



CFT/ABA COURSE LISTING

Business Banking & Commercial Lending

Advanced Tax Return Analysis
Advanced Global Cash Flow
Analyzing Financial Statements
Analyzing the Tax Return of Businesses
C & I Lending (In Challenging Times)
Calling on Small Business Customers
Certificate in Commercial Lending
Commercial Lending
Commercial Loan Documentation I
Commercial Loan Documentation II
Commercial Loan Defaults
Commercial Real Estate Lending
Construction Lending
Credit Products for Small Businesses
Deposit Products and Services for Small Businesses
Enhanced Ratio Analysis
Essentials of Analyzing a Banking Institution
Financial Accounting
Florida Real Estate Law for Bankers
Fundamentals of Small Business Banking
General Accounting
Global Cash Flow
Green Lending
Introduction to Lending
Introduction to Agricultural Lending
Introduction to Analyzing Financial Statements
Introduction to Analyzing Financial Statements & Risk Analysis for BSA/Compliance Staff
Law and Banking: Principles
Legal Foundations in Banking
Letters of Credit – Basics, Advanced & Standby
Loan Modifications – Alternatives
Loan Documentation in Tough Times
Overview of Financial Statements
Problem Loan Workouts
Relationship Selling to Small Business Customers
Residential & Commercial Real Estate Appraisal Review & Analysis
Retirement Products for Small Businesses
Servicing and Growing Small Business Relationships
Small Business Banker Certificate
Small Business Borrowing
The Nuts & Bolts of Construction Lending
Title Insurance Basics for Bankers
Understanding Your Construction Borrower

Series

Evaluating and Structuring Commercial Loans Series

Level 1: Understanding Business Borrowers

Level 2: Analyzing Business Financial Statements and Tax Returns

Level 3: Analyzing Personal Financial Statements and Tax Returns

Level 4: Qualitative Analysis and Determining a Credit Risk Rating

Level 5: Loan Structuring, Documentation, Pricing and Problem Loans

The Commercial Real Estate Lending Decision Process Series (RMA)

Series 1: Types of CRE Loans, Risk Areas and Performance Drivers

Series 2: The CRE Underwriting Process

Series 3: Financing Different Types of Commercial Properties

Series 4: Understanding and Evaluating Leases, Appraisals and Environmental Assessments

Series 5: Loan Structure and Documentation Considerations

Series 6: Construction Lending

The Lending Decision Process Series (RMA)

Series 1: Evaluating Industry, Markets and Management

Series 2: Evaluating Quality of the Borrower's Financial Reports

Series 3: Analyzing the Company's Financial Performance and Financial Condition

Series 4: The Cash Cycle, Seasonality and Discovering Borrowing Causes and Repayment Sources

Series 5: Analyzing Cash Flow Statement and Measuring Repayment Ability

Series 6: The Cash Cycle and Seasonality

Compliance and Risk Management

CRCM Online Review Course
Law and Banking: Principles
Law and Banking: Applications
Managing Interest Rate Risk

For Compliance Professionals

Anatomy of a Regulation for Compliance Professionals
Community Reinvestment Act, Community Bank (CRA) for Compliance Professionals
Community Reinvestment Act, Large Bank (CRA) for Compliance Professionals
Credit Card Regulations for Compliance Professionals
Elements of a Compliance Program for Compliance Professionals
Equal Credit Opportunity Act (ECOA) for Compliance Professionals
Fair Credit Reporting Act (FCRA) for Compliance Professionals
Home Mortgage Disclosure Act (HMDA) for Compliance Professionals
Loans to Insiders (Reg O) for Compliance Professionals
National Flood Insurance Regulations for Compliance Professionals
Real Estate Settlement Procedures Act (RESPA) for Compliance Professionals
Reg Z Closed-End Credit for Compliance Professionals
Reg Z Open-End Credit for Compliance Professionals
Service members Civil Relief Act (SCRA) for Compliance Professionals
Unfair, Deceptive, or Abusive Acts or Practices (UDAAP) for Compliance Professionals

Frontline Compliance Training

Essentials of AML
Americans with Disabilities Act
Active Aggressor for Employees
Active Aggressor for Managers
ADA Accessibility
ADA Interacting with People Who Have Disabilities
ADA Overview and Employment
Bank Bribery Act
Bank Protection Act
BSA/AML: CIP Advanced
BSA/AML: CIP Basics
BSA/AML: Communicating with Customers about CTRs
BSA/AML: Completing the CTR
BSA/AML: Complying with the BSA
BSA/AML: Exempting Customers from CTR Reporting
BSA/AML: Overview
BSA/AML: Recordkeeping - Wires, Money Orders, and other Challenges
BSA/AML: Reporting
BSA/AML: Risk Assessment and Customer Due Diligence
BSA/AML: SAR Reporting
BSA/AML: USA PATRIOT Act
Community Reinvestment Act (Reg BB)
Cybersecurity Fundamentals
E-SIGN Compliance

Elder Financial Abuse
Electronic Funds Transfer Act (Reg E)
Equal Credit Opportunity Act (Reg B)
Expedited Funds Availability Act (Reg CC)
Extending Credit to Bank Insiders (Reg O)
Fair Credit Reporting Act (FCRA)
Fair Debt Collection Practices Act
Fair Housing Act
Fair Lending
FDIC Insurance Coverage
Flood Disaster Protection Act
Good Faith Estimate and HUD-1
Home Mortgage Disclosure Act (HMDA)
HMDA: Preparing for 2018
Homeowners Protection Act
Information Security and Red Flags
Military Lending Act
Mortgage Servicing: ARM Notices
Mortgage Servicing: Early Intervention and Continuity of Contact
Mortgage Servicing: Error Resolution
Mortgage Servicing: Escrow Accounts
Mortgage Servicing: Force-Placed Insurance
Mortgage Servicing: Loan Origination and Servicing Transfers
Mortgage Servicing: Loss Mitigation
Mortgage Servicing: Overview
Mortgage Servicing: Payment Crediting and Periodic Statements
Office of Foreign Assets Control (OFAC)
Privacy for Customer Contact Personnel
Real Estate Settlement Procedures Act (RESPA)
Recognizing and Preventing UDAAP
Reg E Consumer Liability
Reg E Consumer Remittances
Reg E Disclosures Requirements
Reg E Error Resolution Requirements
Reg E Gift Cards
Reg E Overdrafts
Reg E Overview
Reg E Payroll Cards
Reg E Preauthorized Transfers
Reg E Prepaid Accounts
Reg Z Adjustable Rate Mortgages
Reg Z Advertising
Reg Z Credit Cards
Reg Z HELOCs (Open-End Credit)
Reg Z HOEPA and High-Cost Mortgage Loans
Reg Z Installment and Home Equity Loans (Closed-End Credit)
Reg Z Mortgages (Closed-End Credit)
Reg Z Non Home Secured (Open-End Credit)
Reg Z Overview
Reg Z Private Higher Education Loans
Reg Z Reverse Mortgages
Reg Z Right of Rescission
Reserve Requirements for Depository Institutions (Reg D)
Robbery and Bank Security

Service members Civil Relief Act (SCRA)
Serving Your Military Customer
Sexual and Workplace Harassment
Sexual and Workplace Harassment for Managers
Social Media: Managing the Risks
Telephone Consumer Protection Act (TCPA)
The Consumer Remittance Rule
The S.A.F.E. Act - Secure and Fair Enforcement for Mortgage Licensing Act
TILA-RESPA Integrated Disclosures
Truth in Savings Act (Reg DD)
Unlawful Internet Gambling Enforcement Act (UIGEA) (Reg GG)

Executive Education

Analyzing Bank Performance
Ethical Issues for Bankers
Leveraging the Benefits of a Diverse Workforce
Managing Funding, Liquidity, and Capital
Managing Interest Rate Risk
Managing the Bank's Investment Portfolio

Mortgage Lending

Effective Client Referrals
Ethical Issues for Bankers
Fundamentals of Mortgage Lending
Handling Mortgage Inquiries and Making Referrals
Introduction to Mortgage Lending
Introduction to Relationship Selling
Legal Foundations in Banking
Mortgage Customer Counseling and Prequalification
The Mortgage Lending Business
Law and Banking: Principles
Personal Tax Return Analysis
Qualifying Mortgage Prospects
Residential Mortgage Lender Certificate

Residential Lending - (All Regs)

Appraisal Procedures
Basics of Mortgage Processing
Completing the HUD-1
Discovering FHA Programs
Elements of Title Insurance
Essentials of Mortgage Lending
Explaining Loan Modifications
Gathering the Facts on Mortgage Fraud
Preparing the Closing Disclosure
Preparing the Loan Estimate
Processing and Underwriting Credit
Processing Income and Assets
Reviewing the Appraisal Report

Retail Banking & Marketing

Digital and Social Media Marketing

Marketing in a Digital World

Marketing in a Digital World: Digital Campaigns

- **Build Your Campaign**
- **Find Your Audience**
- **Search Engine Optimization**

Marketing in a Digital World: Social Campaigns

- **Leveraging LinkedIn**
- **The Power of Facebook**
- **Strategic Twitter**

General Banking

Bank Teller Certificate

Banking Basics Suite - New

Bank Marketing: Building Customer Relationships - New

Bank Payment Systems and Technology - New

Bank Sales and Service: Expanding Customer Relationships - New

Banks as a Business - New

Banks and the Deposit Function - New

Banks and the Economy - New

Banks and Personal Wealth Management - New

Business and International Banking Services - New

Introduction to Banking - New

Lending as a Cornerstone of Banking - New

Safeguarding Bank Assets and the Nation - New

Safeguarding the Customer and the Bank - New

Banking Fundamentals

Bank Lines of Business

The Banking Industry

Building Customer Relationships

Branch Manager Certificate

Customer Service Representative Certificate

Ethical Issues for Bankers

Legal Foundations in Banking

Marketing in Banking

Marketing Management

Marketing Planning

Banking Today

Economics for Bankers

Ethical Issues for Bankers

Law and Banking: Applications

Law and Banking: Principles

Money and Banking

Principles of Banking

Principles of Banking Accelerated

Robbery and Bank Security
Teller Basics Suite
Teller Basics
Understanding Bank Products


Management Skills

Employment Law
Leveraging the Benefits of a Diverse Workforce
Management Essentials Suite - New
 Coaching - New
 Corrective Action - Re-Imagined
 Effective Meetings - New
 Employee Recognition - New
 Interviewing - New
 Managing Performance - New
Managing Change
Managing Employee Performance
Managing Employee Relations
Rewards and Recognition
Sexual and Workplace Harassment for Managers
Supervisor Certificate
Supervisor Certificate
Team Leader Certificate

Sales Skills

Building and Retaining Customer Relationships
Calling on Small Business Customers
Cross-selling Deposit Products
Effective Client Referrals
Event Networking
Event Based Selling
Introduction to Relationship Selling
Needs-Based Selling
Marketing Financial Services
Qualifying Mortgage Prospects
Referring Insurance and Annuity Clients
Referring Investment Clients
Referring Trust Clients
Relationship Selling to Small Business Customers
Revitalizing Customer Service
Sales Coaching
Selling in a Social World
Servicing and Growing Small Business Relationships
Successful Sales Campaigns
Tele-consulting

Product Knowledge

Consumer Credit Products
Consumer Lending 
Credit Products for Small Businesses
Deposit Products and Services for Small Businesses
Fundamentals of Consumer Lending
Fundamentals of Small Business Banking
Introduction to Analyzing Financial Statements
Introduction to IRAs
Personal Tax Return Analysis
Retirement Products for Small Businesses
Small Business Borrowing
Understanding Bank Products

Workplace Skills

Business English
Business Writing
Communication Basics Suite
Dealing Effectively with Co-workers
Effective Telephone Communication
Effective Written Communication
Effective Verbal Communication
Essentials of Workplace Conduct
General Accounting
Improving Productivity
Management Essentials
Managing Time at Work
Online Communication Suite
Meetings That Work
Microsoft Office 2007 Software Skills
Microsoft Office 2010 Software Skills
Presentation Skills
Project Management Fundamentals
Sexual and Workplace Harassment
Verbal Communication Suite - New
Written Communication Suite

Microsoft Computer Training – All versions

Microsoft Word
Microsoft Excel
Microsoft PowerPoint
Microsoft Access
Microsoft Project
Microsoft Outlook

Bank Risk Management

Cyber Security Management
Elements of an Operational Risk Management Program
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 and Control Self-Assessment
Vendor Risk Management

Languages for Financial Services Professionals

Portuguese For Financial Services Professionals
Spanish for Financial Services Professionals
English – All levels

Private Banking

Private Banking

- **Introduction**
- **Financial Planning**
- **Investing**
- **Relationship Management**

Wealth Management & Trust

Basic Administrative Duties of a Trustee
CTFA Online Review Course
Guide to Ethics for Trust Professionals Curriculum
Introduction to Trust Products and Services
IRA Online Institute
A Guide to Ethics in Fiduciary and Trust Activities
A Guide to Ethics in Financial Planning
A Guide to Ethics in Investments
A Guide to Ethics in Tax Law and Tax Planning
Account Acceptance and Termination
Asset Allocation and Portfolio Management
Basic Characteristics of a Trust
Bond Selection and Analysis
Discretionary Distributions
Duties and Powers of the Trustee
Economics & Markets
Education Planning Solutions for Minors

Estate and Guardian Administration
Estate Planning to Achieve Client Goals
Estate Planning for Charitable Giving
Estate Planning for IRAs and Qualified Plan Balances
Estate Planning for Marital Deduction
Estate Planning Solutions for the Business Owner
Fiduciary Income Tax
Fiduciary Law
Fundamentals of Alternate Investment Products
Fundamentals of Life Insurance
Generation-Skipping Transfer Tax
Gift Taxation
Guide to Ethics in Fiduciary and Trust Activities
Guide to Ethics in Financial Planning
Guide to Ethics in Investments
Guide to Ethics in Tax Law and Tax Planning
How Trusts Are Taxed
Income Tax Planning
Introduction to Estate Planning
Introduction to Investment Management
Introduction to IRAs
Introduction to Planning for Retirement Assets
Introduction to Trust Administration
Investment Policy
Investment Products
Managing Life Insurance Policies
Minimizing Fiduciary Risk and Litigation
Planning for Estate Tax
Prudent Portfolio Management
Special Needs Trusts
Stock Selection and Analysis
Types of Insurance
Understanding Transfer Tax

Certificate Tracks

Business Banking & Commercial Lending

Certificate in Business and Commercial Lending
Small Business Banker Certificate

Compliance

Certificate in BSA and AML Compliance
Certificate in Deposit Compliance
Certificate in Fraud Prevention
Certificate in Lending Compliance

Mortgage Lending

Residential Mortgage Lender Certificate

Retail Banking & Marketing

Bank Service Provider Certificate
Bank Teller Certificate
Branch Manager Certificate
Customer Service Representative Certificate
Personal Banker Certificate
Supervisor Certificate
Team Leader Certificate
Universal Banker Certificate

Risk Management

Certificate in BSA and AML Compliance
Certificate in Fraud Prevention
Certificate in Operational Risk Management