

Course Code	Course Name	Duration	Associated Skills
30101	Customer Service Essentials	25	Communication, Customer Service
30103	Retail Banking Basics: Products	60	Consumer Lending, Retail Banking, Product Knowledge
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	Fraud Prevention, Credit Reports, Mortgage Lending, Spotting Red Flags
31134	Frontline: Sales and Cross-Selling	20	Communication, Customer Service, Sales
31401	Mortgage: Matching Products and Avoiding Steering	35	Credit Handling, Loan Origination, Mortgage Lending, Product Knowledge
31405	Mortgage Origination: The Loan Estimate	40	Credit Handling, Loan Origination, Mortgage Lending
31411	Mortgage: Ordering Reports for FCRA, FDPA, and More	45	Appraisal Handling, Credit Reports, Mortgage Lending
31431	Mortgage: Flood Insurance, FIRREA and Other Regs in Underwriting	25	Appraisal Handling, Credit Handling, Mortgage Lending, Regulatory Understanding, Underwriting
31432	Mortgage: Reg Z, ATR, and calculating DTI in Underwriting	20	Calculating DTI, Credit Handling, Mortgage Lending, Underwriting
31462	Mortgage Closing: The Closing Disclosure	20	Closing, Credit Handling, Mortgage Lending
31481	Mortgage: BSA, GLBA, and Preventing Fraud	25	Fraud Prevention, Identity Theft Prevention, Information Security, Mortgage Lending, Spotting Red Flags
31513	Consumer Lending: Ethics	25	Consumer Lending, Ethics, Fraud Prevention
32004	Mortgage Servicing: Loss Mitigation and Foreclosure	30	Loan Servicing, Mortgage Lending
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