

Course Number Listing

Course Code	Course Title	Edition	Print Course & Exam	Online Course & Exam	Category
22690	Deposit Account Regulations - Module 1	2007	•	•	Compliance for Noncompliance Staff - (RegTraC Level 1)
22691	General Operations Regulations - Module 2	2007	•	•	Compliance for Noncompliance Staff - (RegTraC Level 1)
22692	Consumer Lending Regulations - Module 3	2007	•	•	Compliance for Noncompliance Staff - (RegTraC Level 1)
22693	Mortgage Lending Regulations - Module 4	2007	•	•	Compliance for Noncompliance Staff - (RegTraC Level 1)
22694	NCUA Requirements and Guidance - Module 5	2007	•	•	Compliance for Noncompliance Staff - (RegTraC Level 1)
22707	Deposit Account Regulations - Module 1	2007	•		Compliance for Compliance Staff - (RegTraC Level 2)
22708	General Operations Regulations - Module 2	2007	•		Compliance for Compliance Staff - (RegTraC Level 2)
22709	Consumer Lending Regulations - Module 3	2007	•		Compliance for Compliance Staff - (RegTraC Level 2)
22710	Mortgage Lending Regulations - Module 4	2007	•		Compliance for Compliance Staff - (RegTraC Level 2)
22711	NCUA Requirements and Guidance - Module 5	2007	•		Compliance for Compliance Staff - (RegTraC Level 2)
22712	Successful Compliance Program Management - Module 6	2007	•		Compliance for Compliance Staff - (RegTraC Level 2)
23511	Compliance Training Kit - Level 2 Modules 1-6	2007	•		Compliance for Compliance Staff - (RegTraC Level 2)
23512	Compliance Training Kit - Level 1 Modules 1-5	2007	•	•	Compliance for Noncompliance Staff - (RegTraC Level 1)
27568K	FiCEP Part 1, Modules 1-4 Kit with Exam	1st	•		Financial Counseling
27573K	FiCEP Part 2, Modules 1-4 Kit with Exam	1st	•		Financial Counseling
27565	Financial Counseling Essentials (FiCEP Part 1, Module 2)	1st	•		Financial Counseling
27570	Matching Lifestyle to Income (FiCEP Part 2, Module 2)	1st	•		Financial Counseling
27571	Matching Values to Money (FiCEP Part 2, Module 3)	1st	•		Financial Counseling
27572	Retirement Planning (FiCEP Part 2, Module 4)	1st	•		Financial Counseling
27566	Special Issues in Financial Counseling (FiCEP Part 1, Module 3)	1st	•		Financial Counseling
27569	Taxes, Insurance and Investments (FiCEP Part 2, Module 1)	1st	•		Financial Counseling
27567	Using Communications Skills During Financial Counseling (FiCEP Part 1, Module 4)	1st	•		Financial Counseling
A1000	Business Math: Lending and Credit	1st		•	Business Math
A1001	Business Math: Share and Deposit Accounts	1st		•	Business Math
A1002	Credit Union Sales	1st		•	Sales
A1003	Business Communication Skills	1st		•	Interpersonal Skills and Career Building
A1004	Introduction to Credit Unions	1st		•	Credit Union Orientation
A1005	Professional Member Service	1st		•	Member Services and Accounts
A1006	Bankruptcy	1st		•	Bankruptcy
A1007	Spanish for Tellers	1st		•	Spanish
A1008	Security Procedure Protocol	1st		•	Security
A1009	The Critical Role of Technology in Credit Unions	1st		•	Technology
A1010	Servicing Mortgage Loans	1st		•	Lending and Loan Processing
A1011	Preparing Loan Documents	1st		•	Lending and Loan Processing
A1012	Maintaining Loan Documents	1st		•	Lending and Loan Processing

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Credit Union
National Association

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Course Code	Course Title	Edition	Print Course & Exam	Online Course & Exam	Category
A1013	Reconciling Records	1st		•	Accounting, Budgeting, and Finance
A1014	Applying Collection Practices	1st		•	Collections
A1015	Recognizing Emerging Fraudulent Practices	1st		•	Security
A1016	Resolving Employee Conflict	1st		•	Management Skills and Managing Employee Performance
A1017	Credit Union Spanish: Applying the Basics	1st		•	Spanish
A1018	Transitioning to Trainer	1st		•	Interpersonal Skills and Career Building
A1019	Recruiting Today's Employees	1st		•	HR Staffing and the Law
A1020	Managing Today's Employees	1st		•	HR Staffing and the Law
A1021	Difficult Human Resources Issues	1st		•	HR Staffing and the Law
A1022	Encouraging and Instilling Member Service in Others	1st		•	Management Skills and Managing Employee Performance
A1023	Aligning Your Department with CU Strategy	1st		•	Management Skills and Managing Employee Performance
M01	Fundamentals of Management	2nd	•	•	Management Skills and Managing Employee Performance
M03	Recruiting, Interviewing, and Selecting Employees	2nd		•	HR Staffing and the Law
M04	Training and Orienting Employees	2nd	•	•	HR Staffing and the Law
M05	Delegating for Results	2nd	•	•	Management Skills and Managing Employee Performance
M06	Managing Employee Performance	2nd	•	•	Management Skills and Managing Employee Performance
M07	Managing Teamwork	1st	•	•	Management Skills and Managing Employee Performance
M08	Process Improvement: Achieving Quality Together	1st	•	•	Management Skills and Managing Employee Performance
M09	Developing Exceptional Leadership	1st	•	•	Management Skills and Managing Employee Performance
M10	Strategic Thinking and Planning	1st	•	•	Management Skills and Managing Employee Performance
M11	Compensation Systems	2nd	•	Exam only	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
M14	Managing Conflict	1st		•	Management Skills and Managing Employee Performance
M15	Interpersonal Skills: Understanding Your Effect on Others	1st	•	•	Interpersonal Skills and Career Building
M16	Leading and Managing Credit Union Sales	1st	•	Exam only	Sales
M17	Credit Union Financial Management for Nonfinancial Executives	2nd	•	Exam only	Accounting, Budgeting, and Finance
M18	Asset-Liability Management for Executives	2nd	•	•	Accounting, Budgeting, and Finance
M19	Managing Change	1st	•	•	Management Skills and Managing Employee Performance
M20	Managing Technology	1st	•	Exam only	Technology
M21	Credit Union Investments	1st	•	Exam only	Accounting, Budgeting, and Finance
M22	Home Equity Lending	1st	•	Exam only	Lending and Loan Processing
M23	Loan Pricing	1st	•	Exam only	Lending and Loan Processing
M24	Security Administration	1st	•	Exam only	Security
M25	Managing the Problem Employee	1st	•	Exam only	Management Skills and Managing Employee Performance
M26	Marketing Management	1st	•	Exam only	Marketing

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Course Code	Course Title	Edition	Print Course & Exam	Online Course & Exam	Category
M27	Managing Advertising Guidelines	1st	•	Exam only	Marketing
M28	Developing Retail Marketing	1st	•	Exam only	Marketing
M29	Providing Loans to Small Businesses	1st	•	Exam only	Lending and Loan Processing
M30	Managing Financial Education Programs	1st	•	Exam only	Sales
M31	Budgeting and Accounting for Nonaccounting Managers	1st	•	Exam only	Accounting, Budgeting, and Finance
M32	Community Involvement and Outreach	1st	•	Exam only	Marketing
M33	Financial Analysis Tools for Decision Making	1st	•	Exam only	Accounting, Budgeting, and Finance
M34	Career Mapping for You and Your Staff	1st	•	Exam only	Interpersonal Skills and Career Building
M35	Managing Through Motivation	1st	•	Exam only	Management Skills and Managing Employee Performance
M36	Online Security	1st	•	Exam only	Security
M37	Business Communication Skills	1st	•	Exam only	Interpersonal Skills and Career Building
M38	Resolving Employee Conflict	1st	•	Exam only	Management Skills and Managing Employee Performance
M39	Transitioning to Trainer	1st	•	Exam only	Interpersonal Skills and Career Building
M40	Recruiting Today's Employees	1st	•	Exam only	HR Staffing and the Law
R101A	Reg CC - Expedited Funds Availability and Collection of Checks	2007	•	•	Compliance for Noncompliance Staff - (RegTraC Level I)
R101B	Reg D - Reserve Requirements	2007	•	•	Compliance for Noncompliance Staff - (RegTraC Level I)
R101C	Truth in Savings - NCUA Part 707	2007	•	•	Compliance for Noncompliance Staff - (RegTraC Level I)
R101D	Reg E - Electronic Fund Transfers	2007	•	•	Compliance for Noncompliance Staff - (RegTraC Level I)
R101E	Reg J and UCC Article 4A	2007	•	•	Compliance for Noncompliance Staff - (RegTraC Level I)
R101F	UCC Articles 3 and 4 - Law of Checking Accounts	2007	•	•	Compliance for Noncompliance Staff - (RegTraC Level I)
R102A	Bank Secrecy Act	2007	•	•	Compliance for Noncompliance Staff - (RegTraC Level I)
R102B	OFAC - Office of Foreign Assets Control	2007	•	•	Compliance for Noncompliance Staff - (RegTraC Level I)
R102C	Right to Financial Privacy Act	2007	•	•	Compliance for Noncompliance Staff - (RegTraC Level I)
R102D	Bank Bribery Act	2007	•	•	Compliance for Noncompliance Staff - (RegTraC Level I)
R102E	IRS Information Reporting and Withholding Requirements	2007	•	•	Compliance for Noncompliance Staff - (RegTraC Level I)
R102G	ESIGN - Electronic Signatures in Global & National Commerce Act	2007	•	•	Compliance for Noncompliance Staff - (RegTraC Level I)
R102H	NCUA Privacy Regulations	2007	•	•	Compliance for Noncompliance Staff - (RegTraC Level I)
R103A	UCC Article 9	2007	•	•	Compliance for Noncompliance Staff - (RegTraC Level I)
R103B	Fair Debt Collection Practices Act	2007	•	•	Compliance for Noncompliance Staff - (RegTraC Level I)
R103C	Business Lending Regulations	2007	•	•	Compliance for Noncompliance Staff - (RegTraC Level I)
R103D	Fair Credit Reporting Act	2007	•	•	Compliance for Noncompliance Staff - (RegTraC Level I)
R103E	NCUA Lending Regulations	2007	•	•	Compliance for Noncompliance Staff - (RegTraC Level I)
R103F	Reg B - Equal Credit Opportunity Act	2007	•	•	Compliance for Noncompliance Staff - (RegTraC Level I)
R103G	Servicemembers' Civil Relief Act	2007	•	•	Compliance for Noncompliance Staff - (RegTraC Level I)
R103H	Reg Z - Truth in Lending	2007	•	•	Compliance for Noncompliance Staff - (RegTraC Level I)
R104A	Flood Disaster Protection Act	2007	•	•	Compliance for Noncompliance Staff - (RegTraC Level I)

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R104B	Homeowner's Protection Act	2007	•	•	Compliance for Noncompliance Staff - (RegTraC Level I)
R104C	RESPA - Real Estate Settlement Procedures Act	2007	•	•	Compliance for Noncompliance Staff - (RegTraC Level I)
R104D	Reg C - Home Mortgage Disclosure Act	2007	•	•	Compliance for Noncompliance Staff - (RegTraC Level I)
R104E	Fair Housing Act	2007	•	•	Compliance for Noncompliance Staff - (RegTraC Level I)
R104F	Secondary Mortgage Markets	2007	•	•	Compliance for Noncompliance Staff - (RegTraC Level I)
R105A	NCUA Overview	2007	•	•	Compliance for Noncompliance Staff - (RegTraC Level I)
R105B	Federal Share Insurance Rules	2007	•	•	Compliance for Noncompliance Staff - (RegTraC Level I)
R105C	Management Issues	2007	•	•	Compliance for Noncompliance Staff - (RegTraC Level I)
R105D	Field of Membership Rules	2007	•	•	Compliance for Noncompliance Staff - (RegTraC Level I)
R105E	Supervisory Committee Duties	2007	•	•	Compliance for Noncompliance Staff - (RegTraC Level I)
R105G	CUSOs	2007	•	•	Compliance for Noncompliance Staff - (RegTraC Level I)
S20	Member Relations	4th	•	•	Member Services and Accounts
S30	Security	4th	•	•	Security
S100	Money and Negotiable Instruments	4th	•	•	Member Services and Accounts
S110	Member Services	4th	•	•	Member Services and Accounts
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
S320	Credit Union Financial Analysis	3rd	•	•	Accounting, Budgeting, and Finance
S400	Bankruptcy and Court Proceedings	3rd	•	Exam only	Bankruptcy
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	•	Exam only	Technology
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

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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	•	Exam only	Credit Union Orientation
S1305	Credit Union Sales	1st	•	Exam only	Sales
S1306	Business Math: Lending and Credit	1st	•	Exam only	Business Math
S1307	Business Math: Share and Deposit Accounts	1st	•	Exam only	Business Math
S1308	Professional Member Service	1st	•	Exam only	Member Services and Accounts
S1309	Security Procedure Protocol	1st	•	Exam only	Security
S1310	Successful Collections: Balancing Member Service and Credit Union Interests	1st	•	•	Collections
S1312	Servicing Mortgage Loans	1st	•	Exam only	Lending and Loan Processing
S1313	Preparing Loan Documents	1st	•	Exam only	Lending and Loan Processing
S1314	Maintaining Loan Documents	1st	•	Exam only	Lending and Loan Processing
S1315	Reconciling Records	1st	•	Exam only	Accounting, Budgeting, and Finance
S1316	Applying Collection Practices	1st	•	Exam only	Collections
S1317	Recognizing Emerging Fraudulent Practices	1st	•	Exam only	Security
S1320	Robbery Prevention and Preparation	1st	•	•	Security

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Pricing Options

PRINT COURSES AND EXAMS

To purchase print-based courses and exams for STAR, MERIT, VAP, or VLP, select the option below based on your league affiliation.

These states can order by calling CUNA Member Services at **800-356-8010, press 3**.

Alabama	Indiana	Montana	Ohio
Alaska	Iowa	Nevada	Oklahoma
California	Louisiana	New Mexico	Pennsylvania
Connecticut	Maryland	New York	Texas
District of Columbia	Michigan	North Carolina	Utah

All other states can order by contacting your league's education and training department.

FiCEP

To purchase print-based courses and exams for FiCEP, visit **training.cuna.org** and choose *Self-Study Certificate Programs* or call 800-356-8010, press 3.

Individual Modules	\$70 each
FiCEP Part 1 (includes Modules 1-4) #27568K	\$260
FiCEP Part 2 (includes Modules 1-4) #27573K	\$260

NOTE

- STAR = courses that begin with "S"
- MERIT = courses that begin with "M"
- CU Advance = courses that begin with "A"

ONLINE COURSES AND EXAMS

Online courses and exams for STAR, MERIT, CU Advance, VAP, and RegTraC are provided through **CPDOnline**, an internet-based training solution for credit unions.

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(any course noted as available online)

Individual CPDOnline Exams

(available for all online or print courses)

CU Advance	\$24.50 each
STAR	\$24.50 each
MERIT	\$29.50 each
VAP	\$24.50 each
RegTraC Level I Module	\$24.50 each
RegTraC Level I Course (Reg Specific)	\$15.50 each
STAR, MERIT, or RegTraC Module Retake Exams	\$10.00
CU Advance or RegTraC Course Retake Exams	Free

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