



BAI Credit Union Series

Introductory Curriculum Plan

This guide is intended to serve as a resource when determining courseware, curriculums or Rules for employees who may be new to your institution or to the financial services industry. It also serves as a great refresher for seasoned employees who are looking to sharpen their knowledge of the industry. This guide is not intended to ensure compliance. In addition to these recommended courses, there may be other training requirements of your specific regulator, state, or financial institution. The courses included here mainly include subject-based courses. It is not inclusive of [role-based](#) or [mini-courses](#) that may be more appropriate for your institution.

Recommended Courses
Financial Services Background
30125C - Introduction to Credit Unions: Origins and Characteristics
30103C - Retail Banking Basics: Products
30104C - Retail Banking Basics: Electronic Services
30105C - Retail Banking Basics: Ownership and Financial Management
30106C - Retail Banking Basics: Regulatory Agencies
30108C - Deposit Accounts: Characteristics and Types
Core Competencies & Customer Service
30102C - Customer Service: Handling Difficult Situations
30201C - Robbery Prevention and Response
31135C – Frontline: Customer Service and Support
31904C - Contact Center: Inbound Communication
31905C - Contact Center: Outbound Communication
Sales Skills
30121C – Successful Selling: A Process Approach
31134C – Frontline: Sales and Cross-Selling