

Course Code	Course Name	Duration	Associated Skills
30101	Customer Service Essentials	25	Communication, Customer Service
30103	Retail Banking Basics: Products	60	Product Knowledge, Retail Banking
30104	Retail Banking Basics: Electronic Services	20	Payment Systems, Retail Banking
30105	Retail Banking Basics: Ownership and Financial Management	30	Retail Banking
30430	Mortgage Fraud: Identifying Red Flags	30	Credit Reports, Mortgage Loans, Fraud Prevention, Spotting Red Flags
31134	Frontline: Sales and Cross-Selling	20	Communication, Customer Service, Sales
31401	Mortgage: Matching Products and Avoiding Steering	35	Credit Handling, Mortgage Loans, Originations, Product Knowledge
31405	Mortgage Origination: The Loan Estimate	40	Credit Handling, Disclosures, Mortgage Loans, Originations
31411	Mortgage: Ordering Reports for FCRA, FDPA, and More	45	Credit Reports, Processing, Appraisal Handling
31431	Mortgage: Flood Insurance, FIRREA and Other Regs in Underwriting	25	Credit Handling, Mortgage Loans, Underwriting, Regulatory Understanding, Appraisal Handling
31432	Mortgage: Reg Z, ATR, and calculating DTI in Underwriting	20	Credit Extensions, Credit Handling, Mortgage Loans, Underwriting, Calculating DTI
31462	Mortgage Closing: The Closing Disclosure	20	Credit Handling, Disclosures, Mortgage Loans, Closing
31481	Mortgage: BSA, GLBA, and Preventing Fraud	25	Credit Handling, Information Security, Identity Theft Prevention, Fraud Prevention, Spotting Red Flags
31513	Consumer Lending: Ethics	25	Ethics, Fraud Prevention
32004	Mortgage Servicing: Loss Mitigation and Foreclosure	30	Loan Servicing, Mortgage Loans
59020	Microsoft 365 Excel	25	Microsoft 365
59022	Microsoft 365 Outlook	20	Email Writing, Microsoft 365
59023	Microsoft 365 Word	20	Microsoft 365
59024	Microsoft 365 PowerPoint	25	Presenting, Microsoft 365
59047	Microsoft Teams	25	Microsoft 365, Microsoft Office 2019