

Course Code	Course Name	Duration	Associated Skills
4302	Red Flags for Trade-Based Money Laundering [Mini-Course]	10	Suspicious Activity Reporting, Spotting Red Flags
30101	Customer Service Essentials	25	Communication, Customer Service
30103	Retail Banking Basics: Products	60	Consumer Lending, 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
31134	Frontline: Sales and Cross-Selling	20	Communication, Customer Service, Sales
31801	Commercial Lending: Reg Z, Reg B, and Completing the Application	25	Commercial Banking, Loan Documentation, Regulatory Understanding
31802	Commercial Lending: Determining Capacity and Cash Flow in Underwriting	25	Accounting, Commercial Banking, Loan Documentation, Underwriting
31803	Commercial Lending: Evaluating Collateral and Credit in Underwriting	15	Credit Handling, Commercial Banking, Underwriting
31804	Commercial Lending: Ethics and the Bank Bribery Act	25	Commercial Banking, Ethics, Fraud Prevention
31805	Commercial Lending: Reg B and Reg Z Considerations at Closing	20	Closing, Commercial Banking, Credit Handling, Regulatory Understanding
31806	Commercial Lending: UDAAP and Addressing Borrower Complaints	25	Commercial Banking, Complaint Management, Credit Handling, Customer Service, Loan Servicing
31808	Commercial Lending: BSA, OFAC, and Other Security Concerns	35	Commercial Banking, Information Security
59020	Microsoft 365 Excel	25	Microsoft Excel
59022	Microsoft 365 Outlook	20	Microsoft Outlook, Email Writing
59023	Microsoft 365 Word	20	Microsoft Word
59024	Microsoft 365 PowerPoint	25	Microsoft PowerPoint, Presenting
59047	Microsoft Teams	25	Microsoft Teams