



# BAI Credit Union Series

## Universal Banker – Introductory Curriculum Plan

This guide is intended to serve as a resource when determining courseware, curriculums or Rules for Universal Bankers who may be new to your institution or to the financial services industry. It also serves as a great refresher for seasoned employees who are looking to sharpen their knowledge of the industry. This guide is not intended to ensure compliance. In addition to these recommended courses, there may be other training requirements of your specific regulator, state, or financial institution. The courses included here mainly include subject-based courses. It is not inclusive of [role-based](#) or [mini-courses](#) that may be more appropriate for your institution.

Recommended Courses
<b>Financial Services Background</b>
<a href="#">30103C</a> - Retail Banking Basics: Products
<a href="#">30104C</a> - Retail Banking Basics: Electronic Services
<a href="#">30105C</a> - Retail Banking Basics: Ownership and Financial Management
<a href="#">30106C</a> - Retail Banking Basics: Regulatory Agencies
<a href="#">30108C</a> – Deposit Accounts: Characteristics and Types
<b>Core Competencies &amp; Customer Service</b>
<a href="#">30102C</a> - Customer Service: Handling Difficult Situations
<a href="#">31133C</a> – Frontline: Robbery and Security
<a href="#">31135C</a> – Frontline: Customer Service and Support
<a href="#">31904C</a> - Contact Center: Inbound Communications
<a href="#">31905C</a> - Contact Center: Outbound Communications
<a href="#">20323</a> – Writing Skills for Bankers
<b>Universal Banker Competencies</b>
<a href="#">30122C</a> - New Account Fraud
<a href="#">31112C</a> – Frontline: Money Handling
<a href="#">31113C</a> – Frontline: Negotiable Instrument
<a href="#">31114C</a> – Frontline: Daily Balancing
<a href="#">31135C</a> - Frontline: Customer Service Support
<b>Sales Skills</b>
<a href="#">30121C</a> - Successful Selling: A Process Approach
<a href="#">31134C</a> – Frontline: Sales and Cross-Selling