



# BAI Mortgage Series

## All Staff – General Curriculum Plan

This Curriculum Plan recommends courses based on typical tasks completed by All Staff and is intended to serve as a resource when planning curriculums or Rules. 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
<a href="#">30101M</a> - Customer Service Essentials
<a href="#">30601M</a> - Race, LGBTQ, Religion, and Other Protected Characteristics
<a href="#">30609M</a> - Sexual Harassment: Prevention and Response
<a href="#">30612M</a> - Workplace Violence