

# Staff Training And Recognition

**STAR** is a complete self study course that provides:



- ✓ *Flexibility for employees*
- ✓ *Credit union specific training*
- ✓ *Training tailored to front-line staff*
- ✓ *Activities to practice lessons learned*
- ✓ *A 40-question test for participants*
- ✓ *A certificate program that rewards achievement*
- ✓ *College credit for selected courses*

## Member Services

S110  
Fourth Edition



## Contents

STAR courses are focused on the development of frontline and operational staff. The enclosed table of contents and introduction section provides a general overview of the topics covered in this course.

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### Introduction

Credit unions now offer a greater variety of services and a higher level of financial sophistication than at any other time in their history. To meet the needs of members, credit unions need better trained, more knowledgeable, and more professional employees. Members expect that credit union employees who assist them are informed and can provide accurate and up-to-date information about the financial services available at the credit union.

Studying this **Member Services** module can be tremendously helpful in your career. As the credit union movement continues to evolve, credit unions have found that technically competent employees with a solid understanding of available services are a valuable asset.

In this module, you will study a broad range of member services. Chapter 1 introduces you to credit union services and how they satisfy members' needs. You will also learn about credit union service organizations (CUSOs) that help credit unions by providing services beyond the ones allowed under credit union laws. Chapter 2 covers opening and administering membership accounts. You will learn about account ownerships and the requirements for opening new accounts. In addition, the chapter reviews key features of services offered to special member groups such as children and older members.

Chapter 3 explores the different types of credit union savings accounts. It covers how dividends are computed and characteristics of regular share

savings accounts, share certificates, and money market accounts. It also presents information on types of retirement accounts.

In Chapter 4, you will study share draft accounts, possibly the most important service at credit unions. You will learn how share drafts travel through the check clearing system. You will also review the typical features and benefits of share draft accounts.

Chapter 5 lays down a foundation of knowledge about credit union loan concepts. It helps you understand open-end and closed-end credit, secured and unsecured credit, and how borrowers are evaluated for creditworthiness. You will also study how repayment risk and other factors affect loan rates.

Chapter 6 reviews the many types of credit union loan



## Introduction (cont.)

programs. You'll learn the features and benefits of signature (personal) loans, lines of credit (including share draft overdraft protection), credit card accounts, education loans, business loans, vehicle loans and other options, first mortgage loans, home equity loans, home equity lines of credit, and other loans such as share account loans and stock loans.

Chapter 7 takes a different approach to services by looking at the various transaction systems, or methods members use to access their accounts and make transactions. You will explore automatic transfers, ATM/debit cards, telephone services, and Internet-based financial services. Internet services continue to expand every year and credit unions are

taking advantage of the possibilities.

Chapter 8 concludes the module by considering a number of other services. Credit unions provide check services, safe deposit boxes, financial education, insurance, and financial planning and investment services. These services complete the wide array of services that credit unions offer members today.



## STAR General Information

The Staff Training and Recognition (STAR) Program focuses on the needs of frontline and operational staff. STAR offers 43 practical, job-specific courses in twelve operational areas. Videotapes are also available to enhance and enrich your learning experience.

For more information on STAR:

1. Visit [training.cuna.org](http://training.cuna.org) and choose "self-study certificate programs".
2. Call (800) 356-9655 ext. 4072
3. email [eLearning@cuna.com](mailto:eLearning@cuna.com)

### Ordering STAR is easy

*Print-Based Courses and Exams*

Contact your league for prices on specific courses, exams, leader's guides, and certificates. Credit unions in Alaska, California, and Nevada can order from CUNA Member Service at 1-800-356-8010, press 3.

### Explore the benefits of CUNA CPD web-based education

STAR courses are also available online with affordable subscription pricing or as individual *eCourses*. Our *eCourse* subscription offers STAR and *RegTraC* compliance courses and provides unlimited access 24/7. Web-based courses include text, graphics, animation, and audio for an interactive learning experience.

### Now you can test online!

Online exams are cost-effective and offer immediate exam scoring. No need to wait for test results in the mail!



Get **FREE** unlimited access to STAR and *RegTraC* online courses for 30 days! Check out our courses and decide if an annual subscription is right for you.

### For more information on eCourse & Exams

Visit [training.cuna.org](http://training.cuna.org), choose "eLearning", then "ecourses and exams"

### Highlights of **STAR** Courses:

- ✓ **Over 40 practical job-specific training courses**
- ✓ **Credit union-specific language and case studies**
- ✓ **College credit for selected STAR courses**
- ✓ **Certificates and lapel pins awarded for each track**
- ✓ **One exam included with each course**