
- Risk Management Control Frameworks

- Risk Identification
- Risk Measurement and Evaluation
- Risk Mitigation
- Risk Monitoring

ABA Certificate in Trust: Foundational (CTF)

Required Courses:

- Estate and Guardian Administration
- Fiduciary Ethics
- Introduction to Estate Planning
- Introduction to Investment Management
- Introduction to IRAs
- Introduction to Planning for Retirement Assets
- Introduction to Trust Administration
- Minimizing Fiduciary Risk and Litigation

ABA Certificate in Trust: Intermediate (CTI)

Required Courses:

- Account Acceptance and Termination
- Basic Characteristics of a Trust
- Bond Selection and Analysis
- Discretionary Distributions
- Duties and Powers of the Trustee
- Estate Planning to Achieve Client Goals
- Fiduciary Ethics
- Fiduciary Income Tax
- Fiduciary Law
- Fundamentals of Life Insurance
- How Trusts are Taxed
- Investment Policy
- Investment Products
- Stock Selection and Analysis
- Types of Insurance
- Understanding Transfer Tax

ABA Certificate in Trust: Advanced (CTA)

Required Courses:

- Asset Allocation & Portfolio Management
- Economics Markets
- Education Planning Solutions for Minors
- Estate Planning for Charitable Giving
- Estate Planning for IRAs and Qualified Plan Balances
- Estate Planning for the Marital Deduction
- Estate Planning Solutions for the Business Owner
- Fundamentals of Alternative Investment Products
- Generation-Skipping Transfer Tax
- Gift Taxation
- Income Tax Planning
- Managing Life Insurance Policies
- Planning for Estate Tax
- Prudent Portfolio Management
- Special Needs Trusts

CFT Compliance Officer (COC) and Credit Unions Track (COCU)

Required Courses:

- Anti-Terrorism (Patriot Act)
- Bank Secrecy Act (BSA)
- Community Reinvestment Act (CRA, Reg BB)
- Electronic Funds Transfer Act (EFTA, Reg E)

- Expedited Funds Availability Act (EFAA, Reg CC)
 - GLB Privacy Act
 - GLB Privacy Act (Opt-out)
 - Loans to Executive Officers (Reg O)
 - Anti-Money Laundering (AML)
 - Office of Foreign Assets Control (OFAC)
 - Pretext Calling and Identity Theft
 - Reserve Requirements (Regs D/Q)
 - Right to Financial Privacy Act (RFPA)
 - Truth in Lending Act (TILA Reg Z)
 - Truth in Savings Act (TISA Reg DD)
 - Ethics for Credit Unions
- Additional courses required for the International Track
- Regulation K
 - Regulation J & S

ABA Customer Service Representative (CSRC)

Required Courses:

- Banking Basics Suite (12 courses)
- Communication Basics Suite (3 courses)
- Dealing Effectively with Co-Workers
- Effective Referrals Suite (2 courses + 1 exercise)
- Ethical Issues for Bankers
- Online Communication Suite (2 courses)
- Overcoming Objections Suite (3 courses + 1 exercise)
- Relationships Sales Suite (2 courses + 1 exercise)
- Understanding Business Bank Products Suite (4 courses)
- Verbal Communications Suite (3 courses)
- Why Quality Customer Service Matters Suite (5 courses + 1 exercise)
- Written Communication Suite (3 courses)

ABA Digital Banker Certificate (DBC) **NEW**

Required Courses:

- Digital Banker Suite (5 courses)
- Payments System Suite (2 courses)
- Cybersecurity Fundamentals

CFT Credit Analysis (CAC)

Prerequisites:

- Principles of Banking **or** Banking Fundamentals Suite
- Financial Accounting* (**or** Accounting 1 & 2)
- Legal Foundations in Banking
- Marketing

Required Courses:

- Analyzing Financial Statements
- Commercial Lending
- Applied Financial Statements
- Business Tax Return Analysis
- Personal Tax Return Analysis
- Commercial Loan Documentation
- Global Cash Flow Analysis
- Advanced Cash Flow Analysis
- Credit Analysis



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ABA Foundational Certificate in Bank Marketing

Required Courses:

Facilitated Online:

- Marketing in Banking
- Marketing Planning
- Marketing Management

Self-Paced Online:

- Marketing in a Digital World:
 - *Search Engine Optimization
 - *Build Your Campaign
 - *Find your Audience
 - *The Power of Facebook
 - *Leveraging LinkedIn
 - *Strategic Twitter
- Recognizing and Preventing UDAAP

ABA Health Savings Account Expert (HSA)

Required courses:

- Overview of Health Savings Accounts
- HSA Eligibility
- HSA Contributions
- HSA Distributions
- HSA Account Administration
- HSA Benefits, Strategies, and Best Practices
- How Much Do You Know About HSAs?

Introduction to Accounting (AC)

Required Courses:

- Principles of Banking or Banking Fundamentals Suite
- Accounting
- Business Math
- Bank Communication
- Financial Accounting

PLUS one of the following

- Economics
- Statistics

Introduction to Financial Services (IFS) (Updated)

Required Courses:

- Principles of Banking or Banking Fundamentals Suite
- Legal Foundations in Banking
- Marketing
- Financial Accounting
- Analyzing Financial Statements

Introduction to Financial Services Marketing Certificate (FMC)

Required courses:

- Principles of Banking or Banking Fundamentals Suite
- Marketing
- Selling Fundamentals or Sales Excellence
- eCommerce
- Business Communication
- Business Ethics

Introduction to Financial Services Operations Certificate (FSOC)

Required courses:

- Principles of Banking or Banking Fundamentals Suite
- Law & Banking: Applications or Principles or equivalent
- Business Math
- Deposits Accounts & Services
- Business Communication

Introduction to Human Resources (HRC)

Required Courses:

- Principles of Banking or Banking Fundamentals Suite
- Business Communication
- Human Resource Management
- Human Relations

PLUS two of the following:

- Human Resource Development
- Human Resource Selection
- Employment & Labor Law
- Organizational Behavior

Introduction to Lending (IL)

Required courses:

- Principles of Banking or Banking Fundamentals Suite
 - Accounting or Financial Accounting or Accounting Basics
 - Analyzing Financial Statements
 - Marketing
 - Economics
- PLUS one of the following
- Consumer Lending
 - Residential Mortgage Lending
 - Commercial Lending
 - Agricultural Lending

Introduction to Sales and Service Certificate (ISSC)

Required Courses:

- Principles of Banking or Banking Fundamentals Suite
 - Sales Excellence
 - Selling Fundamentals
 - Customer Service Excellence
 - Customer Service Innovation
 - Marketing
 - Business Communication
 - Bank Secrecy Act (minimum ¼ credit)
- PLUS one of the following:
- Commercial Lending
 - Consumer Lending
 - Residential Mortgage Lending
 - Deposit Accounts and Services
 - Teller Operations

ABA Personal Banker (PBC)

Required Courses:

- Banking Basics Suite (12 courses)
- Communication Basics Suite (3 courses)
- Effective Referrals Suite (2 courses + 1 exercise)
- Ethical Issues for Bankers
- Fundamentals of Consumer Lending Suite (2 courses)
- Fundamentals of Small Business Banking Suite (2 courses)
- Introduction to Analyzing Financial Statements
- Making the Client Call Suite (3 courses + 1 exercise)
- Managing Time at Work
- Online Communication Suite (2 courses)
- Overcoming Objections Suite (3 courses + 1 exercise)
- Relationship Sales Suite (2 courses + 1 exercise)

- Sales Planning Suite (3 courses + 1 exercise)
- Understanding Business Bank Products Suite (4 courses)
- Understanding Consumer Bank Products Suite (8 courses)
- Verbal Communication Suite (3 courses)
- Written Communication Suite (3 courses)

ABA Residential Mortgage Lender (RM)

Required Courses:

- Banking Basics Suite (12 courses)
- Appraisal Procedures
- Basics of Mortgage Processing
- Determining Your Role in Fraud Prevention
- Discovering FHA Programs
- Effective Referrals Suite (2 courses + 1 exercise)
- Essentials of Mortgage Lending
- Ethical Issues for Bankers
- Explaining Loan Modifications
- Mitigating Potential Fraud in Your Organization
- Mortgage Customer Counseling and Prequalification
- Personal Tax Return Analysis
- Preparing the Loan Estimate
- Preparing the Closing Disclosure
- Processing and Underwriting Credit
- Processing Income and Assets
- Reviewing the Appraisal Report
- Completing the HUD-1 For Loans Not Covered Under TRID (optional)

ABA Small Business Banker (SBBC)

Required Courses:

- Fundamentals of Small Business Banking Suite (2 courses)
- Small Business Borrowing Suite (2 courses, 2 exercises + 2 toolkits)
- Relationship Selling for Small Business Clients Suite (3 courses, 2 exercises + 1 toolkit)
- Small Business Products Suite (3 courses, 2 exercises + 1 toolkit)
- Growing Small Business Relationships Suite (2 courses + exercise)
- Sales Planning Suite (3 courses + 1 exercise)
- Introduction to Analyzing Financial Statements
- Personal Tax Return Analysis

ABA Supervisor/Team Leader

Required Courses:

- Banking Basics Suite (12 courses)
- Building Collaborative Teams
- Communication Basics Suite (3 courses)
- Employment Law
- Empowerment
- Ethical Issues for Bankers
- Leveraging the Benefits of a Diverse Workforce
- Management Essentials Suite (6 courses)
- Managing Change



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- Online Communication Suite (2 courses)
- Presentation Skills Suite (4 courses)
- Verbal Communication Suite (3 courses)
- Why Quality Customer Service Matters Suite (5 courses + 1 exercise)
- Written Communication Suite (3 courses)

ABA Universal Banker (UB)

Required Courses:

- Banking Basics Suite (12 courses)
- Communication Basics Suite (3 courses)
- Dealing Effectively with Co-Workers
- Effective Meetings
- Ethical Issues for Bankers
- Managing Change
- Online Communication Suite (2 courses)
- Overcoming Objections Suite (3 courses + 1 exercise)
- Presentation Skills Suite (4 courses)
- Relationship Sales Suite (2 courses + 1 exercise)
- Verbal Communication Suite (3 courses)
- Why Quality Customer Service Matters Suite (5 courses + 1 exercise)
- Written Communication Suite (3 courses)

WEALTH MANAGEMENT FUNDAMENTALS NEW

Required Courses:

- Banking fundamentals, Evolution and Compliance
- Financial Accounting
- Fundamentals of Wealth Management, Institutions, Markets and Products
- Principles of Finance

WEALTH MANAGEMENT INTERMEDIATE NEW

Required Courses:

- Banking fundamentals, Evolution and Compliance
- Financial Accounting
- Fundamentals of Wealth Management, Institutions, Markets and Products
- Principles of Finance
- Relationship Selling and Sales Strategies
- Special Topic Seminar
- Investments, Stocks and Bonds
- Analyzing Financial Statement (Pre-req. Financial Accounting)

WEALTH MANAGEMENT ADVANCED NEW

Required Courses:

- Banking fundamentals, Evolution and Compliance
- Financial Accounting
- Fundamentals of Wealth Management, Institutions, Markets and Products
- Principles of Finance
- Relationship Selling and Sales Strategies
- Special Topic Seminar
- Investments, Stocks and Bonds
- Analyzing Financial Statements (Pre-req. Financial Accounting)

- Financial Analysis and Valuation (Pre-req. Financial Accounting & Analyzing Financial Statement)
- Financial Planning
- Risk Management and Compliance

ABA-Wharton Emerging Leaders - Strategy

Required Courses:

- Competitive and Corporate Strategy:
 - *The Firm and the Industry
 - *Industry Analysis and Competitive Dynamics
 - *Corporate Strategy and Firm Scope
 - *Firms in a Context
- Managing the Value of Customer Relationships:
 - *What are Customer Centricity, Customer Equity, Firm Valuation and CLV?
 - *Managing Customer According to Lifetime Value in Contractual and Non-Contractual Settings
 - *Acquiring Customers and Creating and Measuring Their Value
 - *Retention, Attrition and Development

ABA-Wharton Emerging Leaders - Engaging and Motivating Talent

Required Courses:

- Leadership in the 21st Century:
 - *Engaging Hearts and Minds
 - *Understanding Work Style and Cultivating Originality
 - *Purpose-Driven Leadership
 - *Organizational Culture and Culture Change
- Managing and Motivating Talent:
 - *Motivation and Reward
 - *Tasks, Jobs and Systems of Work
 - *Making Good and Timely Management Decisions
 - *Designing and Changing the Organization's Architecture

ABA-Wharton Emerging Leaders - Advanced Emerging Leadership

Required Courses:

- Introductory Video Wharton Professor Peter Cappelli and ABA's Jim Edrington
- Success:
 - *Launching your Personal Search for Success
 - *How to Think about Success on your Own Terms
 - *Diving Deeper: What Research Tells Us About Achievement and Happiness
 - *Putting it Together: Charting Your Path to the Future
- Leading the Life You Want:
 - *Leadership from the Point of View of the Whole Person
 - *Develop the Six Leadership Skills of Conveying Values through Stories
 - *Learn the Six Leadership Skills of Aligning Actions and Values
 - *Learn the Essential Leadership Skills of Creating a Culture of Innovation
- Influence:
 - *Define Influence
 - *Examine Social Networks and Relationships
 - *Develop your Persuasive Tactics and Rhetoric to Increase your Influence

- *Examine the Ethical Implications of Persuasion
- Communication:
 - *Cooperation, Competition and Comparisons
 - *Trust
 - *Deception
 - *Effective Communication

DIPLOMAS

Advanced Financial Services (AFS) (Updated)

Required Courses:

- Principles of Banking or Banking Fundamentals Suite
- Law and Banking: Applications or Law and Banking: Principles or Legal Foundations in Banking
- Marketing
- Financial Accounting
- Money and Banking
- Analyzing Financial Statements
- Applied Financial Statements
- Consumer Lending/Essentials for Retail Lending
- Commercial Lending
- Commercial Real Estate Lending
- Relationship Selling and Sales Strategies or Sales Excellence

Agricultural Lending Diploma (AL)

Required Courses:

- Principles of Banking or Banking Fundamentals Suite
- Economics
- Law & Banking: Applications or Principles
- Business Math
- Customer Service Excellence or Customer Service Innovation
- Accounting or Financial Accounting or Accounting Basics
- Money and Banking
- Business Communication
- Selling Fundamentals or Sales Excellence
- Agricultural Lending
- Commercial Lending
- Real Estate Finance
- Analyzing Financial Statements

Lending Diploma (LD) NEW

Required Courses:

- Principles of Banking or Banking Fundamentals Suite
- Law & Banking: Applications or Principles or Legal Foundations in Banking
- Marketing
- Financial Accounting
- Money and Banking
- Relationship Selling and Sales Strategies or Sales Excellence
- Commercial Lending
- Analyzing Financial Statements
- Applied Financial Statements
- Commercial Real Estate or Real Estate Finance



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- Consumer Lending **or** Essentials for Retail Lending

(fi) Financial Services Management (FSMD)

Required Courses:

- Principles of Banking **or** Banking Fundamentals Suite
- Organizational Behavior
- Human Relations
- Human Resource Selection **or** Human Resource Management
- Business Communication
- Marketing
- Management
- Economics
- The Future of Business
- Bank Management

PLUS two of the following:

- Accounting
- Financial Accounting
- Business Math
- Fraud Examination
- Business Ethics

(fi) Financial Services Marketing (FMD)

Required Courses:

- Principles of Banking **or** Banking Fundamentals Suite
- Marketing
- Selling Fundamentals **or** Sales Excellence
- eCommerce
- Business Communication
- Business Ethics
- Advertising
- Law and Banking: Applications **or** Law and Banking: Principles
- Management
- Economics

PLUS one of the following:

- Accounting
- Financial Accounting
- Business Math
- Statistics

(fi) Financial Services Operations (FSO)

Required Courses:

- Principles of Banking **or** Banking Fundamentals Suite
- Law & Banking: Applications **or** Principles
- Business Math
- Deposits Accounts & Services
- Business Communication
- Customer Service Excellence **or** Innovation
- Accounting **or** Financial Accounting **or** Accounting Basics
- Economics
- Money and Banking
- IRA Overview (minimum ¼ credit)
- Electronic Funds Transfer Act (minimum ¼ credit)

(fi) Global Banking (GB)

Required Courses:

- Principles of Banking **or** Banking Fundamentals Suite
- Business Writing **or** Business Communication

- Global Banking
 - International Business/Economics
 - Money and Banking
 - Financial Accounting **or** Accounting I & II
- PLUS** 7 elective credits

(fi) Project Management Diploma (PMD)

Required Courses:

- Principles of Banking **or** Banking Fundamentals Suite
- Marketing
- Human Relations
- Business Communication
- Managing Change
- The Future of Business
- Project Management
- Project Management: New Product Development
- Project Management: The Managerial Process

PLUS any two of the following:

- Human Resource Management
- Management
- Organizational Behavior
- Bank Management

(fi) Real Estate Lending Diploma (RELD) (Updated)

Required Courses:

- Principles of Banking **or** Banking Fundamentals Suite
- Law and Banking: Applications **or** Law and Banking: Principles **or** Legal Foundations in Banking
- Marketing for Financial Services
- Financial Accounting
- Analyzing Financial Statements
- Money and Banking
- Relationship Selling and Sales Strategies **or** Sales Excellence
- Residential Mortgage Lending
- Commercial Real Estate **or** Real Estate Finance

(fi) Sales and Service Management (SSM)

Required Courses:

- Principles of Banking **or** Banking Fundamentals Suite
- Sales Excellence
- Selling Fundamentals
- Customer Service Excellence
- Customer Service Innovation
- Marketing
- Business Communication
- Bank Secrecy Act (minimum 1/4 credit)
- Supervision
- Management
- Bank Management
- Human Relations
- Managing Change

PLUS two of the following:

- Commercial Lending
- Consumer Lending
- Residential Mortgage Lending
- Deposit Accounts & Services
- Teller Operations
- Wills, Trust, and Estate Administration
- Financial Planning
- Business Ethics