

# 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*

## Security Issues

S910



## 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 union security involves much more than a vault door or bulletproof glass. Security for your credit union requires a major effort by all credit union employees, and you are an integral part of your credit union's security system.

Security demands looking at a wide variety of issues. For example, dual control in cash-handling situations provides security for all staff members. And working in teams builds morale and keeps an employee from facing temptation. We are, after all, human.

Security also covers issues of confidentiality. Our members trust us with their most personal and private information. We have a responsibility to keep it private for them. And staff members must be vigilant in avoiding compromising that duty through the trickery of a third party. Credit unions are under close federal scrutiny to keep the security side of our operations in

first-class shape. All credit unions are subject to regular security inspections, including review of supporting paperwork.

We begin this module by emphasizing in chapter 1 your important role in overall credit union security. In chapter 2, we cover premises security. Your main office, its branch offices, and connected night depository and drive-up windows are guarded night and day by an array of sophisticated alarms and detection devices. All staff members have a responsibility to understand their purpose and operation.

In chapter 3, we discuss ATM security. ATMs are truly mini credit unions, and they require the same focus on security as branch offices. Their remote location, small size, and favor among thieves present special challenges to the financial industry as a whole.

Safe-deposit boxes are covered in chapter 4. When

your members turn to your credit union for the security of a safe-deposit box, you take on an even more serious responsibility. You're guarding their past and their future, their valuables and their irreplaceables. We'll see that only the strictest of attention to proven procedures can accomplish this security task.

Chapters 5, 6, and 7 deal with emergencies, workplace violence, and personal safety and security. The day may come when you and your coworkers have to deal with a large- or small-scale disaster or emergency. Having a plan, put together before an emergency happens, is the only sure way for the credit union to survive.

Credit union security is a system that requires participation by all staff members. You owe it to your members and the entire credit union community to address the security issues facing credit unions and to take action.



## 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**