

Course number listing

Course Code	Course Title	Edition	Print Course & Exam	Online Course & Exam	Category	Equivalent Course
200K	Management Kit		•		Mgmt. Skills and Managing Employee Performance	
500K	Risk Management and Insurance Kit		•		Mgmt. Skills and Managing Employee Performance	
700K	Marketing Kit		•		Marketing	
900K	Credit and Collections Kit		•		Collections	
1000K	Business Law Kit		•		HR Staffing and the Law	
1500K	Economics and the Monetary System Kit		•		Accounting, Budgeting, and Finance	
1600K	Financial Management I Kit		•		Accounting, Budgeting, and Finance	
1900K	History and Philosophy of Credit Unions Kit		•		Credit Union Orientation	
2200K	Strategic Business Management and Leadership Kit		•		Mgmt. Skills and Managing Employee Performance	
22690	RegTraC Level 1: Deposit Account Regulations (Module 1)	2009	•	•	Compliance for Noncompliance Staff	R101
22691	RegTraC Level 1: General Operations Regulations (Module 2)	2009	•	•	Compliance for Noncompliance Staff	R102
22692	RegTraC Level 1: Consumer Lending Regulations (Module 3)	2009	•	•	Compliance for Noncompliance Staff	R103
22693	RegTraC Level 1: Mortgage Lending Regulations (Module 4)	2009	•	•	Compliance for Noncompliance Staff	R104
22694	RegTraC Level 1: NCUA Requirements and Guidance (Module 5)	2009	•	•	Compliance for Noncompliance Staff	R105
22707	RegTraC Level 2: Deposit Account Regulations (Module 1)	2009	•		Compliance for Compliance Staff	
22708	RegTraC Level 2: General Operations Regulations (Module 2)	2009	•		Compliance for Compliance Staff	
22709	RegTraC Level 2: Consumer Lending Regulations (Module 3)	2009	•		Compliance for Compliance Staff	
22710	RegTraC Level 2: Mortgage Lending Regulations (Module 4)	2009	•		Compliance for Compliance Staff	
22711	RegTraC Level 2: NCUA Requirements and Guidance (Module 5)	2009	•		Compliance for Compliance Staff	
22712	RegTraC Level 2: Successful Compliance Program Management (Module 6)	2009	•		Compliance for Compliance Staff	
2300K	Financial Institutions: A Contemporary Look Kit		•		Credit Union Orientation	
23511	RegTraC Level 2: Compliance Training Kit - Modules 1-6	2009	•		Compliance for Compliance Staff	
23512	RegTraC Level 1: Compliance Training Kit - Modules 1-5	2009	•	•	Compliance for Noncompliance Staff	
27564	FiCEP Part 1: Introduction to Financial Counseling (Module 1)	1st	•		Financial Counseling	
27565	FiCEP Part 1: Financial Counseling Essentials (Module 2)	1st	•		Financial Counseling	
27566	FiCEP Part 1: Special Issues in Financial Counseling (Module 3)	1st	•		Financial Counseling	
27567	FiCEP Part 1: Using Communication Skills During Financial Counseling (Module 4)	1st	•		Financial Counseling	
27568K	FiCEP Part 1: Modules 1-4 Kit with Exam	1st	•		Financial Counseling	
27569	FiCEP Part 2: Taxes, Insurance, and Investments (Module 1)	1st	•		Financial Counseling	
27570	FiCEP Part 2: Controlling Living Expenses and Understanding Consumer Credit (Module 2)	1st	•		Financial Counseling	
27571	FiCEP Part 2: Matching Values to Money (Module 3)	1st	•		Financial Counseling	
27572	FiCEP Part 2: Retirement and Special Issues (Module 4)	1st	•		Financial Counseling	
27573K	FiCEP Part 2: Modules 1-4 Kit with Exam	1st	•		Financial Counseling	
27595	FiCEP Recertification Module	1st	•		Financial Counseling	
A1000	Business Math: Lending and Credit	1st		•	Business Math	S1306
A1001	Business Math: Share and Deposit Accounts	1st		•	Business Math	S1307
A1002	Credit Union Sales	1st		•	Sales	S1305
A1003	Business Communication Skills	1st		•	Interpersonal Skills and Career Building	M37

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A1004	Introduction to Credit Unions	1st		•	Credit Union Orientation	S1304
A1005	Professional Member Service	1st		•	Member Services and Accounts	S1308
A1006	Bankruptcy and Court Proceedings	1st		•	Bankruptcy	S400
A1007	Spanish for Tellers	1st		•	Spanish	
A1008	Security Procedure Protocol	1st		•	Security	S1309
A1009	The Critical Role of Technology in Credit Unions	1st		•	Technology	S630
A1010	Servicing Mortgage Loans	1st		•	Lending and Loan Processing	S1312
A1011	Preparing Loan Documents	1st		•	Lending and Loan Processing	S1313
A1012	Maintaining Loan Documents	1st		•	Lending and Loan Processing	S1314
A1013	Reconciling Records	1st		•	Accounting, Budgeting, and Finance	S1315
A1014	Applying Collection Practices	1st		•	Collections	S1316
A1015	Recognizing Emerging Fraudulent Practices	1st		•	Security	S1317
A1016	Resolving Employee Conflict	1st		•	Mgmt. Skills and Managing Employee Performance	M38
A1017	Credit Union Spanish: Applying the Basics	1st		•	Spanish	
A1018	Transitioning to Trainer	1st		•	Interpersonal Skills and Career Building	M39
A1019	Recruiting Today's Employees	1st		•	HR Staffing and the Law	M40
A1020	Managing Today's Employees	1st		•	HR Staffing and the Law	M41
A1021	Difficult Human Resources Issues	1st		•	HR Staffing and the Law	M42
A1022	Encouraging and Instilling Member Service in Others	1st		•	Mgmt. Skills and Managing Employee Performance	S1318
A1023	Aligning Your Department With CU Strategy	1st		•	Mgmt. Skills and Managing Employee Performance	S1319
A1024	Money and Negotiable Instruments	1st		•	Member Services and Accounts	S1322
A1025	Frontline Basics	1st		•	Member Services and Accounts	S111*
A1026	Managing Member Accounts	1st		•	Member Services and Accounts	S1311*
A1027	Call Center Service Skills	1st		•	Member Services and Accounts	S1321*
A1028	Transitioning to Trainer II	1st		•	Interpersonal Skills and Career Building	M43*
A1029*	Guiding Members in Today's Economy	1st		•	Member Service Accounts	
A1030*	Serving Credit Union Members	1st		•	Member Service Accounts	S20, S21*
A1031*	Leading Your Team	1st		•	Mgmt. Skills and Managing Employee Performance	M44*
A1032*	Your Role in Growing Membership	1st		•	Member Service Accounts	
FC101P	Robbery: Actions, Reactions, and Coping Skills: Training on Demand	1st		•	Security	
FC102P*	Bank Secrecy Act for Front-Line Staff: Training on Demand	1st		•	Compliance for Noncompliance Staff	
FC103P	CU Sales: Inquiring and Listening: Training on Demand	1st		•	Sales	
FC104P	Regulation CC: Training on Demand	1st		•	Compliance for Noncompliance Staff	
FC105P	Subject Matter Expert to Trainer: Training on Demand	1st		•	Interpersonal Skills and Career Building	
FC106P	Sexual Harassment: Training on Demand	1st		•	HR Staffing and the Law	
FC107P	Money and Negotiable Instruments: Training on Demand	1st		•	Member Services and Accounts	
FC108P	Office of Foreign Assets Control: Training on Demand	1st		•	Compliance for Noncompliance Staff	
FC109P	Share Insurance Rules: Training on Demand	1st		•	Compliance for Noncompliance Staff	
FC110P*	Identity Theft: Red Flags: Training on Demand	1st		•	Compliance for Noncompliance Staff	
FC111P*	Plastic Card Fraud: Training on Demand	1st		•	Security	
FC112P*	Right to Financial Privacy: Training on Demand	1st		•	Compliance for Noncompliance Staff	

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Course Code	Course Title	Edition	Print Course & Exam	Online Course & Exam	Category	Equivalent Course
FC113P*	Balancing the Drawer: Training on Demand	1st		•	Member Service Accounts	
FC114P*	Loss Mitigation: Training on Demand	1st		•	Compliance for Noncompliance Staff	
FC115P*	ACH Compliance and IAT Implementation: Training on Demand	1st		•	Compliance for Noncompliance Staff	
FC116P*	Avoiding False Identification, Counterfeiting, and Other Scams: Training on Demand	1st		•	Security	
FC117P*	The Credit Union Difference: Training on Demand	1st		•	Credit Union Orientation	
M01	Fundamentals of Management	2nd	•	•	Mgmt. Skills and Managing Employee Performance	
M04	Training and Orienting Employees	2nd	•	•	HR Staffing and the Law	
M05	Delegating for Results	2nd	•	•	Mgmt. Skills and Managing Employee Performance	
M06	Managing Employee Performance	2nd	•	•	Mgmt. Skills and Managing Employee Performance	
M07	Managing Teamwork	1st	•	•	Mgmt. Skills and Managing Employee Performance	
M08	Process Improvement: Achieving Quality Together	1st	•	•	Mgmt. Skills and Managing Employee Performance	
M09	Developing Exceptional Leadership	1st	•	•	Mgmt. Skills and Managing Employee Performance	
M10	Strategic Thinking and Planning	1st	•	•	Mgmt. Skills and Managing Employee Performance	
M11	Compensation Systems	2nd	•	<i>Exam only</i>	HR Staffing and the Law	
M12	Workplace Diversity	1st	•	•	HR Staffing and the Law	
M13	Employment Law and Preventing Sexual Harassment	1st	•	•	HR Staffing and the Law	
M15	Interpersonal Skills: Understanding Your Effect on Others	1st	•	•	Interpersonal Skills and Career Building	
M16	Leading and Managing Credit Union Sales	1st	•	<i>Exam only</i>	Sales	
M17	Credit Union Financial Management for Nonfinancial Executives	2nd	•	<i>Exam only</i>	Accounting, Budgeting, and Finance	
M18	Asset-Liability Management for Executives	2nd	•	•	Accounting, Budgeting, and Finance	
M19	Managing Change	1st	•	•	Mgmt. Skills and Managing Employee Performance	
M20	Managing Technology	1st	•	<i>Exam only</i>	Technology	
M21	Credit Union Investments	1st	•	<i>Exam only</i>	Accounting, Budgeting, and Finance	
M22	Home Equity Lending	1st	•	<i>Exam only</i>	Lending and Loan Processing	
M23	Loan Pricing	1st	•	<i>Exam only</i>	Lending and Loan Processing	
M24	Security Administration	1st	•	<i>Exam only</i>	Security	
M25	Managing the Problem Employee	1st	•	<i>Exam only</i>	Mgmt. Skills and Managing Employee Performance	
M26	Marketing Management	1st	•	<i>Exam only</i>	Marketing	
M27	Managing Advertising Guidelines	1st	•	<i>Exam only</i>	Marketing	
M28	Developing Retail Marketing	1st	•	<i>Exam only</i>	Marketing	
M29	Providing Loans to Small Businesses	1st	•	<i>Exam only</i>	Lending and Loan Processing	
M30	Managing Financial Education Programs	1st	•	<i>Exam only</i>	Sales	
M31	Budgeting and Accounting for Nonaccounting Managers	1st	•	<i>Exam only</i>	Accounting, Budgeting, and Finance	
M32	Community Involvement and Outreach	1st	•	<i>Exam only</i>	Marketing	
M33	Financial Analysis Tools for Decision Making	1st	•	<i>Exam only</i>	Accounting, Budgeting, and Finance	
M34	Career Mapping for You and Your Staff	1st	•	<i>Exam only</i>	Interpersonal Skills and Career Building	
M35	Managing Through Motivation	1st	•	<i>Exam only</i>	Mgmt. Skills and Managing Employee Performance	
M36	Online Security	1st	•	<i>Exam only</i>	Security	
M37	Business Communication Skills	1st	•	<i>Exam only</i>	Interpersonal Skills and Career Building	A1003
M38	Resolving Employee Conflict	1st	•	<i>Exam only</i>	Mgmt. Skills and Managing Employee Performance	A1016

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M39	Transitioning to Trainer	1st	•	Exam only	Interpersonal Skills and Career Building	A1018
M40	Recruiting Today's Employees	1st	•	Exam only	HR Staffing and the Law	A1019
M41	Managing Today's Employees	1st	•	Exam only	Mgmt. Skills and Managing Employee Performance	A1020
M42	Difficult Human Resource Issues	1st	•	Exam only	HR Staffing and the Law	A1021
M43*	Transitioning to Trainer II	1st	•		Interpersonal Skills and Career Building	A1028
M44*	Leading Your Team	1st	•		Mgmt. Skills and Managing Employee Performance	A1031*
PA1000	Communicating the Credit Union Difference	1st		•	Political Affairs	
PA1001	Direct Lobbying at the Grassroots Level	1st		•	Political Affairs	
PA1002	Campaign Involvement	1st		•	Political Affairs	
PA1003	Public Affairs and Communication Strategies	1st		•	Political Affairs	
PF1000	New Car Buying	1st		•	Personal Finance for Staff	
PF1001	Used Car Buying	1st		•	Personal Finance for Staff	
PF1002	Home Buying	1st		•	Personal Finance for Staff	
PF1003	Checking Accounts	1st		•	Personal Finance for Staff	
PF1004	Credit Management	1st		•	Personal Finance for Staff	
PF1005	Couples & Money	1st		•	Personal Finance for Staff	
PF1006	New Car Buying (Spanish version)	1st		•	Personal Finance for Staff	
PF1007	ID Theft	1st		•	Personal Finance for Staff	
PF1008	Used Car Buying (Spanish version)	1st		•	Personal Finance for Staff	
PF1009	Home Buying (Spanish version)	1st		•	Personal Finance for Staff	
PF1010	Checking Accounts (Spanish version)	1st		•	Personal Finance for Staff	
PF1011	Credit Management (Spanish version)	1st		•	Personal Finance for Staff	
PF1012	ID Theft (Spanish version)	1st		•	Personal Finance for Staff	
PF1013	Couples & Money (Spanish version)	1st		•	Personal Finance for Staff	
R101	RegTraC Level 1: Deposit Account Regulations (Module 1)	2009	•	•	Compliance for Noncompliance Staff	22690
R102	RegTraC Level 1: General Operations Regulations (Module 2)	2009	•	•	Compliance for Noncompliance Staff	22691
R103	RegTraC Level 1: Consumer Lending Regulations (Module 3)	2009	•	•	Compliance for Noncompliance Staff	22692
R104	RegTraC Level 1: Mortgage Lending Regulations (Module 4)	2009	•	•	Compliance for Noncompliance Staff	22693
R105	RegTraC Level 1: NCUA Requirements and Guidance (Module 5)	2009	•	•	Compliance for Noncompliance Staff	22694
S20	Member Relations	4th	•	•	Member Services and Accounts	A1030*, S21*
S21*	Serving Credit Union Members	1st	•	Exam only	Member Services and Accounts	A1030*, S20
S30	Security	4th	•	•	Security	
S111*	Frontline Basics	1st	•	Exam only	Member Services and Accounts	A1025
S120	Cross-Selling	4th	•	•	Sales	
S200	The Lending Process	4th	•	•	Lending and Loan Processing	
S210	Lending Products and Regulations	4th	•	•	Lending and Loan Processing	
S220	Collections	4th	•	•	Collections	
S300	Basic Accounting	3rd	•	•	Accounting, Budgeting, and Finance	
S310	Accounting for Credit Unions	3rd	•	•	Accounting, Budgeting, and Finance	

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S320	Credit Union Financial Analysis	3rd	•	•	Accounting, Budgeting, and Finance	
S400	Bankruptcy and Court Proceedings	3rd	•	<i>Exam only</i>	Bankruptcy	A1006
S410	Mortgage Lending	3rd	•	•	Lending and Loan Processing	
S420	Loan Marketing	3rd	•	•	Lending and Loan Processing	
S500	Improving and Maintaining Quality Service	1st	•	•	Sales	
S520	Interpersonal Skills: Understanding Your Impact on Members	2nd	•	•	Interpersonal Skills and Career Building	
S600	Credit Union Technology	2nd	•	•	Technology	
S620	Serving Members with Technology	2nd	•	•	Technology	
S630	The Critical Role of Technology in Credit Unions	1st	•	<i>Exam only</i>	Technology	A1009
S700	Loan Interviewing	1st	•	•	Lending and Loan Processing	
S710	Loan Underwriting	1st	•	•	Lending and Loan Processing	
S720	Loan Servicing	1st	•	•	Lending and Loan Processing	
S800*	Opening New Accounts	1st	•	•	Member Services and Accounts	
S810	Individual Retirement Accounts	2nd	•	•	Member Services and Accounts	
S820	Investment Choices for Members	1st	•	•	Member Services and Accounts	
S900	Preventing Fraud	1st	•	•	Security	
S910	Security Issues	1st	•	•	Security	
S1000	Develop a Career Plan	1st	•	•	Interpersonal Skills and Career Building	
S1010	Write Effectively	1st	•	•	Interpersonal Skills and Career Building	
S1020	Make Work Manageable	1st	•	•	Interpersonal Skills and Career Building	
S1100	Working Effectively with Difficult Members and Staff	1st	•	•	Interpersonal Skills and Career Building	
S1110	Helping Members Understand and Solve Problems	1st	•	•	Interpersonal Skills and Career Building	
S1120	Using Technology to Improve Member Service	1st	•	•	Technology	
S1200	Financial Management Made Easy: Financial Statements and Budgeting	1st	•	•	Accounting, Budgeting and Finance	
S1210	Financial Management Made Easy: Sources and Uses of Money	1st	•	•	Accounting, Budgeting and Finance	
S1300	Member Service: Exceeding Expectations	1st	•	•	Member Services and Accounts	
S1301	Financial Counseling for Members	1st	•	•	Member Services and Accounts	
S1302	Transitioning from Staff to Management	1st	•	•	Interpersonal Skills and Career Building	
S1303	Communication and Telephone Skills	1st	•	•	Interpersonal Skills and Career Building	
S1304	Introduction to Credit Unions	1st	•	<i>Exam only</i>	Credit Union Orientation	A1004
S1305	Credit Union Sales	1st	•	<i>Exam only</i>	Sales	A1002
S1306	Business Math: Lending and Credit	1st	•	<i>Exam only</i>	Business Math	A1000
S1307	Business Math: Share and Deposit Accounts	1st	•	<i>Exam only</i>	Business Math	A1001
S1308	Professional Member Service	1st	•	<i>Exam only</i>	Member Services and Accounts	A1005
S1309	Security Procedure Protocol	1st	•	<i>Exam only</i>	Security	A1008
S1310	Successful Collections: Balancing Member Service and Credit Union Interests	1st	•	•	Collections	
S1311*	Managing Member Accounts	1st	•	<i>Exam only</i>	Member Services and Accounts	A1026
S1312	Servicing Mortgage Loans	1st	•	<i>Exam only</i>	Lending and Loan Processing	A1010
S1313	Preparing Loan Documents	1st	•	<i>Exam only</i>	Lending and Loan Processing	A1011

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S1314	Maintaining Loan Documents	1st	•	Exam only	Lending and Loan Processing	A1012
S1315	Reconciling Records	1st	•	Exam only	Accounting, Budgeting, and Finance	A1013
S1316	Applying Collection Practices	1st	•	Exam only	Collections	A1014
S1317	Recognizing Emerging Fraudulent Practices	1st	•	Exam only	Security	A1015
S1318	Encouraging and Instilling Member Service in Others	1st	•	Exam only	Mgmt. Skills and Managing Employee Performance	A1022
S1319	Aligning Your Department with CU Strategy	1st	•	Exam only	Mgmt. Skills and Managing Employee Performance	A1023
S1320	Robbery Prevention and Preparation	1st	•	•	Security	
S1321*	Call Center Service Skills	1st	•	Exam only	Member Services and Accounts	A1027
S1322	Money and Negotiable Instruments	1st	•	Exam only	Member Services and Accounts	A1024



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