



CFT/ABA COURSE TITLE LISTING

Business Banking & Commercial Lending

Advanced Tax Return Analysis
Advanced 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
Credit Analysis
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
Introduction to Lending
Introduction to Agricultural Lending
Introduction to Analyzing Financial Statements
Introduction to Credit and Regulatory Risk Analysis for Lending and Compliance Professionals
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 Commercial Loan Structures
Understanding Inherent Regulatory Risks Exposure of Credit Decisions - **New**
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: Industry, Management, and Economic Influences

Series 2: Interpreting Quality of Financial Reports and Accounts

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: Using Financial Projections to Fine Tune The Credit Analysis

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

Bank Directors Series - NEW

- **Board Oversight: Compliance Management**
- **Board Oversight: Compliance Control Activities**
- **Board Oversight: Preparing for the Compliance Exam**
- **Board Oversight: Post Compliance Exam Activities**
- **Board Oversight: BSA/AML/OFAC**

- **Board Oversight: Insiders and Regulation O**
- **Board Oversight: Fair Lending**
- **Digital Trends: Cybersecurity**
- **Digital Trends: Blockchain**
- **Digital Trends: Payments**

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
Leadership in Action Suite: - **New**
 Authentic Leadership
 Building Collaborative Teams
 Communicating Vision
 Empowerment
 Managing Change
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/Team Leader Certificate
Supervisory Training

Sales

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
Business Writing for Managers
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
Presentation Skills
Project Management Fundamentals
Sexual and Workplace Harassment
Verbal Communication Suite
Written Communication Suite

Microsoft Computer Training – All versions (i.e. 2010, 2013, 2016)

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
Cyber Range Training

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

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

Other Workshops

2-15 Health/Life (annuities/variable contracts) Pre-License
2-20 Conversion Course State ID 9877
2-20 General Lines Agent Online Only Course
Elements of Health Insurance - Uses in Contemporary America
Elements of Life Insurance and It's Uses in Contemp. America
Ethics in the Industry for 3-20 Adjusters
Flood Insurance and the NFIP (2-20, 20-44, 4-40)
Flood Insurance Concepts State ID 98643
Florida - Health Care Today - How We Got Here
Health Insurance CE State ID 96552
Hurricanes and their impact on the insurance industry
Law/Ethics update Bundle for Property and Casualty (5-220)
Life Insurance CE State ID 98400
Personal Finance
Personal Lines Agent Pre-Licensing Course
Post-Retirement Planning for Seniors
Premium Discounts Mitigation Options
Property and Casualty - Commercial Lines State ID 93988
Property and Casualty - Personal Lines State ID 93784
Property and Casualty Insurance CE State ID 98024
Registered Customer Representative 4-40 Designation (RCSR)
Suitability of Annuity and Life Insurance Transactions

Securities Exam Prep Courses

Securities Industry Essentials (SIE)

Series 6

Series 7

Series 9

Series 10

Series 24

Series 63

Series 65

Series 66

Certificate Tracks

Business Banking & Commercial Lending

Certificate in Business and Commercial Lending

Small Business Banker Certificate

CEO and Bank Leadership

ABA-Wharton Emerging Leaders Certificates

- Strategy
- Engaging and Motivating Talent
- Advanced Emerging Leadership

Certificate in Bank Financial Management

Compliance

Certificate in BSA and AML Compliance

Certificate in Deposit Compliance

Certificate in Fraud Prevention

Certificate in Lending Compliance

Marketing

ABA Bank Marketing Certificates

- **Foundational Certificate in Bank Marketing**
- **Advanced Certificate in Bank Marketing
(Bank Marketing School)**

Mortgage Lending

Residential Mortgage Lender Certificate

Retail Banking

Bank Solutions Provider Certificate

Bank Teller Certificate

Branch Manager Certificate

Certificate in General Banking

Customer Service Representative Certificate

Personal Banker Certificate

Supervisor/Team Leader Certificate

Universal Banker Certificate

Risk Management

Certificate in Risk Management Frameworks

Certificate in BSA and AML Compliance

Certificate in Fraud Prevention

Certificate in Operational Risk Management

Wealth Management and Trust

ABA Trust Certificates

Certificate in Trust: Foundational

Certificate in Trust: Intermediate

Certificate in Trust: Advanced

Health Savings Account (HSA) Expert Certificate