

Course Code	Course Name	Duration	Associated Skills
<a href="#">4302</a>	Red Flags for Trade-Based Money Laundering [Mini-Course]	10	Risk Management, Spotting Red Flags
<a href="#">30101</a>	Customer Service Essentials	25	Communication, Customer Service
<a href="#">30103</a>	Retail Banking Basics: Products	60	Product Knowledge, Retail Banking
<a href="#">30104</a>	Retail Banking Basics: Electronic Services	20	Payment Systems, Retail Banking
<a href="#">30105</a>	Retail Banking Basics: Ownership and Financial Management	30	Retail Banking
<a href="#">31134</a>	Frontline: Sales and Cross-Selling	20	Communication, Customer Service, Sales
<a href="#">31801</a>	Commercial Lending: Reg Z, Reg B, and Completing the Application	25	Credit Extensions, Loan Documentation, Regulatory Understanding, Commercial Banking
<a href="#">31802</a>	Commercial Lending: Determining Capacity and Cash Flow in Underwriting	25	Credit Extensions, Loan Documentation, Underwriting, Accounting, Commercial Banking
<a href="#">31803</a>	Commercial Lending: Evaluating Collateral and Credit in Underwriting	15	Credit Extensions, Credit Handling, Underwriting, Commercial Banking
<a href="#">31804</a>	Commercial Lending: Ethics and the Bank Bribery Act	25	Ethics, Fraud Prevention, Commercial Banking
<a href="#">31805</a>	Commercial Lending: Reg B and Reg Z Considerations at Closing	20	Credit Extensions, Credit Handling, Regulatory Understanding, Closing, Commercial Banking
<a href="#">31806</a>	Commercial Lending: UDAAP and Addressing Borrower Complaints	25	Credit Handling, Loan Servicing, Customer Service, Complaint Management, Commercial Banking
<a href="#">31808</a>	Commercial Lending: BSA, OFAC, and Other Security Concerns	35	Customer Identification, Information Security, Commercial Banking
<a href="#">59020</a>	Microsoft 365 Excel	25	Microsoft 365
<a href="#">59022</a>	Microsoft 365 Outlook	20	Email Writing, Microsoft 365
<a href="#">59023</a>	Microsoft 365 Word	20	Microsoft 365
<a href="#">59024</a>	Microsoft 365 PowerPoint	25	Presenting, Microsoft 365
<a href="#">59047</a>	Microsoft Teams	25	Microsoft 365, Microsoft Office 2019