



Role-based Courseware FAQs

Are role-based curriculums part of the existing BAI package?

Yes, BAI role-based courses can be found in the BAI searchable catalog by searching a term such as “frontline” to view available courses. You can also contact your BAI relationship manager for more information.

Are the Role-based curriculums replacing other BAI courseware?

No, BAI continuously releases new courseware to help you keep your training fresh with the latest learning design, such as role-based training, scenario-based questions, and a variety of interactive content.

Would these curriculums satisfy the regulatory requirements, or would additional courses need to be assigned?

Each course is designed to meet the regulatory requirements for the specific tasks they cover.

Is there a limit for the number of roles we can build curriculums for?

No, there are no limits.

What if a learner needs brush up on a specific topic?

BAI continues to roll out new subject specific courses covering existing topics, prioritized by regulatory demand, utilization, subject timeliness. Examples include Volker, TCPA, Cybersecurity and Employment Law, as well as all familiar regulatory compliance topics.

What if someone is taking role-based training but needs a deeper dive?

No problem. BAI has a catalog of courses on wide range of subjects geared towards the general audience. You can assign them a comprehensive, or “in-depth” BAI course, which can be used to supplement role-based training.

Are you able to segment role-based curricula by new hire vs existing?

This is entirely up to the training administrator. For example, you may want to assign a new mortgage officer all 17 Mortgage Loan Origination courses. However, individuals who have been in the role awhile may just need a refresher on disclosures. BAI courseware allows you to select subject specific courses and customize. You can also supplement with enhanced BAI courseware, for example assigning a fair lending course.

Can we assign an entire curriculum to individuals?

Yes, however you are not required to. Because the needs of each employee differ, BAI role-based courseware allows you to assign courses that focus on individual learning needs, rather than assign courses that may contain redundant information to a learner.



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Are there courses that address soft skills or are soft skill references built into each course?

While there are some standalone courses focused on soft skills, many soft skills are included within the curricula. For example, within the Frontline curriculum there is a dedicated Sales and Cross-Selling course, and these references are built into each role-based course.

Can training administrators see the feedback surveys learners complete at the end of BAI courses?

No, these results come directly to BAI. However, there are survey features within the BAI Learning Manager you can utilize. Contact your relationship manager for more information.