

2021

# Course Catalog and Schedule



CENTER FOR  
FINANCIAL  
TRAINING<sup>SM</sup>



## **Catalog and Schedule of Banking Courses** *Education and Training for Bank and Credit Union Professionals*

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### **IMPORTANT MESSAGE!**

*For the Most Current and Complete Schedule, please check out the Schedule of Courses under the Education & Training tab on our website at [cftnow.org](http://cftnow.org). Our website also features Easy Online Registration and a Live Chat Help Desk!*

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The **Center for Financial Training (CFT)** has been in the business of training and educating bank and credit union employees for over 100 years.

CFT does not charge a membership fee, registration fees, or assessment fees. The tuition and pricing you find in this catalog, and on our website, is not subject to any additional fees.

If you have any questions about today's Center for Financial Training, please call Marta Carey, President and CEO, at 800-795-5242 x105 or send an e-mail to [marta@CFTeducation.org](mailto:marta@CFTeducation.org).

Center for Financial Training  
10 Waterside Drive – Suite 300  
Farmington, CT 06032

800-795-5242  
[info@CFTnow.org](mailto:info@CFTnow.org)  
[www.CFTnow.org](http://www.CFTnow.org)

# UPCOMING EDUCATIONAL EVENTS

## Commercial Lending School

**Connecticut – TBA Fall 2021**

The Commercial Lending School delivers in-depth training in all facets of commercial lending, with an emphasis on financial analysis, cash flow versus profit, and loan structure. Cases emphasizing small and medium-sized companies are featured. The instruction will be led by a team of senior bankers and consultants. Case studies are used extensively, and active participation by the students is essential. The work will require study, documentation, analysis and decision making, often in small teams that will interact intensively with the instructors, both during the day and in the evening.

## Business Credit Analysis School

**Connecticut – TBA Fall 2021**

Business lending can both diversify a financial institution's loan portfolio and increase its return on assets. In order to be successful in business lending, financial institutions need to have highly qualified personnel skilled in analyzing the creditworthiness of business requests. The goal of this School is to develop analytical skills. At the conclusion of the program, you will thoroughly understand and discuss subjects that need to be addressed as part of a comprehensive credit analysis report.

## Federal Compliance School

**St. Louis MO  
November 2-5, 2021**

CFT's Annual Bank Compliance School gives you what you need to handle compliance in today's environment. You'll receive the most current information, interpretation, tools and techniques to maintain a well-documented compliance program that includes an institution-wide monitoring, audit and training program. You'll listen and talk with some of the best compliance consultants, managers, and experts in the industry.

## Bank Trainers Conference

**Colorado, Denver  
October 19-21, 2021**

The *Center for Financial Training and Total Training Solutions* are excited to host this exciting "Train-the-Trainer" event designed exclusively for bank and credit union training professionals. Nationally Recognized Keynote Speakers, Informative Breakout Sessions, a State-of-the-Art Tradeshow, and Unique Networking Events with the nation's top trainers will inspire and enlighten you!

## BankWorld

**Uncasville, Connecticut  
TBA Spring 2022**

Every year, BankWorld draws a huge crowd and this year will be no different. We are returning to Mohegan Sun, continuing to make this New England's most anticipated banking expo! Register today to be part of an action-packed day, complete with thought-provoking educational sessions, interactive panels, industry-leading exhibitors, networking opportunities and attendee raffle prizes!

**View Details and Register at [www.cftnow.org](http://www.cftnow.org)!**

# THE TRAINER'S TOOL KIT

## Create an Employee Development Plan

Banks and Credit Unions face the challenge each year of how to spend their training budget in a way that will not only benefit their employees, but the overall goals of the company. Managers are busy with day-to-day tasks and find it difficult to spend time directing their employees' development. Many times employees take classes that don't have any relevance to their current or desired position.

How can managers easily assist their employees in making choices that will not only benefit the employee, but the company as well? Simple, let CFT assist you in designing an Employee Development Plan (EDP). Request more info at [marta@CFTeducation.org](mailto:marta@CFTeducation.org).

## Bring CFT Courses In-House

Virtually any course or seminar that CFT offers can be brought onsite (or delivered as a private online class) and taught to your employees at a time convenient time for your company. For certain courses, you may also purchase CFT curriculum and teach the course in-house with an internal instructor.

## Hire Training Experts to Support Your Internal Training

CFT has teamed-up with Learning Dynamics to bring you the finest consultants and trainers in the Country. Our new, comprehensive, portfolio of training and consulting services is available to you in a variety of formats as shown below:

Popular Topics:

- Leadership Development
- HR and Compliance
- Sales and Service
- Business Skills
- Banking-Specific Training and Services
- Organization Development/Management Consulting

For more information on the specific programs and services available, please call 800-795-5242.

## Take Time for Your Own Learning and Development

The *Center for Financial Training* and *OnCourse Learning* are excited to host the Bank Trainers Conference, an exciting "Train-the-Trainer" event designed exclusively for bank and credit union training professionals. Nationally Recognized Keynote Speakers, Informative Breakout Sessions, a State-of-the-Art Tradeshow, and Unique Networking Events with the nation's top trainers will inspire and enlighten you! See more at [www.banktrainers.com](http://www.banktrainers.com).

# SAVE MONEY WITH A WEBINAR SUBSCRIPTION!

How much does your financial institution spend on webinar training each year? With a Webinar Subscription Package from CFT, we can help you greatly reduce that expense. Over 100 popular titles are offered each year, so taking advantage of this offer will certainly maximize your savings!

## Webinar Subscription Packages

Membership Level	# of Credits	Price
Bronze*	5	\$1,250
Silver*	10	\$2,395
Gold*	20	\$4,495
Platinum*	50	\$10,495
Diamond*	100	\$19,650

## How to Spend your Credits (your credits do not expire!):

### \*Credit Values (per two-hour webinar)

- Live Webinar – 1 Credit
- OnDemand – 1 Credit
- Live and OnDemand Combo – 1.25 Credits
- CD-ROM – 1.25 Credits
- Live, OnDemand and CD-ROM – 1.5 Credits

*Additional Locations can be added to Live Participation orders for just \$75 each.*

## Current Pricing of Webinar Options:

Live Webinar – \$265

OnDemand – \$295

Live and On-Demand Combo – \$365

CD-ROM – \$345

Live, OnDemand and CD-ROM – \$395

## Savings based on Membership Level:

Membership Level	# of Credits	Price	Savings
Bronze	5	\$ 1,250	10%
Silver	10	\$ 2,395	15%
Gold	20	\$ 4,495	20%
Platinum	50	\$10,495	25%
Diamond	100	\$19,650	30%

**For Live Webinars: [Click here!](#)**

**For Recorded Webinars: [Click here!](#)**

**Standard 2-Hour Webinar Pricing:** Live Webinar - \$265; OnDemand Video - \$295; Live Webinar with OnDemand - \$365; CD-ROM Video - \$345; Live, OnDemand, CD-ROM - \$395. Prices shown on this page are subject to change.

# GETTING STARTED AND STAYING ON COURSE

## Are you ready to learn more about banking, but not sure where to begin?

Getting started with your CFT education is as easy as registering for your first course. There are no registration fees or application fees and CFT tuition is usually employer paid (please confirm your company's tuition policy with your manager or supervisor). If your goal is to earn a CFT [diploma or certificate](#), you may want to begin your studies with the [Principles of Banking](#) course. This course is a requirement of each one, and will give you a complete overview of the fundamentals of banking. Check out the Diploma and Certificate options on page 8!

Once you have registered for your first course, and selected the diploma or certificate you wish to complete (not mandatory, but highly recommended), we will monitor your progress and keep you informed of your status along the way. Your official diploma or certificate will be issued to you when you have completed the required courses and electives. It's that easy!

### Why CFT is Your Best Choice for Professional Training:

- CFT specializes in education and training solutions for banks and credit unions, featuring the popular course Principles of Banking
- CFT delivers education and training in today's relevant topics, including: accounting and finance; credit and lending; management and supervision; communication skills; retail banking and teller operations; sales and service; operations and technology
- CFT offers results-oriented training with immediate on-the-job relevance
- CFT is the banking industry's leader in value and effectiveness
- CFT provides networking opportunities with leaders throughout the banking industry
- CFT programs enhance internal education programs already in place
- CFT delivers a comprehensive curriculum of more than 100 programs
- CFT diplomas and certificates, college credit, and certification credit may be earned by students
- CFT instructors are "subject matter experts" with a proven track record

### CFT offers flexible scheduling options to fit every student's needs:

- Professional development seminars and webinars
- Online and Self-study courses featuring college level curriculum
- Traditional classroom setting courses, as well as customized, on-site training

### How your company benefits from "The CFT Advantage":

- Improved productivity and profitability
- Improved employee retention and morale
- Increase customer satisfaction and retention
- Informed employees stay on top of compliance issues, decreasing company liability

# ON-LINE COURSES

**How an Online Course Works:** Utilizing a website classroom and e-mail, students will read an online lecture, a chapter in their textbook, and complete an online assignment each week. The weekly assignment can be completed when convenient for the student. There are no set times for which you need to login. Quizzes and exams are also administered electronically. Tuition shown includes the textbook and is subject to change. [REGISTRATION LINK](#)

COURSE TITLE	START DATES	LENGTH	CREDITS	TUITION
<b>Accounting (ACE)</b>	1/03, 2/21	11 weeks	3.00	\$725.00
<b>Analyzing Financial Statements (ACE)</b>	1/10, 2/21	11 weeks	3.00	\$725.00
<b>Bank Secrecy Act (Self-Paced Online)</b>	Anytime	5 weeks	0.25	\$475.00
<b>Business Communication (ACE)</b>	1/3, 3/7	11 weeks	3.00	\$725.00
<b>Business Math (ACE)</b>	1/10, 2/14	11 weeks	3.00	\$725.00
<b>Commercial Lending (ACE)</b>	1/31, 3/28	11 weeks	3.00	\$725.00
<b>Consumer Lending (ACE)</b>	1/10, 2/14	11 weeks	3.00	\$725.00
<b>Customer Service Excellence</b>	1/10, 2/28	8 weeks	2.00	\$650.00
<b>Deposit Accounts and Services</b>	2/7, 4/25	8 weeks	2.00	\$650.00
<b>Economics (ACE)</b>	1/31, 3/7	11 weeks	3.00	\$725.00
<b>Financial Accounting (ACE)</b>	1/14, 3/25	11 weeks	3.00	\$725.00
<b>The Future of Business</b>	1/10, 5/16	11 weeks	3.00	\$725.00
<b>Human Relations (ACE)</b>	1/17, 3/7	11 weeks	3.00	\$725.00
<b>Human Resource Management (ACE)</b>	2/7, 4/4	11 weeks	3.00	\$725.00
<b>IRA Overview (Self-Paced Online)</b>	Anytime	5 weeks	0.25	\$475.00
<b>Law and Banking: Applications (ACE)</b>	1/10, 2/28	11 weeks	3.00	\$725.00
<b>Law and Banking: Principles (ACE)</b>	1/24, 3/7	11 weeks	3.00	\$725.00
<b>Leading Your People to Success</b>	3/7, 6/6	8 weeks	2.00	\$650.00
<b>Management (ACE)</b>	1/10, 3/28	11 weeks	3.00	\$725.00
<b>Marketing (ACE)</b>	1/10, 1/31	11 weeks	3.00	\$725.00
<b>Money and Banking (ACE)</b>	1/3, 2/14	11 weeks	3.00	\$725.00
<b>Organizational Behavior (ACE)</b>	1/24, 4/11	11 weeks	3.00	\$725.00
<b>Principles of Banking (ACE)</b>	1/10, 1/24, 2/7	11 weeks	3.00	\$725.00
<b>Real Estate Appraisal (ACE)</b>	1/31, 6/6	11 weeks	3.00	\$725.00
<b>Real Estate Finance (ACE)</b>	1/31, 5/30	11 weeks	3.00	\$725.00
<b>Real Estate Law (ACE)</b>	2/7, 6/13	11 weeks	3.00	\$725.00
<b>Residential Mortgage Lending (ACE)</b>	1/17, 3/7	11 weeks	3.00	\$725.00
<b>Selling Fundamentals</b>	<b>1/10, 3/14</b>	11 weeks	3.00	\$725.00
<b>Statistics (ACE)</b>	2/14, 6/13	11 weeks	3.00	\$725.00
<b>Supervision (ACE)</b>	1/10, 2/21	11 weeks	3.00	\$725.00
<b>Teller Operations</b>	<b>1/3, 3/7</b>	8 weeks	2.00	\$650.00

ACE – The American Council on Education has evaluated and recommended college credit for this course.

# GUIDED SELF-STUDY COURSES

**How A Self-Study Course Works:** Guided Self-Study Courses offered by the Center for Financial Training are student-friendly, college level courses that allow you to take control of your busy schedule. You will study on your own, however you will have a qualified instructor only a telephone call or e-mail away. Upon registering for a class, you will be emailed your syllabus outlining your course and login instructions to access your textbook. You will have UP TO four months (certain classes allow less than four months) from the starting date to complete your class. The starting date will be the next business day after your registration has been processed. An advisor at the CFT office will keep in touch with you to provide additional assistance to help keep you on schedule. Your exams (two per class) will be proctored by an officer or manager at your financial institution. **Special Covid-19 Note:** If you are working remotely and cannot have your exam proctored in person, we have the option to proctor your exam via Zoom. Please contact Emily [Emily@cfteducation.org](mailto:Emily@cfteducation.org) or Renee [Renee@cfteducation.org](mailto:Renee@cfteducation.org) for details. Upon satisfactory completion of your class, you will, within days, receive your grade and the appropriate credits for the class, which are the same as though you had earned them by taking the course in a classroom or online.

[REGISTRATION LINK](#)

Course Title	Credits	Tuition	ACE
Accounting	3.00	\$725.00	X
Accounting Basics	3.00	\$725.00	
Advertising	3.00	\$725.00	
Agricultural Lending	3.00	\$725.00	
Analyzing Financial Statements	3.00	\$725.00	X
Bank Management	3.00	\$725.00	
Business Communication	3.00	\$725.00	X
Business Ethics	2.00	\$725.00	
Business Math	3.00	\$725.00	X
Commercial Lending	3.00	\$725.00	X
Communication Skills for Business	2.00	\$675.00	
Consumer Lending	3.00	\$725.00	X
Customer Service Excellence	2.00	\$675.00	
Customer Service Innovation	2.00	\$675.00	
e-Commerce	3.00	\$725.00	
Economics	3.00	\$725.00	X
Effective Business Writing	2.00	\$675.00	
Employment & Labor Law	3.00	\$725.00	
Financial Markets and Institutions	3.00	\$725.00	
Financial Planning	3.00	\$725.00	
Fraud Examination	3.00	\$725.00	
Human Relations	3.00	\$725.00	X
Human Resource Development	3.00	\$725.00	
Human Resource Management	3.00	\$725.00	X
Human Resource Selection	3.00	\$725.00	
International Financial Management	3.00	\$725.00	
Interviewing and Hiring Techniques	0.25	\$475.00	
Law and Banking: Applications	3.00	\$725.00	X
Law and Banking: Principles	3.00	\$725.00	X
Leading Your People to Success	2.00	\$675.00	
Management	3.00	\$725.00	X
Managing Change	2.00	\$675.00	
Managing Performance & Productivity	2.00	\$675.00	
Marketing	3.00	\$725.00	X
Money and Banking	3.00	\$725.00	X
Motivating Your Staff	0.25	\$475.00	
Organizational Behavior	3.00	\$725.00	X
Principles of Banking	3.00	\$725.00	X
Project Management	2.00	\$675.00	
Project Management: Product Development	3.00	\$725.00	
Project Management: Managerial Process	3.00	\$725.00	
Real Estate Appraisal	3.00	\$725.00	X
Real Estate Finance	3.00	\$725.00	X
Real Estate Law	3.00	\$725.00	X
Residential Mortgage Lending	3.00	\$725.00	X
Sales Excellence	2.00	\$675.00	
Selling Fundamentals	3.00	\$695.00	
Statistics	3.00	\$695.00	X
Supervision	3.00	\$725.00	X
Teller Operations	2.00	\$675.00	
The 21st Century Supervisor	2.00	\$675.00	
The Future of Business	3.00	\$725.00	
Wills, Trusts, and Estate Administration	3.00	\$725.00	

**ACE** – The American Council on Education has evaluated and recommended college credit for this course.



# NEW! SELF-PACED ONLINE COURSES

**How A Self-Paced Online Course Works:** Our Self-Paced online courses run between 3-40 hours to complete depending on the course, bundle or series you are enrolling in. 3 hour courses have a 90 day access time, 10 hour courses have 180 day access time and 25-40 hour courses have 360 days access time. Each course has online modules to complete to test your knowledge which are fun, interactive and relevant! Whether you are looking to expand your skill set, earn professional credits, or learn something new, our online professional development courses and certificates pair perfectly with a busy schedule. Courses are self-paced and online, accessible from anywhere and available on mobile. [Link](#) to site to Register.

Start Date	Start Time	Program Title	Format/Location	Price
Any	Any	<a href="#">4CShare Global Project Management Simulation</a>	Self-Paced Online	\$359.00
Any	Any	<a href="#">A Guide to Business Loans</a>	Self-Paced Online	\$79.00
Any	Any	<a href="#">A Manager's Guide to Artificial Intelligence</a>	Self-Paced Online	\$99.00
Any	Any	<a href="#">A Manager's Guide to Blockchain</a>	Self-Paced Online	\$99.00
Any	Any	<a href="#">A Manager's Guide to Cloud Computing and Cybersecurity</a>	Self-Paced Online	\$79.00
Any	Any	<a href="#">A Manager's Guide to Information Technology</a>	Self-Paced Online	\$199.00
Any	Any	<a href="#">A Manager's Guide to Superior Customer Service</a>	Self-Paced Online	\$79.00
Any	Any	<a href="#">An Overview of Marketing</a>	Self-Paced Online	\$79.00
Any	Any	<a href="#">Bank Secrecy Act (Self Paced Online)</a>	Self-Paced Online	\$450.00
Any	Any	<a href="#">Banking Today</a>	Self-Paced Online	\$200.00
Any	Any	<a href="#">Becoming a Better Leader</a>	Self-Paced Online	\$79.00
Any	Any	<a href="#">Body Language for Leaders</a>	Self-Paced Online	\$79.00
Any	Any	<a href="#">Body Language for Women in Business</a>	Self-Paced Online	\$79.00
Any	Any	<a href="#">Building an Inclusive Organization</a>	Self-Paced Online	\$79.00
Any	Any	<a href="#">Building HR for Growth Bundle</a>	Self-Paced Online	\$299.00
Any	Any	<a href="#">Business Ethics in the 21st Century</a>	Self-Paced Online	\$249.00
Any	Any	<a href="#">Buzzworthy Benefits</a>	Self-Paced Online	\$39.00
Any	Any	<a href="#">CERTIFICATE in Business Communications Bundle</a>	Self-Paced Online	\$299.00
Any	Any	<a href="#">CERTIFICATE in Computer Skills for the Office Bundle</a>	Self-Paced Online	\$299.00
Any	Any	<a href="#">CERTIFICATE in Cybersecurity Bundle</a>	Self-Paced Online	\$499.00
Any	Any	<a href="#">CERTIFICATE in Leadership</a>	Self-Paced Online	\$199.00
Any	Any	<a href="#">CERTIFICATE in Leadership for Women in Business</a>	Self-Paced Online	\$499.00

Any	Any	<a href="#">CERTIFICATE in Managing Change and Resolving Conflict</a>	Self-Paced Online	\$630.00
Any	Any	<a href="#">CERTIFICATE in Real-World Cloud Cybersecurity Scenarios Bundle</a>	Self-Paced Online	\$329.00
Any	Any	<a href="#">CERTIFICATE, Today's Contemporary Manager Program Bundle</a>	Self-Paced Online	\$915.00
Any	Any	<a href="#">Collaborating For Success Bundle</a>	Self-Paced Online	\$299.00
Any	Any	<a href="#">Communicating Collaboratively</a>	Self-Paced Online	\$79.00
Any	Any	<a href="#">Communicating with Flair</a>	Self-Paced Online	\$79.00
Any	Any	<a href="#">Communication and Network Security</a>	Self-Paced Online	\$79.00
Any	Any	<a href="#">Communication for Women in Business</a>	Self-Paced Online	\$79.00
Any	Any	<a href="#">Compensation and Benefits</a>	Self-Paced Online	\$79.00
Any	Any	<a href="#">Content Marketing</a>	Self-Paced Online	\$89.00
Any	Any	<a href="#">Creativity &amp; Innovation Toolkit</a>	Self-Paced Online	\$79.00
Any	Any	<a href="#">Creativity in Teams and Organizations</a>	Self-Paced Online	\$79.00
Any	Any	<a href="#">Current Issues Facing Women in Business</a>	Self-Paced Online	\$79.00
Any	Any	<a href="#">Cybersecurity for Human Resources Professionals</a>	Self-Paced Online	\$79.00
Any	Any	<a href="#">Data Analysis for Improving Organizational Performance</a>	Self-Paced Online	\$79.00
Any	Any	<a href="#">Data and Human Resource Management</a>	Self-Paced Online	\$79.00
Any	Any	<a href="#">Design Thinking</a>	Self-Paced Online	\$79.00
Any	Any	<a href="#">Digital Marketing Strategy</a>	Self-Paced Online	\$79.00
Any	Any	<a href="#">Diversity and Inclusion in the Workplace</a>	Self-Paced Online	\$39.00
Any	Any	<a href="#">Effective Business Writing</a>	Self-Paced Online	\$99.00
Any	Any	<a href="#">Effective Emails, Memos, and Letters</a>	Self-Paced Online	\$79.00
Any	Any	<a href="#">Effective Presentations</a>	Self-Paced Online	\$99.00
Any	Any	<a href="#">Effective Public Speaking</a>	Self-Paced Online	\$99.00
Any	Any	<a href="#">Emotional Intelligence for Managers</a>	Self-Paced Online	\$79.00
Any	Any	<a href="#">Emotional Intelligence for Project Managers</a>	Self-Paced Online	\$79.00
Any	Any	<a href="#">Employee Rights</a>	Self-Paced Online	\$79.00
Any	Any	<a href="#">Employee Selection</a>	Self-Paced Online	\$79.00

Any	Any	<a href="#">Equal Employment Opportunity</a>	Self-Paced Online	\$79.00
Any	Any	<a href="#">Ethical Decision Making</a>	Self-Paced Online	\$39.00
Any	Any	<a href="#">Ethics for Project Managers</a>	Self-Paced Online	\$79.00
Any	Any	<a href="#">Exam Prep Course aPHR™</a>	Self-Paced Online	\$349.00
Any	Any	<a href="#">Exam Prep Course CISSP®</a>	Self-Paced Online	\$549.00
Any	Any	<a href="#">Exam Prep Course PgMP®</a>	Self-Paced Online	\$599.00
Any	Any	<a href="#">Exam Prep Course PHR®</a>	Self-Paced Online	\$349.00
Any	Any	<a href="#">Exam Prep Course SPHR®</a>	Self-Paced Online	\$349.00
Any	Any	<a href="#">Excel Advanced Skills</a>	Self-Paced Online	\$79.00
Any	Any	<a href="#">Excel Basics</a>	Self-Paced Online	\$79.00
Any	Any	<a href="#">Excel Tips &amp; Tricks</a>	Self-Paced Online	\$79.00
Any	Any	<a href="#">Financial Planning and Control</a>	Self-Paced Online	\$79.00
Any	Any	<a href="#">Google Analytics</a>	Self-Paced Online	\$79.00
Any	Any	<a href="#">Grant Writing Skills Suite</a>	Self-Paced Online	\$259.00
Any	Any	<a href="#">Handling Difficult Conversations in the Workplace</a>	Self-Paced Online	\$79.00
Any	Any	<a href="#">Handling Difficult Employee Behavior</a>	Self-Paced Online	\$199.00
Any	Any	<a href="#">Handling Workplace Conflict</a>	Self-Paced Online	\$99.00
Any	Any	<a href="#">Hiring, Managing, and Developing Talent</a>	Self-Paced Online	\$79.00
Any	Any	<a href="#">How Can I Help You? Customer Service Best Practices</a>	Self-Paced Online	\$49.00
Any	Any	<a href="#">How to Coach</a>	Self-Paced Online	\$79.00
Any	Any	<a href="#">How to Read a Financial Statement</a>	Self-Paced Online	\$79.00
Any	Any	<a href="#">HR Ethics Series: Building and Ethical Organization</a>	Self-Paced Online	\$39.00
Any	Any	<a href="#">HR Ethics Series: Capitalism, Inequality, and Justice</a>	Self-Paced Online	\$39.00
Any	Any	<a href="#">HR Ethics Series: Common Ethical Challenges</a>	Self-Paced Online	\$39.00
Any	Any	<a href="#">HR Ethics Series: Corporations and Corporate Social Responsibility</a>	Self-Paced Online	\$39.00
Any	Any	<a href="#">HR Ethics Series: Defining Business Ethics</a>	Self-Paced Online	\$39.00
Any	Any	<a href="#">HR Ethics Series: Ethical Decision Making</a>	Self-Paced Online	\$39.00

Any	Any	<a href="#">HR Ethics Series: Issues in the Workplace</a>	Self-Paced Online	\$39.00
Any	Any	<a href="#">HR Ethics Series: Leadership and Organizational Ethics</a>	Self-Paced Online	\$39.00
Any	Any	<a href="#">HR Ethics Series: Theories of Ethics</a>	Self-Paced Online	\$39.00
Any	Any	<a href="#">HR Fundamentals for Managers</a>	Self-Paced Online	\$79.00
Any	Any	<a href="#">HR Hot Topic: Employee Classification</a>	Self-Paced Online	\$39.00
Any	Any	<a href="#">HR Hot Topic: Flexible Work Arrangements</a>	Self-Paced Online	\$39.00
Any	Any	<a href="#">HR Hot Topic: Pay Equity</a>	Self-Paced Online	\$39.00
Any	Any	<a href="#">HR Hot Topic: Promoting Employee Well-Being</a>	Self-Paced Online	\$39.00
Any	Any	<a href="#">HR Hot Topic: Recruiting Multi-Generational Employees</a>	Self-Paced Online	\$39.00
Any	Any	<a href="#">HR Hot Topic: The Future of Work</a>	Self-Paced Online	\$39.00
Any	Any	<a href="#">HR Hot Topics Bundle</a>	Self-Paced Online	\$259.00
Any	Any	<a href="#">HR in Times of Crisis</a>	Self-Paced Online	\$79.00
Any	Any	<a href="#">HR Tools for Engaging Top Performers</a>	Self-Paced Online	\$79.00
Any	Any	<a href="#">Innovation in Teams and Organizations</a>	Self-Paced Online	\$79.00
Any	Any	<a href="#">Introduction to Business Analysis</a>	Self-Paced Online	\$599.00
Any	Any	<a href="#">Introduction to Critical Thinking</a>	Self-Paced Online	\$95.00
Any	Any	<a href="#">Introduction to Cybersecurity</a>	Self-Paced Online	\$99.00
Any	Any	<a href="#">Introduction to Data Analysis</a>	Self-Paced Online	\$79.00
Any	Any	<a href="#">Introduction to Emergency Management in the U.S.</a>	Self-Paced Online	\$199.00
Any	Any	<a href="#">Introduction to Finance</a>	Self-Paced Online	\$79.00
Any	Any	<a href="#">Introduction to Grant Writing</a>	Self-Paced Online	\$150.00
Any	Any	<a href="#">Introduction to Leadership</a>	Self-Paced Online	\$79.00
Any	Any	<a href="#">Introduction to Malware</a>	Self-Paced Online	\$79.00
Any	Any	<a href="#">Introduction to Management</a>	Self-Paced Online	\$79.00
Any	Any	<a href="#">Introduction to Negotiations</a>	Self-Paced Online	\$79.00
Any	Any	<a href="#">Introduction to Nonprofit Management</a>	Self-Paced Online	\$99.00
Any	Any	<a href="#">IRA Overview (Self-Paced)</a>	Self-Paced Online	\$450.00

Any	Any	<a href="#">Leaders and Work-Life Balance</a>	Self-Paced Online	\$79.00
Any	Any	<a href="#">Leadership and Management for Women in Business</a>	Self-Paced Online	\$79.00
Any	Any	<a href="#">Leadership in a Nonprofit Organization</a>	Self-Paced Online	\$99.00
Any	Any	<a href="#">Leading and Managing Change</a>	Self-Paced Online	\$79.00
Any	Any	<a href="#">Leading from a Distance</a>	Self-Paced Online	\$79.00
Any	Any	<a href="#">Leading High-Performance Teams</a>	Self-Paced Online	\$79.00
Any	Any	<a href="#">Leading Teams</a>	Self-Paced Online	\$79.00
Any	Any	<a href="#">Leading the Courtney Museum Simulation</a>	Self-Paced Online	\$399.00
Any	Any	<a href="#">Lean Six Sigma Basics</a>	Self-Paced Online	\$799.00
Any	Any	<a href="#">Legal Foundations in Banking</a>	Self-Paced Online	\$100.00
Any	Any	<a href="#">Managing In a Modern Organization</a>	Self-Paced Online	\$79.00
Any	Any	<a href="#">Managing People</a>	Self-Paced Online	\$79.00
Any	Any	<a href="#">Managing Real World Projects</a>	Self-Paced Online	\$249.00
Any	Any	<a href="#">Managing Remote Employees</a>	Self-Paced Online	\$79.00
Any	Any	<a href="#">Marijuana and the Workplace</a>	Self-Paced Online	\$39.00
Any	Any	<a href="#">Marketing Automation</a>	Self-Paced Online	\$79.00
Any	Any	<a href="#">Microsoft Project Basics</a>	Self-Paced Online	\$79.00
Any	Any	<a href="#">Microsoft Word Basics</a>	Self-Paced Online	\$79.00
Any	Any	<a href="#">Mobile Marketing</a>	Self-Paced Online	\$79.00
Any	Any	<a href="#">Negotiation for Women in Business</a>	Self-Paced Online	\$79.00
Any	Any	<a href="#">Negotiations: Making Business Deals</a>	Self-Paced Online	\$89.00
Any	Any	<a href="#">Negotiations: Resolving Disputes</a>	Self-Paced Online	\$79.00
Any	Any	<a href="#">Network Security Scenarios</a>	Self-Paced Online	\$79.00
Any	Any	<a href="#">Networking and Mentorship for Women in Business</a>	Self-Paced Online	\$79.00
Any	Any	<a href="#">Networking for Success</a>	Self-Paced Online	\$49.00
Any	Any	<a href="#">Performance Management</a>	Self-Paced Online	\$79.00
Any	Any	<a href="#">Personal Creativity</a>	Self-Paced Online	\$79.00

Any	Any	<a href="#">Personal Growth</a>	Self-Paced Online	\$79.00
Any	Any	<a href="#">PowerPoint for Business</a>	Self-Paced Online	\$79.00
Any	Any	<a href="#">Principles of Marketing for Nonprofit Organizations</a>	Self-Paced Online	\$79.00
Any	Any	<a href="#">Project Management Team Leadership</a>	Self-Paced Online	\$359.00
Any	Any	<a href="#">Quality Management Basics</a>	Self-Paced Online	\$299.00
Any	Any	<a href="#">Quality Service</a>	Self-Paced Online	\$100.00
Any	Any	<a href="#">Real-World Cybersecurity Scenarios Bundle</a>	Self-Paced Online	\$399.00
Any	Any	<a href="#">Security Awareness Training</a>	Self-Paced Online	\$15.00
Any	Any	<a href="#">Selling Like a Pro</a>	Self-Paced Online	\$79.00
Any	Any	<a href="#">Six Sigma Basics</a>	Self-Paced Online	\$499.00
Any	Any	<a href="#">Social Media for Nonprofits</a>	Self-Paced Online	\$79.00
Any	Any	<a href="#">Social Media Marketing</a>	Self-Paced Online	\$79.00
Any	Any	<a href="#">Speak with Confidence</a>	Self-Paced Online	\$20.00
Any	Any	<a href="#">Statistics as a Managerial Tool</a>	Self-Paced Online	\$79.00
Any	Any	<a href="#">Talent Management and Career Development</a>	Self-Paced Online	\$79.00
Any	Any	<a href="#">The Effective Manager's Toolbox</a>	Self-Paced Online	\$299.00
Any	Any	<a href="#">Threats and Vulnerabilities Scenarios</a>	Self-Paced Online	\$79.00
Any	Any	<a href="#">Time Management</a>	Self-Paced Online	\$79.00
Any	Any	<a href="#">Time Value of Money and Risk</a>	Self-Paced Online	\$79.00
Any	Any	<a href="#">Tools of Data Analysis</a>	Self-Paced Online	\$79.00
Any	Any	<a href="#">Understanding and Managing Budgets</a>	Self-Paced Online	\$79.00
Any	Any	<a href="#">Virtual Teamwork</a>	Self-Paced Online	\$79.00
Any	Any	<a href="#">Visual PowerPoint</a>	Self-Paced Online	\$79.00
Any	Any	<a href="#">Work From Home: Health and Wellness at Home</a>	Self-Paced Online	\$79.00
Any	Any	<a href="#">Work From Home: Technology at Home</a>	Self-Paced Online	\$79.00
Any	Any	<a href="#">Work-Life Balance for Women in Business</a>	Self-Paced Online	\$79.00
Any	Any	<a href="#">Working Remotely</a>	Self-Paced Online	\$79.00

Any	Any	<a href="#">Writing Better Emails</a>	Self-Paced Online	\$39.00
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**Self-Paced Online courses are added frequently. For most up to date schedule, [Click here!](#)**

# CAREER-FOCUSED DIPLOMAS AND CERTIFICATES

The Center for Financial Training currently offers twenty-four (26) nationally-recognized diplomas and certificates, with concentrations in key areas of the financial services industry. These career learning tracks are designed for employees of banks, credit unions, and other financial service companies. For more information, including the course requirements for each of these diplomas and certificates, please visit our website at [www.cftnow.org](http://www.cftnow.org) or contact Marta Carey at 800-795-5242 x105 or [marta@cfteducation.org](mailto:marta@cfteducation.org).

Introduction to Financial Services Certificate (p. 16)  
General Financial Services Diploma (p. 16)  
Advanced Financial Services Diploma (p. 16)

Introduction to Accounting Certificate (p. 17)  
Introduction to Financial Services Operations Certificate (p. 17)  
Financial Services Operations Diploma (p. 17)

Introduction to Credit Analysis Certificate (p. 18)  
Introduction to Lending Certificate (p. 18)  
Real Estate Lending Diploma (p. 19)  
Consumer Lending Diploma (p. 19)  
Commercial Lending Diploma (p. 19)

Introduction to Human Resources Certificate (p. 20)  
Human Resources Diploma (p. 20)  
Introduction to Supervision Certificate (p. 21)

Financial Services Management Diploma (p. 22)  
Project Management Diploma (p. 22)

Professional Teller Certificate (p. 23)  
Universal Banker Certificate (p. 23)  
Universal Banker Diploma (p. 23)

Introduction to Financial Services Marketing Certificate (p. 24)  
Financial Services Marketing Diploma (p. 24)

Introduction to Sales and Service Certificate (p. 25)  
Sales and Service Management Diploma (p. 25)

Certificate in Business Communication, Self-Paced Online Bundle  
Today's Contemporary Manager Certificate, Self-Paced Online Bundle  
Certificate in Cybersecurity, Self-Paced Online Bundle  
Real-World Cloud Cybersecurity Scenarios Certificate, Self-Paced Online Bundle

## Diploma Requirements and Eligibility:

- All required and elective courses must be completed with a passing grade (D or better) and the student's overall grade point average (GPA) must be 2.00 or higher.
- All courses must carry a minimum of 2.00 credits unless otherwise noted in the specific diploma and certificate requirements.
- You can transfer up to half of the course credits needed for each diploma or certificate from a college, university, or other educational organization. CFT will also consider awarding credit for other training programs (including internal training) on a case-by-case basis.
- You can complete the requirements of your diploma and certificate at a pace that suits your schedule and the courses can be completed in any order you choose.
- In order to keep pace with the ever-changing financial services landscape, it becomes necessary to revise the requirements of certain diplomas and certificates from time to time. However, once you have begun the process of completing the requirements for a specific CFT diploma or certificate, you can continue to do so right through to completion, under the requirement guidelines you started with.

**You can earn the necessary credits to achieve these diplomas and certificates through a variety of options:**

### **Instructor-Facilitated On-line Courses**

Any Day/Any Time of the Week Format Make Taking a Class More Convenient Than Ever.

### **Guided Self-Study Courses**

Work at Your Own Pace – You Decide Where and When to Complete the Course Work.

### **Self-Paced Online Courses and Webinars**

Timely, Hot Topics Completed Online.

### **College Credit Transfer and Internal Training Credit**

You Can Transfer Your College Credits to CFT and CFT Can Award Credit for Internal Training.



# Financial Services Overview Certificate and Diploma Tracks

Getting started on a Diploma or Certificate is as easy as registering for your first course. There are no registration fees or application fees and CFT tuition is quite often employer paid (please confirm your company's tuition policy with your manager or supervisor). We suggest beginning your studies with the Principles of Banking course, but you can take the required courses in any order.

## INTRO TO FINANCIAL SERVICES CERTIFICATE

Upon successful completion of the following CFT courses (or a course equivalent), students will gain an introductory knowledge of the financial services industry.

*Required Courses:*

- Principles of Banking
- Economics
- Law and Banking: Applications OR Law and Banking: Principles
- Marketing
- Business Math
- Customer Service Excellence OR Customer Service Innovation

## GENERAL FINANCIAL SERVICES DIPLOMA

Upon successful completion of the following CFT courses (or a course equivalent), students will gain both general knowledge and specific competencies that establish a foundation for a successful career in the financial services industry.

*Required Courses:*

All of the requirements as shown above for the Intro to Financial Services Certificate, PLUS:

- Accounting OR Financial Accounting OR Accounting Basics
- Money and Banking

## ADVANCED FINANCIAL SERVICES DIPLOMA

Upon successful completion of the following CFT courses (or a course equivalent), students will gain specific competencies and in-depth knowledge to establish a foundation for a successful career in the financial services industry.

*Required Courses:*

All of the requirements as shown above for the General Financial Services Diploma, PLUS:

- Analyzing Financial Statements
- Business Communication
- Selling Fundamentals OR Sales Excellence

And any two of the following:

- Consumer Lending
- Commercial Lending
- Residential Mortgage Lending
- Agricultural Lending
- Business Ethics

# Accounting and Operations Certificate and Diploma Tracks

Getting started on a Diploma or Certificate is as easy as registering for your first course. There are no registration fees or application fees and CFT tuition is frequently employer paid (please confirm your company's tuition policy with your manager or supervisor). We suggest beginning your studies with the Principles of Banking course, but you can take the required courses in any order.

## INTRODUCTION TO ACCOUNTING CERTIFICATE

Upon successful completion of the following CFT courses (or a course equivalent), students will further their accounting education and gain an introductory knowledge of the accounting function.

*Required Courses:*

- Principles of Banking
- Accounting
- Business Math
- Business Communication
- Financial Accounting

PLUS one of the following:

- Statistics
- Economics

## INTRO TO FINANCIAL SERVICES OPERATIONS CERTIFICATE

Upon successful completion of the following CFT courses (or a course equivalent), students will gain an introductory knowledge of financial services operations.

*Required Courses:*

- Principles of Banking
- Law and Banking: Applications OR Law and Banking: Principles
- Business Math
- Deposit Accounts & Services
- Business Communication

## FINANCIAL SERVICES OPERATIONS DIPLOMA

Upon successful completion of the following CFT courses (or a course equivalent), students will gain an in-depth knowledge of financial services for a successful financial services operations career.

*Required Courses:*

- Principles of Banking
- Law and Banking: Applications OR Law and Banking: Principles
- Business Math
- Deposit Accounts & Services
- Business Communication
- Customer Service Innovation OR Customer Service Excellence
- Accounting OR Financial Accounting OR Accounting Basics
- Economics
- Money and Banking
- IRA Overview (minimum 1/4 credit)
- Electronic Funds Transfer Act (minimum 1/4 credit)

# Credit and Lending Certificate Tracks

Getting started on a Diploma or Certificate is as easy as registering for your first course. There are no registration fees or application fees and CFT tuition is typically employer paid (please confirm your company's tuition policy with your manager or supervisor). We suggest beginning your studies with the Principles of Banking course, but you can take the required courses in any order.

## INTRO TO CREDIT ANALYSIS CERTIFICATE

Upon successful completion of the following CFT courses (or a course equivalent), students will gain the lending concepts and skills necessary to be an effective credit analyst.

*Required Courses:*

- Principles of Banking
- Accounting OR Financial Accounting OR Accounting Basics
- Analyzing Financial Statements
- Commercial Lending
- Economics

*Plus one of the following:*

- Business Math
- Money and Banking
- Real Estate Law

## INTRO TO LENDING CERTIFICATE

Upon successful completion of the following CFT courses (or a course equivalent), students will gain the basic lending concepts necessary to understand the lending function.

*Required Courses:*

- Principles of Banking
- Accounting OR Financial Accounting OR Accounting Basics
- Analyzing Financial Statements
- Marketing
- Economics

*Plus one of the following:*

- Consumer Lending
- Residential Mortgage Lending
- Commercial Lending
- Agricultural Lending

# Credit and Lending Diploma Tracks

Upon successful completion of the following CFT courses (or a course equivalent), students will gain an in-depth knowledge of the lending function for the foundation of a successful lending career.

*Required Courses for Each of the Lending Diplomas Listed Below:*

- Principles of Banking
- Economics
- Law and Banking: Applications OR Law and Banking: Principles
- Business Math
- Customer Service Excellence OR Customer Service Innovation
- Accounting OR Financial Accounting OR Accounting Basics
- Money and Banking
- Business Communication
- Selling Fundamentals OR Sales Excellence

## CONSUMER LENDING DIPLOMA

*All of the requirements as shown above for the Lending Diplomas, PLUS:*

- Consumer Lending
- Marketing

## REAL ESTATE LENDING DIPLOMA

*All of the requirements as shown above for the Lending Diplomas, PLUS:*

- Residential Mortgage Lending
- Real Estate Law
- Real Estate Finance
- Real Estate Appraisal

## COMMERCIAL LENDING DIPLOMA

*All of the requirements as shown above for the Lending Diplomas, PLUS:*

- Commercial Lending
- Real Estate Appraisal
- Real Estate Finance
- Analyzing Financial Statements

# Human Resources and Supervision Certificate Tracks

Getting started on a Diploma or Certificate is as easy as registering for your first course. There are no registration fees or application fees and CFT tuition is oftentimes employer paid (please confirm your company's tuition policy with your manager or supervisor). We suggest beginning your studies with the Principles of Banking course, but you can take the required courses in any order.

## INTRO TO HUMAN RESOURCES CERTIFICATE

Upon successful completion of the following CFT courses (or a course equivalent), students will gain an introductory knowledge of the human resources function.

### *Required Courses:*

- Principles of Banking
- Business Communication
- Human Resource Management
- Human Relations

### *Plus any two of the following:*

- Human Resource Development
- Human Resource Selection
- Employment & Labor Law
- Organizational Behavior

## NEW HUMAN RESOURCES DIPLOMA

Upon successful completion of the following CFT courses (or a course equivalent), students will gain knowledge of the human resources function.

### **Required Courses:**

- Principles of Banking
- Business Communication
- Human Resource Management
- Human Relations
- Human Resource Development
- Human Resource Selection
- Employment and Labor Law
- Organizational Behavior
- Management
- Business Ethics

### *Plus any three of the Following:*

- Compensation and Benefits
- Negotiations: Resolving Disputes
- Handling Difficult Employee Behavior
- Talent Management and Career Development
- Stress Management
- Employee Selection
- Diversity and Inclusion in the Workplace
- Data and Human Resource Management

## INTRO TO SUPERVISION CERTIFICATE

Upon successful completion of the following CFT courses (or a course equivalent), students will gain the supervisory concepts and skills necessary to be an effective supervisor.

*Required Courses:*

- Principles of Banking
- Business Communication
- Customer Service Innovation OR Customer Service Excellence
- Supervision
- Leading Your People to Success
- Human Relations

*Plus any two of the following:*

- Business Ethics
- Interviewing and Hiring Techniques (minimum 1/4 credit)
- Human Resource Management
- Managing Change
- Managing Performance & Productivity (minimum 1 credit)
- Management
- Motivating Your Staff (minimum 1/4 credit)

# Management and Project Management Diploma Tracks

Getting started on a Diploma or Certificate is as easy as registering for your first course. There are no registration fees or application fees and CFT tuition is quite often employer paid (please confirm your company's tuition policy with your manager or supervisor). We suggest beginning your studies with the Principles of Banking course, but you can take the required courses in any order.

## FINANCIAL SERVICES MANAGEMENT DIPLOMA

Upon successful completion of the following CFT courses (or a course equivalent), students will gain the management concepts and skills necessary to be an effective manager.

### *Required Courses:*

- Principles of Banking
- Organizational Behavior
- Human Relations
- Human Resource Selection OR Human Resource Management
- Business Communication
- Marketing
- Management
- Economics
- The Future of Business
- Bank Management

### *Plus any two of the following:*

- Accounting
- Financial Accounting
- Business Math
- Fraud Examination
- Business Ethics

## PROJECT MANAGEMENT DIPLOMA

Upon successful completion of the following CFT courses (or a course equivalent), students will gain the management concepts and skills necessary to be an effective project manager.

### *Required Courses:*

- Principles of Banking
- Marketing
- Human Relations
- Business Communication
- Managing Change
- The Future of Business
- Project Management
- Project Management: New Product Development
- Project Management: The Managerial Process

### *Plus any two of the following:*

- Human Resource Management
- Management
- Organizational Behavior
- Bank Management

# Professional Teller and Universal Banker Tracks

Getting started on a Diploma or Certificate is as easy as registering for your first course. There are no registration fees or application fees and CFT tuition is oftentimes employer paid (please confirm your company's tuition policy with your manager or supervisor). We suggest beginning your studies with the Principles of Banking course, but you can take the required courses in any order.

## PROFESSIONAL TELLER CERTIFICATE

Upon successful completion of the following CFT courses (or a course equivalent), students will further their teller education and gain a general knowledge of financial services for a successful Teller career.

*Required Courses:*

- Principles of Banking
- Business Math
- Customer Service Excellence OR Customer Service Innovation
- Teller Operations
- Marketing
- Selling Fundamentals OR Sales Excellence
- Business Communication
- Deposit Accounts and Services
- Bank Secrecy Act (minimum 1/4 credit)

## UNIVERSAL BANKER CERTIFICATE

Upon successful completion of the following CFT courses (or a course equivalent), students will further their banker education and gain a general knowledge of financial services for a successful Universal Banker career.

*Required Courses:*

- Principles of Banking
- Human Relations
- Selling Fundamentals
- Business Math
- Business Communication
- Customer Service Excellence
- Bank Secrecy Act (minimum 1/4 credit)
- Deposit Accounts and Services
- Teller Operations

## UNIVERSAL BANKER DIPLOMA

Upon successful completion of the following CFT courses (or a course equivalent), students will further their banker education and gain an in-depth knowledge of financial services for a successful Universal Banker career.

*Required Courses:*

All of the courses shown above and required for the Universal Banker Certificate, PLUS:

- Consumer Lending
- Residential Mortgage Lending
- Sales Excellence
- Business Ethics
- Customer Service Innovation
- Marketing
- Motivating Your Staff (min 1/4/ credit)
- Managing Change



# Bank Marketing Diploma and Certificate Tracks

Getting started on a Diploma or Certificate is as easy as registering for your first course. There are no registration fees or application fees and CFT tuition is typically employer paid (please confirm your company's tuition policy with your manager or supervisor). We suggest beginning your studies with the Principles of Banking course, but you can take the required courses in any order.

## INTRO TO FINANCIAL SERVICES MARKETING CERTIFICATE

Upon successful completion of the following CFT courses (or a course equivalent), students will further their marketing education and gain an introductory knowledge of the marketing function.

*Required Courses:*

- Principles of Banking
- Marketing
- Selling Fundamentals OR Sales Excellence
- eCommerce
- Business Communication
- Business Ethics

## FINANCIAL SERVICES MARKETING DIPLOMA

Upon successful completion of the following CFT courses (or a course equivalent), students will gain an in-depth knowledge of financial services marketing for a successful career in the services marketing field.

*Required Courses:*

*All of the requirements as shown above for the Intro to Financial Services Marketing Certificate, PLUS:*

- Advertising
- Law and Banking: Applications OR Law and Banking: Principles
- Management
- Economics

*And one of the following:*

- Accounting
- Financial Accounting
- Business Math
- Statistics

Diploma Requirements and Eligibility:

- All required and elective courses must be completed with a passing grade (D or better) and the student's overall grade point average (GPA) must be 2.00 or higher.
- All courses must carry a minimum of 2.00 credits unless otherwise noted in the specific diploma and certificate requirements.
- You can transfer up to half of the course credits needed for each diploma or certificate from a college, university, or other educational organization. CFT will also consider awarding credit for other training programs (including internal training) on a case-by-case basis.
- You can complete the requirements of your diploma and certificate at a pace that suits your schedule and the courses can be completed in any order you choose.
- In order to keep pace with the ever-changing financial services landscape, it is necessary for CFT to revise the course requirements of certain diplomas and certificates from time to time. However, once you have begun the process of completing the requirements for a specific CFT diploma or certificate, you can continue to do so right through to completion, under the requirement guidelines you started with.

# Sales and Service Diploma and Certificate Tracks

Getting started on a Diploma or Certificate is as easy as registering for your first course. There are no registration fees or application fees and CFT tuition is typically employer paid (please confirm your company's tuition policy with your manager or supervisor). We suggest beginning your studies with the Principles of Banking course, but you can take the required courses in any order.

## INTRODUCTION TO SALES AND SERVICE CERTIFICATE

Upon successful completion of the following CFT courses (or a course equivalent), students will gain a general knowledge of sales and service for a successful career in financial services.

### *Required Courses:*

- Principles of Banking
- Sales Excellence
- Selling Fundamentals
- Customer Service Excellence
- Customer Service Innovation
- Marketing
- Business Communication
- Bank Secrecy Act (minimum 1/4 credit)

Plus one of the following:

- Commercial Lending
- Consumer Lending
- Residential Mortgage Lending
- Deposit Accounts & Services
- Teller Operations

## SALES AND SERVICE MANAGEMENT DIPLOMA

Upon successful completion of the following CFT courses (or a course equivalent), students will gain a general knowledge of Sales and Service Management for a successful career in financial services.

### *Required Courses:*

- Principles of Banking
- Sales Excellence
- Selling Fundamentals
- Customer Service Excellence
- Customer Service Innovation
- Marketing
- Business Communication
- Bank Secrecy Act (minimum 1/4 credit)
- Supervision
- Management
- Bank Management
- Human Relations
- Managing Change

Plus two of the following:

- Commercial Lending
- Consumer Lending
- Residential Mortgage Lending
- Deposit Accounts & Services
- Teller Operations
- Wills, Trust and Estate Administration
- Financial Planning
- Business Ethics

# TRANSFERRING CFT COURSES TO A COLLEGE

The American Council on Education's College Credit Recommendation Service (ACE CREDIT) has evaluated and recommended **college credit for the following twenty-three (23) CFT courses**. The American Council on Education, the major coordinating body for all the nation's higher education institutions, seeks to provide leadership and a unifying voice on key higher education issues and to influence public policy through advocacy, research, and program initiatives.

CFT Course Title	Credits	ACE CREDIT Transfer Value
Accounting	3.00 credits	Lower division baccalaureate/associate degree category
Analyzing Financial Statements	3.00 credits	Lower division baccalaureate/associate degree category
Business Communication	3.00 credits	Lower division baccalaureate/associate degree category
Business Math	3.00 credits	Lower division baccalaureate/associate degree category
Commercial Lending	3.00 credits	Lower division baccalaureate degree category
Consumer Lending	3.00 credits	Upper division baccalaureate degree category
Economics	3.00 credits	Lower division baccalaureate/associate degree category
Financial Accounting	3.00 credits	Lower division baccalaureate/associate degree category
Human Relations	3.00 credits	Lower division baccalaureate/associate degree category
Human Resource Management	3.00 credits	Lower division baccalaureate degree category
Law and Banking: Applications	3.00 credits	Upper division baccalaureate degree category
Law and Banking: Principles	3.00 credits	Lower division baccalaureate/associate degree category
Management	3.00 credits	Upper and lower division baccalaureate/associate degree category
Marketing	3.00 credits	Upper division baccalaureate degree category
Money and Banking	3.00 credits	Upper and lower division baccalaureate/associate degree category
Organizational Behavior	3.00 credits	Lower division baccalaureate/associate degree category
Principles of Banking	3.00 credits	Upper division baccalaureate degree category
Real Estate Appraisal	3.00 credits	Lower division baccalaureate/associate degree category
Real Estate Finance	3.00 credits	Lower division baccalaureate/associate degree category
Real Estate Law	3.00 credits	Lower division baccalaureate/associate degree category
Residential Mortgage Lending	3.00 credits	Upper division baccalaureate degree category
Statistics	3.00 credits	Lower division baccalaureate/associate degree category
Supervision	3.00 credits	Lower division baccalaureate/associate degree category

These CFT courses will carry the same ACE college credit transfer recommendation, whether taken via classroom, online, or guided self-study.

ACE CREDIT connects workplace learning with colleges and universities by helping adults gain access to academic credit at colleges and universities for formal courses and examinations taken in the workplace or other settings outside traditional higher education.

CFT educational programs deliver real value and industry-specific training to employees in the financial services community. CFT curriculum often ties directly to the financial institution's corporate training. The American Council on Education's (ACE) College Credit Recommendation Service provides the added value of credit toward a college degree. Students who successfully complete ACE-evaluated CFT courses are able to have college credit recommendations from the ACE Transcript Service, a central national database, submitted to various institutions of higher learning for consideration.

In addition to the ACE CREDIT transfer recommendations, CFT has transfer credit agreements with several local colleges and universities. These agreements detail exactly which CFT course credits will be accepted, and to which college courses they will be applied. Students will find business and banking related degree programs at these colleges that will complement their CFT course work.

For more information on CFT's diplomas and certificates, the American Council on Education college credit transfer recommendations, and **affiliated college degree programs**, please call 800-795-5242, send an e-mail to [info@cfteducation.org](mailto:info@cfteducation.org), or visit [www.CFTnow.org](http://www.CFTnow.org).

# STUDENT POLICIES

## Code of Ethics and Conduct

The Center for Financial Training recognizes that it takes more than quality education and a commitment to the financial services industry to be successful in accomplishing our mission. We rely heavily on our solid reputation for honesty, fairness, and ethical conduct to attract our students, recruit quality instructors, and retain the high level of customer retention and respect that we have worked so hard to achieve. Our reputation ultimately rests on the good judgment and personal integrity of everyone - staff, volunteers, students, instructors, and all other individuals and organizations - involved with CFT.

## Academic Integrity

CFT strongly supports the concept of academic integrity and seeks to foster sound moral behavior in its students and faculty. Academic dishonesty can take many forms, including cheating on examinations, plagiarism, helping others to commit dishonest acts, etc., and must never be tolerated. Students engaging in academic dishonesty are subject to serious consequences. Instructors who observe or suspect an incident of academic dishonesty shall bring it to the attention of an appropriate office official immediately, for prompt investigation, review, and action.

## CFT Grading System

The Center for Financial Training uses an official letter grading system for courses eligible for awarding credit. Letter grades are awarded as follows:

A = (90-100) Superior

B = (80-89) Excellent

C = (70-79) Satisfactory

D = (60-69) Lowest Passing

F = (< 60) Failing

I = Incomplete (If the work is not completed within one month of the conclusion of the course, the "I" automatically becomes an "F".)

P = Passing (This grade is used for programs of less than two credits, for which the letter grading system is inappropriate.)

T = College Credit (This grade is recorded for transfer credit from accredited colleges and universities.)

W = Withdrawal (An "F" will be recorded by the CFT office if the student has not withdrawn in writing.)

## Non-Discrimination Clause

The Center for Financial Training does not discriminate in its educational and employment policies on the basis of race, color, creed, religion, national/ethnic origin, sex, sexual orientation, gender identity and expression, genetic information, age, disability, or service in the military or other uniformed services.

## STUDENT ACADEMIC RECORDS

The Center for Financial Training follows a strict confidentiality policy regarding CFT student records. All requests for CFT student records must be in writing from the student. The one exception to this requirement is for the appropriate representative at the student's financial institution to receive the student's grade upon the completion of classes, and periodically receive transcript information on employees for personnel files. Students sign an authorization to release this information to their employer when they register for a CFT course. Following are the types of recordkeeping services available from the Center for Financial Training:

### Student Transcripts

The Center for Financial Training maintains all student records on a permanent file at the CFT office. Students who wish to obtain a copy of their CFT student records should complete the Center for Financial Training Recordkeeping Services Request Form found on page 21. Most colleges and universities require an official transcript when students request a transfer of CFT credit. An official transcript costs \$25.00 and includes an unofficial copy to the student. The official transcript fee, along with the [Recordkeeping Services Request Form](#), can be emailed to the CFT office. You can use the online bill pay to pay the fee as this is the quickest way to process [Online Bill Pay](#).

### Transfer Credit Evaluation

CFT accepts transfer college credits from most colleges and universities, and can award credit for a variety of other training programs students have taken outside of CFT. In order to receive transfer credit into a CFT student's record, students will need to complete the Center for Financial Training Recordkeeping Services Request Form (p. 21), and forward it to the Center for Financial Training office, along with the \$30.00 transfer credit evaluation fee. Please instruct your college to send your official transcript directly to the CFT office. Upon completion of the transfer credit evaluation by the Center for Financial Training, students will receive a CFT transcript reflecting which college credits were accepted into their CFT student record.

### Diploma and Certificate Eligibility

Diplomas and Certificates are issued each Spring to eligible students. To confirm and request a diploma or certificate at any other time, please complete the Student Recordkeeping Services request form on page 21.

### Diploma or Certificate Replacement

The fee to replace a lost CFT diploma or certificate is \$10.00. To request a replacement diploma or certificate please complete the Student Recordkeeping Services request form on page 21.

### Student Request for Recordkeeping Services Form

A copy of the Recordkeeping Services Request Form can be found on page 21. Please make copies of this form as needed, or call the CFT office at 800-795-5242, and we will mail or fax one to you. You can also obtain the Recordkeeping Services Request Form on our website located at [www.cftnow.org](http://www.cftnow.org).

# COURSE WITHDRAWAL FEES AND POLICIES

The Center for Financial Training requires all students who enroll in CFT courses to sign a registration form which states that they have read and understand the CFT withdrawal policy. Students who must withdraw from a CFT course should submit a completed Course Withdrawal Form to the CFT office. Employers may seek reimbursement from students who incur withdrawal charges.

## **Instructor Facilitated Online Course Withdrawal Policy**

A student who must withdraw from a CFT instructor-led on-line course must submit a completed Course Withdrawal Form. Students who withdraw 7 days or more before the start date of class are not subject to a withdrawal fee or tuition charge. Students who withdraw between 6 days before the class begins and 10 business days from the start date will be responsible for a withdrawal fee of \$125.00 plus book cost (if applicable) unless the book is returned in new condition within 7 days of the withdrawal. A student who withdraws after 10 business days from the start date will be responsible for the full class tuition.

## **Guided Self-Study Course Withdrawal Policy**

A student wishing to withdraw from a Guided Self-Study Course must submit a Course Withdrawal Form within seven days of the course start date in order to receive a refund, less a \$125.00 per course withdrawal fee. The student is also responsible for the book cost unless the book is returned in new condition within seven days of the withdrawal. There will be no refunds given after the seven-day period. All students who withdraw after the initial seven-day period will be responsible for the full tuition amount, and must submit a completed Course Withdrawal Form in order to receive a course grade of "W" rather than an "F".

A one-time extension of 60 days may be granted to Guided Self-Study students on an individual basis. All requests for extensions must be made in writing prior to the scheduled ending date of the program. A \$100.00 extension fee will be due and payable by the student before an extension becomes official.

## **Seminar and Specialty School Withdrawal Policy**

Cancellations received at least seven days prior to the scheduled program date will receive a full refund or a credit toward a future CFT seminar/school. Cancellations received less than seven days prior to the scheduled program date will not receive a refund or a credit. Substitutions may be made at any time. No-shows will be charged the full amount due.



*Industry-Focused Education for Banks and Credit Unions*

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**2021 Course Catalog and Schedule!**