BAI Mortgage Series
All Staff – General Curriculum Plan

This Curriculum Plan recommends courses based on typical tasks completed by All Staff and is intended to serve as a resource when planning curriculums or Rules. 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
30101M - Customer Service Essentials
30601M - Race, LGBTQ, Religion, and Other Protected Characteristics
30609M - Sexual Harassment: Prevention and Response
30612M - Workplace Violence
30304M - Cybersecurity: Computer Security Basics
30314M - Identity Theft Red Flags: Duties of Financial Institutions and Creditors
30360M - Cybercrime Essentials for Financial Institutions
30361M - Email Security for Financial Institutions
30362M - Password Security for Financial Institutions
30363M - Internet Security Essentials for Financial Institutions
30630M - Working Ethically