

Course Code	Course Name	Duration	Associated Skills
31520	Consumer Lending: Addressing Borrower Concerns	25	Consumer Lending, Communication, Complaint Management, Customer Service
31501	Consumer Lending: Exploring Needs and Options	25	Consumer Lending, Communication
31138	Frontline: Ethics and the Bank Bribery Act	25	Ethics
31134	Frontline: Sales and Cross-Selling	20	Sales, Customer Service, Communication
31131	Frontline: Identity Theft and Elder Abuse	15	Fraud Prevention, Identity Theft Prevention, Handling Checks, Spotting Red Flags, Elder Abuse Prevention
31130	Frontline: Marketing Regulations including TCPA, CAN-SPAM and UDAAP	15	Regulatory Understanding, Marketing
30503	SAR: Responding to the Suspicious	60	Fraud Prevention, Suspicious Activity Reporting, Spotting Red Flags
30110	Deposit Accounts: Counseling Customers and Opening Accounts	30	Product Knowledge
30105	Retail Banking Basics: Ownership and Financial Management	30	Retail Banking
30104	Retail Banking Basics: Electronic Services	20	Payment Systems, Retail Banking
30103	Retail Banking Basics: Products	60	Consumer Lending, Retail Banking, Product Knowledge
30102	Customer Service: Handling Difficult Situations	20	Communication, Error Resolution, Complaint Management, Customer Service
30101	Customer Service Essentials	25	Communication, Customer Service
59047	Microsoft Teams	25	Microsoft Teams
59024	Microsoft 365 PowerPoint	25	Microsoft PowerPoint, Presenting
59023	Microsoft 365 Word	20	Microsoft Word
59022	Microsoft 365 Outlook	20	Microsoft Outlook, Email Writing
59020	Microsoft 365 Excel	25	Microsoft Excel
50234	Time Management	30	Time Management
50128	Practice Active Listening	30	Listening
50017	Business Writing: Letters and E-mails	60	Business Writing, Email Writing, Communication
50014	Communication Principles	30	Communication