Vubiz Course Listing

February 2017

February 24, 2017

Vubiz List of Courses

Banking Sector

Accessible Customer Service for Frontline Staff in Banks (P3246EN)

The ADA applies to almost all employers. It covers employers with 15 or more employees, labor organizations, employment agencies and joint labor-management committees. It also applies to state governments. This module is for frontline staff.

Program contains 1 module(s).

Advertising Compliance (P4324EN)

The regulations that govern how banks advertise their products and services cover all forms of advertising, from interior displays, print and broadcast media, and mail campaigns, to notices on a bank's website. Many of these rules are complex and compliance can be challenging. This course will provide an overview of the key laws and regulations that your bank's advertising and marketing initiatives must comply with: the Dodd-Frank Act, Regulation DD: The Truth in Savings Act, Regulation Z: The Truth in Lending Act, and Regulation M: The Consumer Leasing Act.

Program contains 1 module(s).

Agricultural Lending (P3073EN)

Agricultural lending has been vital to the success and growth of the farming industry throughout U.S history. However, as with all forms of lending, agricultural lending poses a unique set of risks for lenders. In this course we will provide you with an overview of agricultural lending.

Includes an evaluation and a certificate of completion

Program contains 1 module(s).

Americans with Disabilities Act for Banks [US] (P2849EN)

The ADA applies to almost all employers. It covers employers with 15 or more employees, labor organizations, employment agencies and joint labor-management committees. It also applies to state governments. As a result, most banks will find themselves subject to the ADA. Additionally, the ADA includes specific requirements for the construction of ATMs and areas where ATMs are located.
The first part of this course will discuss how the ADA impacts hiring and employment. We will then discuss how banks can improve accessible customer service standards and the ADA requirements for ATM construction.
This course includes an examination.
Learning Objectives:

- Understand how the ADA impacts employer- employee relationships
- Define disability, impairment, and other key ADA terms
- Ensure customer service at your bank is meeting the needs of disabled customers
- Ensure all ATMs are ADA compliant

Course Outline:

- Overview
  - o ADA coverage
  - o ADA and employment

- o ADA and accessibility
- Defining Disability
  - o What is a disability?
  - o What is not a disability?
  - o What is an impairment?
  - o Defined term: substantially limit major life activity
  - o Consideration of mitigating measures
  - o Defined term: qualified person
  - o Essential functions and qualified persons
- Providing Accomodation
  - o Reasonable accommodation
  - o Providing reasonable accommodation
  - o Limitations on reasonable accommodation
  - o Job qualification standards
  - o Job qualification standards and safety
- The ADA and the Hiring Process
  - o Accommodations
  - o Abilities vs. disabilities
  - o Interview questions
  - o Medical examinations
  - o The impact of the ADA after hiring
- Accessible Customer Service
  - o Principles of accessible customer service
  - o Customer service for different types of disabilities
  - o Customer service for customers with service animals, support persons, and assistive devices
- The ADA and ATMs
  - o Accessibility
  - o Clear floor space
  - o Reach ranges
  - o Controls
  - o Equipment for persons with vision impairments

Features:
Audio, Hybrid
Module(s):
6281EN

Program contains 1 module(s).

Appraisal Standards (P2570EN)

The purpose of the FED's Regulation Y, and the OCC, FDIC, and OTS appraisal regulations is to ensure that real estate appraisals are performed by competent appraisers in accordance with uniform standards. The goal is to strengthen real estate loans and investments by assuring that the appraisal values used in lending decisions are reliable. The appraisal regulations are designed to help financial institutions avoid losses resulting from overvalued real estate collateral. They apply to certain real estate transactions involving institutions whose deposits are insured by the federal government.

This module will provide compliance officers with a complete guide to the appraisal standards they need to ensure are in place at their banks.

This course has an examination.

Learning Objectives:

- Ensure proper policies and procedures regarding real estate appraisal are in place at your bank
- Discuss the difference between state certified and state licensed appraisers
- Ensure the appraisers your bank employs have the necessary qualifications

Course Outline:

- Background
    - Regulation of Real Estate Appraisals
    - Effective dates
    - 2010 guidelines
    - State requirements
- Administration
    - Appraisal and evaluation programs
    - Timing of appraisals and evaluations
    - Compliance procedures
    - Written critique
    - Useful life of appraisals or evaluations
    - Material changes to reported values
    - Reappraisals and reevaluations of the collateral
    - Deciding to reappraise or reevaluate
    - Readdressed appraisals
- Transactions Requiring Appraisals
    - Transactions requiring a state certified or state licensed appraiser
    - Transactions requiring an evaluation
    - Appraisals to address safety concerns
    - Complex and non-complex appraisals
    - Transactions that require a state certified appraiser
- Appraisers
    - Appraiser qualifications
    - Appraiser independence
    - Certified residential real estate appraisers
    - Professional association memberships and appraiser competence
- Other Real Estate Appraisal Requirements
    - Temporary appraisal exemptions for disaster areas
    - Enforcement

Features:
Audio, Hybrid
Module(s)
4512EN

Program contains 1 module(s).

Auditing Assets (P2951EN)

The purpose of this module is to introduce you to the principles of internal auditing for assets. During this module, you will review the specific qualities of an account that an auditor attempts to test. After completing this module, you will understand the overall objectives for auditing assets.

This module will provide internal auditors with the tools needed to implement better audit programs and procedures when auditing assets.

Includes an evaluation and a certificate of completion.

Program contains 1 module(s).

Auditing Liabilities and Other Activities (P2952EN)

The purpose of this module is to introduce you to the principles of internal auditing for liabilities. After completing this module, you will understand the overall objectives for auditing liabilities, which will enable you to design and implement better audit programs and procedures when auditing liabilities.

This module will provide internal auditors with the tools needed to implement better audit programs and procedures when auditing liabilities.

Includes an evaluation and a certificate of completion.

Program contains 1 module(s).

Auditing: The Basics (P2942EN)

This module is designed to introduce you to internal auditing and provide tools and step-by-step procedures to establish and maintain an effective internal audit function within your bank.

This module contains a test and a certificate.

Program contains 1 module(s).

Balancing 101 (P2340EN)

Balancing a till is an important part of any front-line cash handling job. In banking this importance is magnified. Balancing your till is vital to your success as a bank teller. An unbalanced till means that unaccounted money has either come into, or left, the bank. This module will provide you with an understanding of balancing and the audit process.

Program contains 1 module(s).

Bank Information Systems (P2948EN)

The pace of change in the financial services industry is staggering. Competition and technology have driven the development of new products and services faster than ever before. New capabilities in networking, home banking, and Internet products have dramatically changed the way banks do business.

This module will provide internal auditors with the tools needed to understand the basics of bank processing systems and the control issues surrounding them.

Includes an evaluation and a certificate of completion.

Program contains 1 module(s).

Bank Secrecy Act for Frontline Staff (P2491EN)

The Bank Secrecy Act (BSA) fights terrorism and financial crime by requiring banks to identify customers and record and report the types of transactions those customers are making. Often, compliance with the BSA will be the responsibility of the bank's frontline staff. Frontline staff open

accounts, accept deposits, and facilitate fund transfers. The frontline staff need to know how the BSA impacts those functions.

This module will provide frontline staff with the information they need to know about the Bank Secrecy Act (BSA). We will discuss Suspicious Activity Reports, Currency Transaction Reports, the purchase and sale of monetary instruments, fund transfers and other recordkeeping requirements, and Customer Identification Programs.

This course has an examination.

Learning Objectives:

- Identify when you should complete a report as required by the BSA, such as a Suspicious Activity Report or a Currency Transaction Report.
- Explain and comply with the recordkeeping requirements of the BSA.
- Properly follow the required procedures for gathering customer identification.

Course Outline:

- Suspicious Activity Reporting
    o Identifying Suspicious Activity
    o Reporting Suspicious Activity
    o Filing Procedures
    o Exceptions
    o Record Retention
    o Confidentiality
- Currency Transaction Reporting
    o Multiple Transactions
    o Additional CTR Requirements
    o Structured Transactions
    o Identification
    o Exemptions
- Monetary Instrument Purchase Reporting
    o Account Holders
    o Non-Account Holders
    o Contemporaneous Purchases
    o Recordkeeping
- Additional Recordkeeping Requirements
    o Fund transfer recordkeeping
    o Fund transmittal recordkeeping
    o Extension of credit recordkeeping
- OFAC Compliance
    o Policies, Procedures and Processes
    o Blocking
    o Bank Responsibilities
    o Recordkeeping
- Customer Identification Programs
    o Identity Verification
    o Verification Methods
    o Records
    o Government Lists
    o Customer Notice

Features:
Audio, Hybrid
Module(s):
4505EN

Program contains 1 module(s).

Bank Secrecy Act: Information Sharing (P2489EN)

One of the main reasons the Bank Secrecy Act is such an effective tool against financial crime is the information sharing provisions it contains. The BSA requires and encourages banks in the United States to share information with one and other and law enforcement agencies through mandatory and voluntary information sharing programs.

This module will provide you with an overview of the mandatory and voluntary information sharing provisions of the Bank Secrecy Act (BSA).

This course includes an examination.

Learning Objectives:

- Ensure compliance with the mandatory information sharing provisions of the Bank Secrecy Act.
- Engage in voluntary information sharing while maintaining compliance with the Bank Secrecy Act.

Course Outline:

- Mandatory Information Sharing
  - o Information Requests
  - o Record Searches
  - o Reporting to FinCEN
  - o Designating a Contact Person
  - o Use and Security of an Information Request
- Voluntary Information Sharing
  - o Notice to FinCEN
  - o Use and Security of Information
  - o Information Sharing: Federal Government

Features:
Audio, Hybrid
Module(s):
4503EN

Program contains 1 module(s).

Bank Secrecy Act: Reporting and Recordkeeping (P2488EN)

The Bank Secrecy Act (BSA) is one of the main tools the Federal Government uses to combat financial crimes and terrorist activity. The BSA requires banks to assist in preventing crime by enacting sound policies regarding reporting, recordkeeping, and monitoring of potentially criminal activity.

This module will provide you with the information you need to ensure your bank is in full compliance with the reporting and recordkeeping requirements of the Bank Secrecy Act.

This course includes an examination.

Learning Objectives:

- Ensure Suspicious Activity Report policies at your bank are in compliance
- Discuss Currency Transaction Reports and understand when they must be filed
- Explain Monetary Instrument Purchase Reporting
- Explain Fund Transfer and Transmittal Recording
- Explain Extension of Credit Recording
- Describe the elements of an OFAC Compliance program

- Understand the rules for Reports of Foreign Financial Accounts
- Understand E-Filing

Course Outline:

- Suspicious Activity Reporting
  - Filing Procedures
  - Exceptions
  - Record Retention
  - Confidentiality
- Currency Transaction Reporting
  - Multiple Transactions
  - Exemptions
  - Additional CTR Requirements
- Purchase and Sale of Monetary Instruments
  - I.D Requirements
  - Recordkeeping
- Fund Transfer and Transmittal Recordkeeping
  - Recordkeeping
  - Ability to retrieve
  - Verification
  - Exceptions
  - Extensions of Credit
- OFAC Compliance
  - Penalties for Non-Compliance
  - Blocking
  - Prohibited Transactions
  - Blocking Procedures
  - Reporting Requirements
  - Reports
  - Accidental Processing
  - Recordkeeping
- Reports of Foreign Financial Accounts
  - Account Types
  - Financial Interest
  - Exceptions
  - Exemptions
  - Anti-Avoidance Rule
- E-Filing
  - Registration
  - FinCEN Next Steps

Features:
Audio, Hybrid
Module(s):
4502EN

Program contains 1 module(s).

Bank Secrecy Act: Required Programs (P2490EN)

The Bank Secrecy Act (BSA) requires banks to enact a number of programs. These programs are designed to both fight terrorism and money laundering, and ensure compliance with the BSA itself.

This module will provide you with an overview of the programs the Bank Secrecy Act (BSA) requires banks to set up. We will discuss Customer Identification Programs (CIPs), Customer Due Diligence Programs (CDDs), Bank Secrecy Act/Anti-Money Laundering Compliance Programs and the AML rules for correspondent accounts.

This course has an examination.

Learning Objectives:

- Create and maintain a Customer Identification Program at your bank
- Create and maintain a Customer Due Diligence program at your bank
- Create and maintain a BSA compliance program at your bank
- Ensure your bank is following BSA regulations regarding AML and Correspondent Accounts

Course Outline:

- Customer Identification Programs
  - Identity Verification
  - Procedures for Lack of Verification
  - Recordkeeping
  - Identity Comparison
  - Customer Notice
  - Exceptions
- Customer Due Diligence
  - Program Creation
  - BSA/AML Compliance Programs
  - BSA/AML Compliance Officer
  - Internal Controls
  - Employee Training Programs
  - Independent Testing
- AML and Correspondent Accounts
  - Policy Requirements
  - Enhanced Due Diligence for Certain Foreign Banks
  - Additional Procedures
  - Enhanced Scrutiny for Certain Accounts
  - Foreign Shell Banks
  - Private Banking Accounts

Features:
Audio, Hybrid
Module(s):
4504EN

Program contains 1 module(s).

Card Security Breaches (P3228EN)

Increasingly, major retailers, payment card processors and other third parties are targets of sophisticated cyber-criminals seeking payment card information to perpetrate fraud. With the increased threat to payment cards—debit, credit, prepaid and hybrid—, community banks need to stay vigilant to mitigate loss, minimize impact to customers and combat the ever-growing problem of data compromises or breaches.

Includes an evaluation and a certificate of completion

Program contains 1 module(s).

Check Processing (P2341EN)

Cashing a check is more complex than simply making sure the check is legitimate and handing over or depositing the money. Banks have different policies for checks written on accounts the bank holds than they do for checks written on accounts held by other banks. Banks also have different rules for cashing a check presented to you by a bank customer than they do for checks presented to you by a non-customer. This module will provide you with an understanding of check processing.

Program contains 1 module(s).

Checks 101 (P2342EN)

The check has existed, in one form or another, since the 9th century. Checks were originally developed as means to make a payment without carrying large amounts of gold or silver coins. The use of checks today has not changed much – they are still an alternative means of payment to cash. However, the make-up of a check has changed. Bank tellers need to understand checks. Your customers write them, make payments with them, and cash them. This module will provide you with an overview of checks. We will discuss the elements of a check, the proper procedure for check handling, and the different types of checks you will encounter.

Program contains 1 module(s).

Children's Online Privacy Protection Act for Banks (P3243EN)

The primary goal of COPPA is to place parents in control over what information is collected from their young children online. The Rule was designed to protect children under age 13 while accounting for the dynamic nature of the Internet. The Rule applies to operators of commercial websites and online services (including mobile apps) directed to children under 13 that collect, use, or disclose personal information from children, and operators of general audience websites or online services with actual knowledge that they are collecting, using, or disclosing personal information from children under 13. The Rule also applies to websites or online services that have actual knowledge that they are collecting personal information directly from users of another website or online service directed to children.

Program contains 1 module(s).

Common Frauds and Scams (P2394EN)

Frauds and scams have been around since the beginning of banking. However, rapid technological advances have caused these frauds and scams to become more sophisticated and harder to detect.

Program contains 1 module(s).

Community Reinvestment Act for Savings Associations (P3499EN)

The Community Reinvestment Act (CRA) was enacted as part of the anti-redlining and anti-discrimination legislation of the 1970s. It requires each federal financial supervisory agency to assess an institution's record of helping to meet the credit needs of the local communities in which the institution is chartered, consistent with the safe and sound operation of the institution. Regulation BB carries out the CRA by: (1) Establishing the framework and criteria by which the Board assesses a bank's record of helping to meet the credit needs of its entire community, including low- and moderate-income neighborhoods, consistent with the safe and sound operation of the bank; and (2) Providing that the regulator takes that record into account in considering certain applications.

This course includes an examination.

Learning Objectives:
- Understand the various standards for assessing performance contained in the CRA
- Ensure compliance with the CRA's reporting, recordkeeping, and disclosure requirements

Course Outline:
- Standards for Assessing Performance
    o Performance tests and standards
    o Performance context
    o Assigned ratings
    o Safe and sound operations
    o Education loans
    o Minority or women-owned institutions and low-income credit unions
    o Lending test
    o Affiliate lending
    o The investment test
    o The service test
    o The community development test
    o Small association performance standards
    o Small and intermediate banks: lending test
    o Intermediate banks: community development test
    o Strategic plan
    o Assigned ratings
    o Lending, investment and service tests: ratings
    o Effect of evidence of discriminatory or other illegal credit practices
    o Effect of CRA performance on applications
- Assessment Areas, Disclosures, Reports and Records
    o Reports, records, and disclosures
    o Assessment areas
    o Data collection, reporting and disclosure
    o Small savings associations electing evaluation under the lending, investment and service tests
    o Disclosure statements
    o Content and availability of public file
    o Public notice by associations
    o Publication of planned examination schedule
- Ratings
    o Ratings in general
    o Ratings for associations evaluated under the Lending, Investment and Service Tests
    o Wholesale or limited purpose savings associations
    o Savings associations evaluated under the Small Savings Association Performance Standard
    o Overall rating
    o Strategic plan assessment rating

Features:
Audio, hybrid
Module(s):

Program contains 1 module(s).

Compliance for Tellers (P2383EN)

The bank industry is highly regulated. Complying with these regulations isn't only the responsibility of the bank's compliance officer or senior manager. As a member of the bank's front line staff you play an important role in compliance. You need to ensure all of your actions are in compliance with the latest banking regulations. This module will provide you with an overview of the compliance topics tellers need to be familiar with.

Program contains 1 module(s).

Compliance Issues for Commercial Lenders (P3054EN)

In this course we will discuss how compliance regulations impact the commercial lending function at community banks. We will take a look at the rules your bank needs to follow to ensure your commercial lending function is compliant with flood insurance and BSA laws. We will also look at common application issues.

Program contains 1 module(s).

Compliance Primer (P2400EN)

Senior executives have many responsibilities; one of the most important is ensuring the bank's policies and procedures are in compliance with the vast amount of legislation and regulation that exists pertaining to banking.

Program contains 1 module(s).

Consumer Lending Fraud (P4213EN)

Consumer lending fraud is troubling because not only does it cost banks, businesses, and customers large sums, it erodes confidence in banks' ability to extend credit - a cornerstone of the American economy.
In this module, we will explore consumer lending fraud by first discussing the basic forms it can take and then discussing real life examples of different types of consumer lending fraud.
This course includes an examination.
Learning Objectives:

- Explain how identity theft and misrepresentation enable consumer lending fraud
- Enact bank policies and procedures to mitigate the effects of different types of consumer lending fraud, including credit and debit card fraud, student loan fraud and car loan fraud.

Course Outline:

- How Fraud Occurs
  - o Identity theft
  - o Misrepresentation
- Credit Card Fraud
  - o Credit card fraud ring
  - o The scope of the fraud
  - o The problem for banks
  - o The solution

- Debit Card Fraud
  - Skimmers
  - The scope of the fraud
  - The problem for banks
  - The solution
- Student Loan Fraud
  - Student loan fraud
  - The scope of the fraud
  - The problem
  - The solution
- Car Loan Fraud
  - New York auto fraud
  - Straw borrowers
  - Destroyed credit
  - The problem
  - The solution

Features:
Audio, hybrid
Module(s):
6285EN

Program contains 1 module(s).

Credit Cards and Debit Cards (P4214EN)

In today's world, credit and debit card use is almost universal. According to a Federal Reserve study, there were 21.7 billion credit card transactions in the United States in 2006. That's about 70 credit card transactions per year for every single person in the United States. Furthermore, debit cards have all but replaced checks and have greatly reduced the number of cash transactions. In this module, we will discuss credit cards and debit cards in the United States.
This course includes an examination.

Learning Objectives:
- Ensure all credit card application and solicitation policies and procedures at your bank are in compliance with the necessary regulations.
- Understand the rules your bank must follow regarding issuance and reissuance of credit and debit cards.
- Understand the regulations regarding interest rates, fees and charges.
- Implement compliant billing error resolution policies.

Course Outline:
- Credit Card Applications, Solicitations, and Disclosures
  - Rate information
  - Fees for issuance or availability
  - Fixed finance charges; minimum interest charge
  - Transaction charges
  - Grace period
  - Balance computation method
  - Charges and fees
  - Required insurance, debt cancellation or debt suspension coverage
  - Available credit
  - Direct mail and electronic applications and solicitations

- o Telephone applications and solicitations
- o Applications and solicitations made available to the general public
- o In person applications and solicitations
- o Balance computation methods
- o Web site reference
- Reissuance of Cards and the Red Flags Rules
  - o Issuing an additional or replacement card
  - o Alternative timing of address validation
  - o Form of notice
- Interest Rates, Fees and Charges
  - o Advance notice
  - o Limits on increases applicable to outstanding balances
  - o APR reduction
  - o Limitations on increases within the first year
  - o Promotional rates
  - o Limits on fees and interest charges
  - o Reasonable penalty fees
- Billing Error Resolution
  - o Billing errors
  - o Time for resolution
  - o Rules for pending resolution
  - o Resolution procedures
  - o Creditor's rights and duties
  - o Reassertion of billing errors
- Credit Limits
  - o Setting credit limits
  - o Raising credit limits
- Issuing Debit Cards
  - o Solicited issuance
  - o Unsolicited issuance
- Disclosures
  - o The timing of disclosures
  - o The required content of disclosures
  - o The disclosures that are required when an additional electronic fund transfer service is added
- Change in Terms Notice and Error Resolution Notice
  - o Change in terms notice
  - o Prior notice exception
  - o Error resolution notice
- Debit cards and overdrafts
  - o Standard overdraft practices
  - o Limits on Overdraft fees
  - o Overdraft protection plans
  - o Debit cards vs. prepaid debit cards
  - o Debit Cards vs. Prepaid Debit Cards
  - o Differences

Features:
Audio, hybrid
Module(s):
6286EN

Program contains 1 module(s).

Currency 101 (P2346EN)

An in-depth knowledge of currency is one of the most important aspects of being a bank teller. As a teller, you will process, handle, and exchange large amounts of currency on a daily basis. As a result, you need to know the different types of American currency and how to spot fake currency. This module will provide bank tellers with an overview of currency. We will discuss the different types of bills you will come across and methods to detect counterfeit currency.

Program contains 1 module(s).

Deposits 101 (P2343EN)

In the United States the primary functions of the banking industry are accepting deposits and extending credit. These two principles form the foundation of the American banking system. Accepting deposits is primarily the responsibility of a bank's tellers. Tellers are the people who, on a daily basis, process customers' money into checking, savings and other types of accounts. This module will provide you with an understanding of the deposit side of banking.

Program contains 1 module(s).

Elder Financial Abuse (P2813EN)

Elder financial abuse is an issue all banks need to take seriously. It can occur in many different ways. In order to properly combat the financial abuse of elders at your bank it is important to understand the ways financial abuse can occur.
This course will show you the many ways financial abuse of elders occurs and what you can do to prevent it.
This course includes an examination.

Learning Objectives:
- Explain the different forms of elder financial abuse
- Understand how elder financial abuse commonly happens
- Implement policies and procedures at your bank to detect
- elder financial abuse
- React to elder financial abuse by contacting the proper Authorities
- Help prevent elder financial abuse at your bank

Course Outline:
- What Can Happen?
  - Fraud Committed by Stranger
  - Prizes and sweepstakes
  - Investments
  - Charity contributions
  - Home and automobile repairs
  - Loans and mortgages
  - Health, funeral and life insurance
  - Travel
  - Confidence games
  - Telemarketing
  - Mail
  - Fraud Committed by Relatives or Caregivers

- o Joint bank accounts
- o Deed or title transfer
- o Power of attorney and durable power of attorney
- o Living trusts and will
- How It Happens?
  - o Vulnerability
  - o Victim characteristics
  - o Victim facilitation
  - o Re-victimization
  - o Influence
  - o Offender characteristics
  - o Underreporting
- Detecting Elder Financial Abuse
  - o Customer concerns
  - o Account activity
  - o Third party involvement
  - o Examples
- Examples
  - o The grandson's car
  - o The suspicious credit card arrangement
  - o The shared pin
  - o The stranger on the phone
- Reacting to elder financial abuse
  - o Suspicious Activity Reports
  - o Reporting to law enforcement
  - o Developing reporting protocol
- Preventing Elder Financial Abuse
  - o Developing customer relationships
- Providing education programs

Features:
Audio, hybrid
Module(s):
6282EN

Program contains 1 module(s).

Ethics for Bankers (P2390EN)

Business ethics is a serious subject for executives, managers, and front-line employees. All bank employees are expected to make good decisions every day based on the organization's values and contemporary standards in business ethics.
This module will help you understand the importance of recognizing an ethical dilemma and then acting accordingly. It will also assist banks in making sound decisions based on the principles of business ethics.
This course includes an examination.
Learning Objectives:

- Explain the importance of business ethics
- Identify the core values of banking
- Outline a process for ethical decision making
- Discuss some ethical problems banks can be confronted with

Course Outline:

- The Importance of Ethics

- o What is business ethics?
- o The business case for ethics
- o Ethics is a priority
- o The legal framework
- o Laws vs. ethics
- Ethics and bankers
  - o Banking values
  - o Customer expectations
  - o Government expectations
  - o Bank expectations
  - o Insiders
  - o Non-technical insiders
- Ethical decision making
  - o Recognizing ethical dilemmas
  - o Resolving ethical dilemmas
  - o Making a decision
- Common Ethical Problems in Banking
  - o Insider information
  - o Conflicts of interest
  - o Privacy
  - o Bribery
  - o Gifts

Features:
Audio, Hybrid

Module(s):
4438EN

Program contains 1 module(s).

Executive Compensation Practices (P2392EN)

Being a bank director carries a lot of responsibility. Bank directors select management, oversee business performance, ensure compliance with the latest regulations, and make sure the bank is meeting the needs of the community.

Because of this, bank directors need to be compensated.

In this module, we will look at how and why bank directors are compensated, and how banks can establish compensation practices that are based on the principles of safety and soundness.

This course includes an examination.
Learning Objectives:
- Explain why bank directors are compensated
- Discuss the various modes of compensation for bank directors
- Identify the parties that determine compensation levels
- Discuss contemporary issues in bank director compensation

Course Outline:
- Why Are Bank Directors Compensated?
- Responsibility
  - o Attracting talent

- o Responsibilities of the board
- How Are Bank Directors Compensated?
  - o Retainers and board fees
  - o Committee and meeting fees
  - o Equity income
  - o Benefits
- Who Determines Compensation Levels?
  - o Compensation committees
  - o Board of Directors
  - o Unilateral determination
- Contemporary Issues in Bank Director Compensation
  - o Shareholder concerns
  - o Increases in regulation
  - o Increases in liability
- Incentive-Based Compensation
  - o Safety and soundness
  - o Principles of compensation
  - o Balanced risk-taking incentives
  - o Compatibility with effective controls and risk-management
  - o Strong corporate governance

Features:
Audio, Hybrid
Module(s):
4441EN

Program contains 1 module(s).

Fair Credit Reporting Act: Risk Based Pricing (P2747EN)

Risk-based pricing is the practice of offering materially more favorable or materially less favorable credit terms to consumers based on the consumers' credit history. The Fair Credit Reporting Act (FCRA) dictates the rules financial institutions are required to follow
This course includes an examination.
Learning Objectives:

- Ensure all risk-based pricing disclosure policies at your bank are Fair Credit Reporting Act compliant.
- Understand the content, form, and timing requirements of risk-based pricing disclosure notices.

Course Outline:
General Requirements for Risk-Based Pricing Notices

- Providing notice
- Determining which customers must receive notice
- Credit score proxy method of determining which customers must receive notice
- Tiered pricing method of determining which customers must receive notice
- Application to credit card issuers
- Account review

- Content, Form, and Timing of Risk-Based Pricing Notices

- Content
- Form
- Timing
- Application of certain automobile lending transactions
- Timing requirements for contemporaneous purchase credit
- Multiple credit scores

- Exceptions
- Application for specific terms
- Adverse action notice
- Prescreened solicitations
- Loans secured by residential real property: credit score disclosure
- Other extensions of credit: credit score disclosure
- Credit score not available

- Rules of Construction
- One notice per credit transactions
- Multi-party transactions
- Multiple consumers: risk-based pricing notices
- Multiple consumers: credit score disclosure notices

Features:
Audio, Hybrid

Module(s):
5515EN

Program contains 1 module(s).

Fair Debt Collection Practices Act (P3291EN)

The Fair Debt Collection Practices Act (FDCPA) is a Federal law that limits the behavior and actions of debt collectors who are attempting to collect the debt for another person or entity. The law restricts the means and methods by which the debtor can be contacted including the time of day the contact can be made.
This course will provide you with an in-depth look at the Fair Debt Collection Practices Act. You will learn about the legislation that has been enacted to provide guidelines to you, as a debt collector, and protect the consumer.
This course includes an examination.

Learning Objectives:
- Explain the Fair Debt Collection Practices Act
- Understand the guidelines of fair debt collection and the legislation in place to protect the consumer
- Comply with the rules and regulations surrounding the Fair Debt Collection Practices Act

Course Outline:
- Findings, Purpose and Key Definitions
- Exemption for State Regulations
- Background and Findings
- Definitions and Coverage
- Communication
- Harassment, Abuse and Conduct
- Validation of Debts, Multiple Debts

- Legal Actions, Civic Liability, Reports
- Enforcement, State Law, Exemption

Features:
Audio, hybrid

Module(s):
7976EN

Program contains 1 module(s).

Fair Lending (FHA, CRA, Reg B, HMDA) (P3471EN)

Extending credit is a cornerstone of banking. Because of society's need for lending and credit, Congress has passed a number of acts ensuring that banks distribute credit fairly.
In this module we will discuss the laws regarding fair lending practices in the United States. We will provide an overview on the fair lending regulations and discuss the policies and procedures your bank needs to enact to ensure compliance with them.
This course includes an examination.

Learning Objectives:
- The Fair Housing Act (FHA)
- The Equal Credit Opportunity Act (ECOA)
- The Home Mortgage Disclosure Act (HMDA)
- The Community Reinvestment Act (CRA)

Course Outline:
- The Fair Housing Act (FHA)
  - Coverage
  - Enforcement
  - Prospective and retrospective relief
  - Record retention
  - Advertising requirements
  - FDIC monitoring
  - Common concerns
- The Equal Credit Opportunity Act (ECOA)
  - Discriminatory actions
  - Types of lending discrimination
  - Reg. B purpose
  - Relation to state laws
  - Record retention
  - Information for monitoring purposes
  - Notifications
- The Home Mortgage Disclosure Act (HMDA)
  - Requirements
  - HMDA-LAR required contents
  - HMDA-LAR required data
  - Non-compliance
  - Reporting
  - Public disclosure
- The Community Reinvestment Act
  - Evaluations
  - Non-compliance
  - Assessment area delineation

Features:
 Audio, Hybrid
Module(s):
5510EN

Program contains 1 module(s).

Fair Lending Practices (P2401EN)

Extending credit is a cornerstone of banking. Because of society's need for lending and credit, Congress has passed a number of acts ensuring that banks distribute credit fairly.
In this module we will discuss the laws regarding fair lending practices in the United States. We will provide an overview of the legislation that exists, discuss what you need to know, and review the penalties for non-compliance.
This course includes an examination.
Learning Objectives:
By the end of this module, you should be familiar with the ways in which the following laws ensure fair lending practices in America:

- The Fair Housing Act (FHA)
- The Equal Credit Opportunity Act (ECOA)
- The Home Mortgage Disclosure Act (HMDA)
- The Community Reinvestment Act (CRA)

Course Outline:

- The Fair Housing Act
  - Compliance
  - Penalties for non-compliance
- The Equal Credit Opportunity Act
  - Compliance
  - Discriminatory actions
  - Penalties for non-compliance
  - Types of lending discrimination
- The Home Mortgage Disclosure Act
  - Compliance
  - Penalties for non-compliance
- The Community Reinvestment Act
  - Evaluations
- CRA non-compliance

Features:
Audio, hybrid
Module(s):
4449EN

Program contains 1 module(s).

FCRA: Consumer Reports (P2752EN)

The Fair Credit Reporting Act (FCRA) governs the collection, assembly, and use of consumer report information and provides the framework for the credit reporting system in the United States. The FCRA was enacted in 1970, and it has been amended several times in the ensuing years. The two most extensive amendments were the Consumer Credit Reporting Reform Act of 1996 (the 1996 amendments) and the Fair and Accurate Credit Transactions Act of 2003 (FACT Act).

Generally, banks are not considered consumer reporting agencies and therefore do not come under the complete governance of the Act. To avoid becoming a consumer reporting agency, the bank must not transmit any consumer credit information to other banks and creditors, other than information on those accounts that are in the bank. This module will provide you with the information you need to ensure FCRA compliance at your bank.

This course includes an examination.

Learning Objectives:

- Understand the FCRA requirements regarding credit reports
- Explain the disclosures required by the FCRA
- Ensure record retention policies at your bank are FCRA compliant

Course Outline:

- Reports
  - o   Permissible purposes of reports
  - Obligations of users of consumer reports
  - Obsolete information
  - Investigative reports
  - Restrictions on investigative reports
  - Public information for employment purposes
  - Procedure in case of disputed amount
  - Compliance procedures for reporting agencies
  - Prescreened lists
- Disclosures
  - Disclosure to government
  - Disclosure to consumers
  - Conditions of disclosure to consumers
  - Charges for certain disclosures
- Enforcement and Recordkeeping
  - Enforcement
  - Record retention
  - Disposal of records

Features:
Audio, Hybrid
Module(s):
5513EN

Program contains 1 module(s).

FCRA: Medical Rules and Affiliate Marketing (P2753EN)

The Fair Credit Reporting Act was established under Title VI of the Consumer Credit Protection Act to provide consumers with a method of knowing where consumer credit information is acquired and how to correct inaccurate consumer credit reporting information. In addition, it forces the consumer reporting agencies to maintain stricter control guidelines in maintaining consumer credit information.

In this course, we discuss the medical rules and affiliate marketing provisions of the FCRA.

This course includes an examination.

Learning Objectives:

- Understand the FCRA rules regarding consumer reports and information sharing
- Explain the protection of medical information requirements of the FCRA

- Ensure bank policies and procedures regarding affiliate marketing are FCRA compliant

Course Outline:

- Consumer Reports and Information Sharing Jurisdiction and applicability
  o Consumer reports
  o Exceptions
  o Restrictions on medical information
- Protection of Medical Information
  o Limitations on consumer reporting agencies and creditors
  o The redisclosure of medical information
  o Obtaining and using medical information
  o The financial information exception for obtaining and using medical information
  o Other exceptions for obtaining and using medical information
  o Sharing medical information with affiliates
- Affiliate Marketing Opt-Out
  o Solicitation for the purposes of marketing
  o Pre-existing business relationships
  o Solicitation

Features:
Audio, hybrid
Module(s):
5517EN

Program contains 1 module(s).

FCRA: Using Consumer Reports and Furnishing Information (P2754EN)

The Fair Credit Reporting Act was established under Title VI of the Consumer Credit Protection Act to provide consumers with a method of knowing where consumer credit information is acquired and how to correct inaccurate consumer credit reporting information. In addition, it forces the consumer reporting agencies to maintain stricter control guidelines in maintaining consumer credit information.
Generally, banks are not considered consumer reporting agencies and therefore do not come under the complete governance of the act. To avoid becoming a consumer reporting agency, the bank must not transmit any consumer credit information to other banks and creditors, other than information on those accounts that are in the bank.
This course includes an examination.
Learning Objectives:

- Create and maintain a Customer Identification Program at your bank
- Create and maintain a Customer Due Diligence program at your bank
- Create and maintain a BSA compliance program at your bank

Ensure your bank is following BSA regulations regarding AML and Correspondent Accounts
Course Outline:

- Address Discrepancies
  o Notices of address discrepancies
  o The requirement to form a reasonable belief a consumer report relates to the consumer the bank has requested the report for
  o Furnishing consumer addresses to consumer reporting agencies
- Furnishers of Information
  o Various prohibitions on reporting certain information to consumer reporting agencies contained in the FCRA

- o The duty to correct and update information
- o Notices required to be distributed by furnishers of information
- o Responsibilities of furnishers of information regarding identity theft
- Negative Information Notice
  - o Negative information
  - o Model disclosure notices
  - o The ability of the consumer to dispute negative information with the furnisher
  - o Frivolous or irrelevant disputes
  - o Limitations on liability and enforcement
- Prevention of Re-Pollution of Consumer Reports
  - o Overview
  - o Nature and scope of policies and procedures
  - o Establishing and implementing policies and procedures
- Specific components of policies and procedures

Features:
Audio, Hybrid
Module(s):
6277EN

Program contains 1 module(s).

Frontline Essentials (P4272EN)

The Bank Secrecy Act requires financial institutions in the United States to assist U.S. government agencies in detecting and preventing financial crimes, including money laundering and terrorist financing. Frontline staff, who open accounts, accept deposits, and facilitate fund transfers, need to know how the BSA affects those functions. Frontline Essentials consists of five short courses that can be taken separately or together.
There is a test at the end of each course.

Learning Objectives:
- Recognize signs of potentially suspicious transactions and customer activity
- State when a Currency Transaction Report should be filed
- List the information that must be collected and verified when a new account is opened by an individual customer
- List the information that must be collected and verified when a new account is opened by a legal entity customer
- State the purpose of an OFAC compliance program

Course Outline:

- Suspicious Activity Reports (SARS) (8723EN)
- Currency Transaction Reports (CTRs) (8724EN)
- Customer Identification Programs (CIPs) (8725EN)
- Beneficial Ownership Rule (40019EN)
- OFAC Compliance (8726EN)

Duration:
0.83 hours
Features:
Audio, hybrid
Module(s):
8723EN 8724EN 8725EN 8726EN 40019EN

Program contains 5 module(s).

Garnishment of accounts containing federal benefit payments (P2805EN)

On February 23, 2011, Treasury, Social Security Administration (SSA), Department of Veterans Affairs (VA), Railroad Retirement Board (RRB) and Office of Personnel Management (OPM) (Agencies) issued an interim final rule to implement statutory restrictions on the garnishment of Federal benefit payments.

The rule establishes procedures that financial institutions must follow when they receive a garnishment order against an account holder who receives certain types of Federal benefit payments by direct deposit. This module will provide you with the information you need to know concerning the garnishment of accounts containing federal benefit payments.

This course includes an examination.

Learning Objectives:
- Prepare your bank for a regulatory examination
- Explain how regulatory agencies rate banks Identify common concerns many banks have when it comes to complying with key regulatory areas

Course Outline:
- Garnishment Orders
  - Purpose
  - Protected benefits
  - Initial action
  - Account review
  - Rules and procedures to protect benefits
- Providing Notice to the Account Holder
  - Notice requirement
  - Notice content
  - Optional notice content
  - Amending notice content
  - Notice delivery
  - Notice timing
  - Rules for multiple accounts
- Relationship to Other Laws
  - Other Rights and Authorities
  - Preemption of State Law
  - Safe Harbor
- Record Retention and Enforcement

Features:
Audio, Hybrid
Module (s):
6280EN

Program contains 1 module(s).

Handling Money (P2345EN)

Bank tellers handle more money than almost any other profession. Furthermore, tellers are expected to handle and process large quantities of money quickly, efficiently and securely. The way you count money affects the customer's perception of your efficiency and is important to the bank's security. This module will show you techniques for counting and packaging currency,

and highlight security procedures you should employ when handling money.

Program contains 1 module(s).

How to Respond to an Active Shooter (P4280EN)
Active shooter situations are an unfortunate reality. Planning and preparation will help an organization reduce the likelihood of such a situation and mitigate the harm if an incident does occur. This course will advise employees and managers how to respond to an active shooter or other workplace violence situation; outline the components of an emergency action plan and appropriate training; and review the signs of potential workplace violence.

Program contains 1 module(s).

Internal Audit Working Papers (P2947EN)
Audit workpapers are critical in documenting evidence that supports the auditor's objectives, procedures, findings and recommendations.

This module will discuss audit work papers.

Includes an evaluation and certificate of completion.

Program contains 1 module(s).

Introduction to Consumer Lending [US] (P2850EN)
Consumer lending is a cornerstone of the U.S economy. Customers need access to credit to purchase goods such as cars and services such as education. When goods and services are purchased, jobs are created and the economy grows.
This course will provide you with an introduction to consumer lending in the United States by discussing the history of consumer credit, different types of consumer loan and credit criteria. This course includes an examination.
Learning Objectives:
- Explain the history of consumer lending
- Describe the different types of consumer loans Use credit criteria to evaluate prospective borrowers.

Course Outline:
- What Is Consumer Lending?
  - Pre-19th century o Installment payments
  - Demand for consumer credit
  - Growth of credit cards and revolving consumer credit
- Types of Loan
  - Car loans
  - Student loans
  - Credit cards
  - Debit cards and overdraft
- The 5 Cs of Credit Criteria
  - Capacity
  - Capital
  - Collateral
  - Conditions
  - Character
- The Fair Credit Reporting Act

- o Overview
- o Impact on consumer lending policies
- Penalties for non-compliance

Features:
Audio, hybrid
Module(s):
6284EN

Program contains 1 module(s).

IT Security for Banks (P3497EN)

People deposit their money into banks with the assumption that their money will be kept safe. In the past, banks ensured the safety of their customer's deposits by purchasing safes, vaults, and other forms of physical security. Although these traditional forms of security are still necessary, today's banks need to emphasize information technology security if they wish to maintain a reputation as a secure place to deposit money.
This module provides your bank with the information it needs to make informed decisions regarding information technology and stay protected against the latest IT threats.
This course includes an examination.

Learning Objectives:
- Understand how recent technological changes have affected the banking world
- Develop a strategic IT plan for your bank
- Understand how proper vendor management can help to improve IT security at your bank
- Identify emerging IT threats

Course Outline:

- Technology and Your Bank
    - o Identity theft
    - o Fraud detection systems
    - o Customer identification
    - o Payment systems
    - o Hardware changes
- Developing A Strategic IT Plan
    - o Components of a strategic IT plan
    - o FFIEC requirements
    - o IT steering committees Exceptions
- Vendor Management
    - o Vendor Relationships
    - o Vendor Contracts
    - o Communicating with Vendor Customer Support and Management
    - o Monitoring Vendors
- Emerging Technology and Threats o Mobile Banking Smartphones

Features:
Audio, Hybrid
Module(s):
5508EN

Program contains 1 module(s).

IT Security Primer (P3496EN)

Take your knowledge of IT security to the next level with IT Security Primer. Learn about threats to data, protecting information and the role physical security plays in IT security. Long Description: IT Security is a serious concern for every business. As the value of customer and internal data increases, so do the number of threats in existence.

This module describes the fundamentals of information technology security and what your organization has to do to stay protected in this day and age.

This course includes an examination.

Learning Objectives:

- Understand the value of data
- Identify the types of threats to data security that exist
- Define key concepts and terms regarding information technology
- Understand the role physical security plays in protecting information

Course Outline:

- Protecting Information
  - o Understanding the problem
  - o Information security concepts
  - o Creating an information security program
- Network and Security Basics
  - o Key terminology
  - o Defense
- The Castle Concept
  - o The castle concept Threats outside the castle and how you can reduce vulnerability to them

Features:
Audio, Hybrid
Module(s):
5509EN

Program contains 1 module(s).

Loans to Insiders – Regulation O (P2398EN)

Regulation O sets forth limitations on the credit FDIC member banks can extend to officers, senior executives and principal shareholders. In addition, Regulation O requires banks to include periodic reports on credit extended to these senior bank officials.

Program contains 1 module(s).

Managing Mobile Devices for Banks (P3278EN)

In the past few years work environments have been flooded with devices that allow users to access their email and work files any place, any time. Despite this new opportunity there have been few guidelines put in place to help manage this ability to be in constant contact.

This course will provide you with the information you need to manage mobile devices in the modern work environment.

Program contains 1 module(s).

Money Laundering and Terrorist Financing Red Flags (P4263EN)

The Bank Secrecy Act of 1970 requires financial institutions to assist U.S. government agencies in detecting and preventing financial crimes. These crimes include money laundering and terrorist financing. Many transactions that end up being filed in a Suspicious Activity Report are originally processed by the bank's frontline staff. Frontline staff are well positioned to recognize potentially suspicious activity, so they must be vigilant in monitoring their transactions. This course will identify red flags that can help bank employees recognize possible money laundering and terrorist financing schemes.

Program contains 1 module(s).

Mortgage Fraud (P2391EN)

Mortgage fraud is a serious topic in the banking sector. A 2006 FBI report on this growing criminal industry estimated losses of $4.2 billion nationwide due to mortgage fraud. In 2009, this estimate was $14 billion! As a banker, it is important you are aware of the damage mortgage fraud can do to the finances and reputations of banks and their customers.

Program contains 1 module(s).

New Accounts: Product Knowledge and Cross-Selling (P4334EN)

As a frontline employee, you are often called upon to open a new account. In this situation, you need an excellent understanding of your bank's products and services. You have to be able to answer questions. And, of course, you want to provide the best possible customer service. In this course, we will look at how knowledge of your bank's products and services will help you meet customer needs and build strong customer relationships.
Learning Objectives:
- Identify customer needs
- Use Customer Pathways to identify products and services for customers
- Use the Product Recommendation Grid

Course Outline:
- Meeting Needs and Exceeding Expectations
- Identify Customer Needs
  - The power of active listening
  - Who is taking care of our customers' financial needs?
- Know Your Bank's Products and Services
  - Assignment
  - Product competitiveness
- Customer Pathways
  - Talking to customers
  - Creating pathways
- The Product Recommendation Grid
  - Using the Product Recommendation Grid
  - Exercise

Duration:
0.42 hours
Features:
Audio, Hybrid
Module(s):
8729EN

Program contains 1 module(s).

New Accounts: Regulatory Requirements (P4333EN)

As a frontline employee, you are often called upon to open a new account. In this situation, you have to know what information you are required to get from the customer and what information you have to provide. In this course, we will review the regulatory requirements associated with opening a new account and give you an overview of the requirements of the *Bank Secrecy Act* as it pertains to new accounts.

Learning Objectives:

- Know the regulatory requirements you must comply with when you open a new account
- Identify the information that must be obtained from the customer when you open a new account
- Explain the requirements of the BSA
- Know how to provide a seamless customer experience throughout the account opening process

Course Outline:

- Opening a New Account
- Key Regulations
    - Regulation DD: *The Truth in Savings Act*
    - Regulation E; *The Electronic Funds Transfer Act*
    - Regulation CC: *The Expedited Funds Availability Act*
    - *The Gramm-Leach-Bliley Act*
    - *The Fair Credit Reporting Act*
- *The Bank Secrecy Act*
    - Customer Identification Program
    - Required information for new accounts
    - Customer Due Diligence
    - OFAC compliance
    - Red Flags

Duration:
0.42 hours
Features:
Audio, Hybrid
Module(s):
8728EN

Program contains 1 module(s).

Phishing: An Overview (P4027EN)

Phishing is a general term for any attempt to collect personal, financial and sensitive information by posing as a trustworthy entity in an electronic communication. The information is then used to access the targeted individual's accounts and can result in identify theft and financial loss. Bank accounts and credit cards are among the most popular targets for phishers, so it is important that financial organizations, their employees and their customers are knowledgeable about this threat.

This elearning module will give you an overview of phishing, describe how it affects banks, and discuss prevention strategies.

Program contains 1 module(s).

Physical Information Security (P3728EN)

Banks, like all businesses, rely heavily on information. In addition, banks are subject to regulations regarding how they handle information. For these reasons, information security is a key concern for banks. It's important to remember that all information, whether electronic or not, is vulnerable to physical attacks – by means of natural disasters, accidents and criminal activity. This course will give you an overview of this important aspect of bank security. We will review the physical controls that protect information, talk about the 'security mindset' and give examples of physical threats you may not have considered. Finally, we will review disaster recovery and contingency planning.

Program contains 1 module(s).

Principles of Banking (P2402EN)

The two primary functions of the banking sector are accepting deposits and extending credit. These are the cornerstones on which the banking industry in America is founded.

Program contains 1 module(s).

Real Estate Appraisal (P2396EN)

Given the role played by inflated real estate appraisals in the recent financial crisis, it not surprising that real estate appraisers are facing increased regulation. This module will provide you with an overview of Federal Regulation of Real Estate Appraisals. We will discuss the history of regulation in this industry, the current regulations governing real estate appraisals, and transactions that are exempt from the regulations.

Program contains 1 module(s).

Red Flags Identity Theft Prevention Programs (P2739EN)

Every financial institution or creditor that offers or maintains one or more covered accounts must develop and implement a written Identity Theft Prevention Program (Program) that is designed to detect, prevent, and mitigate identity theft in connection with the opening of a covered account or any existing covered account. The Program must be appropriate to the size and complexity of the financial institution or creditor and the nature and scope of its activities.
This module will provide you with the information you need to implement and maintain a fully compliant Red Flags Identity Theft Prevention Program at your bank.
This course includes an examination.
Learning Objectives:

- Explain the necessary components of a Red Flags Identity Theft Prevention Program
- Establish a Red Flags Identity Theft Prevention Program at your bank
- Understand the change of address policies your bank is required to have as a part of its Red Flags Identity Theft Prevention Program Implement proper Red Flags Identity Theft Prevention Program training policies for staff at your bank

Course Outline:

- Overview
  - Identity theft
  - Accounts
  - Covered accounts
  - Red flags
- Establishing the Program
  - Requirements

- o Elements of the program
- o Updating the program
- o Administration of the program
- o Guidelines
- o Other applicable legal requirements
- Change of Address Requirements
  - o Change of address rules
  - o Duties of users regarding address discrepancies
  - o Disposal of consumer information
- Recordkeeping and Enforcement
  - o Recordkeeping
  - o Enforcement
  - o Penalties for non-compliance
- Fraud Alerts
  - o Access to free reports
  - o One-call fraud alerts
  - o Extended alert
  - o Active duty alerts
- Examples
  - o Alerts, notifications or warnings from a consumer reporting agency
  - o Suspicious documents
  - o Suspicious personal identifying information
  - o Unusual use of, or suspicious activity related to, the covered account
- Notice of possible identity theft

Features:
Audio, hybrid
Module(s):
5514EN

Program contains 1 module(s).

Red Flags: Overview (P2803EN)

Red Flags are programs designed to detect, prevent, and mitigate identity theft. Every financial institution or creditor that offers or maintains one or more covered accounts must develop and implement a written Identity Theft Prevention Program (Program).
This module will provide you with the information you need to know about Red Flags Identity Theft Prevention Programs.
This course includes an examination.
Learning Objectives:
- Explain the necessary components of a Red Flags Identity Theft Prevention Program
- Understand how banks establish Red Flags Identity Theft Prevention Programs
- Understand the change of address policies your bank is required to have as a part of its Red Flags Identity Theft Prevention Program
- Ensure proper Red Flags Identity Theft Prevention Program training policies for staff at your bank

Course Outline:
- Important Concepts o Identity theft
  - o Accounts

- o Covered accounts o Service providers
- Establishing the Program
  - o Requirements
  - o Elements of the program
  - o Updating the program
  - o Administration of the program
  - o Guidelines
  - o Other applicable legal requirements
- Change of Address Requirements
  - o Change of address rules
  - o Duties of users regarding address discrepancies
  - o Disposal of consumer information
- Recordkeeping and Enforcement
- Red Flags Examples
  - o Alerts, notifications or warnings from a consumer reporting agency
  - o Suspicious documents
  - o Suspicious personal identifying information
  - o Unusual use of, or suspicious activity related to, the covered account
- Notice of possible identity theft

Features:
Audio, Hybrid
Module(s):
6278EN

Program contains 1 module(s).

Regulation B: The Equal Credit Opportunity Act (P2650EN)

Banks are required to provide people with equal access to credit regardless of race, color, religion, national origin, sex, marital status, or age (among other protected characteristics). In this course we show you how to make sure your bank policies and procedures are compliant with Regulation B (The Equal Credit Opportunity Act). Regulation B applies to all persons and institutions that extend credit.
The Regulation seeks to promote the availability of credit to all credit-worthy applicants by prohibiting creditor practices that discriminate on the basis of any of the Regulation's prohibited bases.
This course includes an examination.
Learning Objectives:
- Ensure all credit policies at your bank are compliant with Regulation B
- Ensure all Regulation B rules are being followed at your bank
- Ensure all required notifications are being provided to customers
- Understand the incentives for self-regulation contained in Regulation B
Course Outline:
- Rules
  - o General Rules
  - o Rules Concerning Requests for Information
  - o Rules Concerning Evaluation of Applications
  - o Rules Concerning Extensions of Credit
  - o Rules for Providing Appraisal Reports Payment of Interest on Balances
- Special Purpose Credit Programs

- o Standards for programs
- o Rules in other sections
- o Special rule concerning requests and use of information
- o Special rule in the case of financial need
- Self-Testing and Self-Correction
  - o General rules
  - o Privilege
  - o Appropriate corrective action
  - o Scope of privilege
- ECOA Requirements
  - o Furnishing Credit Information
  - o Relation to State Laws
  - o ECOA Record Retention
  - o Information for Monitoring Purposes Enforcement Penalties and Liabilities

Features:
Audio, Hybrid
Module(s):
4519EN

Program contains 1 module(s).

Regulation BB: Community Reinvestment Act for OCC, FED, and FDIC Banks (P3498EN)

The Community Reinvestment Act (CRA) was enacted as part of the anti-redlining and anti-discrimination legislation of the 1970s. It requires each federal financial supervisory agency to assess an institution's record of helping to meet the credit needs of the local communities in which the institution is chartered, consistent with the safe and sound operation of the institution. Regulation BB carries out the CRA by: (1) Establishing the framework and criteria by which the Board assesses a bank's record of helping to meet the credit needs of its entire community, including low- and moderate-income neighborhoods, consistent with the safe and sound operation of the bank; and (2) Providing that the regulator takes that record into account in considering certain applications.
This course includes an examination.
Learning Objectives:
- Understand the various standards for assessing performance contained in the CRA
- Ensure compliance with the CRA's reporting, recordkeeping, and disclosure requirements

Course Outline:
- Standards for Assessing Performance
  - o Performance tests and standards o Performance context
  - o Assigned ratings
  - o Safe and sound operations
  - o Education loans
  - o Minority or women-owned institutions and low-income credit unions o Lending test
  - o Affiliate lending
  - o The investment test
  - o The service test
  - o The community development test
  - o Small bank performance standards

- o Small and intermediate banks: lending test
- o Intermediate banks: community development test
- o Strategic plan
- o Assigned ratings
- o Lending, investment and service tests: ratings
- o Effect of evidence of discriminatory or other illegal credit practices
- o Effect of CRA performance on applications
- Assessment Areas, Disclosures, Reports and Records
  - o Reports, records, and disclosures
  - o Assessment areas
  - o Data collection, reporting and disclosure
  - o Small banks electing evaluation under the lending, investment and service tests
  - o Disclosure statements
  - o Content and availability of public file
  - o Public notice by banks
  - o Publication of planned examination schedule
- Ratings
  - o Ratings for banks evaluated under the Lending, Investment, and Service Tests
  - o Ratings for banks evaluated under the Small Bank Performance Standards
  - o Investment Performance Rating
  - o Ratings in general
  - o Service Performance Rating
  - o Strategic plan assessment and rating
  - o Ratings for wholesale or limited purpose banks

Features:
Audio, Hybrid
Module(s):
5511EN

Program contains 1 module(s).

Regulation CC (P2651EN)

Regulation CC establishes the basic rights, liabilities, and responsibilities financial institutions have regarding the availability of consumer deposited funds. Regulation CC prohibits the abusive policies some banks have practiced concerning the availability of consumer deposited funds. Regulation CC also outlines the rules and regulations banks must follow pertaining to substitute checks. It is important banks ensure all of their availability of funds and substitute check policies and procedures are in full compliance with Regulation CC.
This module will provide you with the information you need to know concerning Regulation CC. This course has an examination.
Learning Objectives:
- Ensure the availability of funds policies, procedures, and practices at your bank are in full compliance with Regulation CC.
- Review bank policy to ensure all customers are being provided with the disclosures and notices Regulation CC requires.
- Ensure collection of check policies and procedures at your bank are compliant with Regulation CC.

- Understand the Regulation CC rules regarding substitute checks and ensure compliance with those rules at your bank.

Course Outline:

- Availability of Funds
  - Next day availability
  - The permanent availability schedule
  - Availability exceptions
  - Payment of interest
- Exceptions
  - New accounts
  - Large deposits
  - Redeposited checks
  - Repeated overdrafts
  - Reasonable cause to doubt collectability
  - Overdraft or returned check fee collection
  - Emergency conditions
  - Exception notice
- Disclosures and Notices
  - General disclosure requirements
  - Specific availability policy disclosures
  - Additional disclosures
- Substitute Checks
  - General provisions concerning substitute checks
  - Substitute check warranties
  - Substitute check indemnity
  - Expedited recredit for consumers and banks
  - Liability
  - Consumer awareness
  - Delivery of information

Features:
Audio, Hybrid
Module (s):
4508EN

Program contains 1 module(s).

Regulation D: Reserve Requirements (P2662EN)

Reserve requirements are designed to assist the federal government in the implementation of its monetary policy. In very basic terms, the level of reserves that must be maintained affects the monetary supply. Higher reserves reduce the monetary supply and lower reserves increase the monetary supply. Therefore, if the purpose of the monetary policy is to reduce the availability of lendable money, reserves would be increased. If the policy is to increase the amount of lendable funds, then reserve requirements would be reduced.

To say the least, the Federal Reserve Board maintains a very tight control over the reserve requirements in all financial institutions. In this module we will discuss Regulation D and how it governs reserve requirements in the United States.

This course includes an examination.

Learning Objectives:

- Ensure all policies and procedures at your bank are in compliance with Regulation D.

- Ensure your bank is meeting all of the reporting requirements of Regulation D.

Course Outline:

- Reporting
  - Reporting and location
  - Reporting by depository institutions
- Payment of Interest on Balances
  - General
  - Payment of interest
  - Pass through balances
  - Excess balance accounts
  - Term deposits
  - Procedures for determination rates
- NOW Accounts
  - Individuals
  - Nonprofit organizations
  - Governmental units
  - Funds held by a fiduciary
  - The grandfather provisions
- Reserve Requirements
  - Computation of Required Reserves
  - Maintenance of Required Reserves
  - Charges for Reserve Deficiencies
  - Supplemental Reserve Requirement
  - International Banking Facilities
  - Emergency Reserve Requirement
  - Exemption From Reserve Requirements
  - Transaction Accounts
  - Non-personal Time Deposits
  - Promissory Notes Due Bills, And Other Obligations
  - Eurocurrency Reserve Requirement
  - Eligible Reserve Assets U.S. Branches and Agencies Of Foreign Banks

Features:
Audio, Hybrid
Module(s):
4518EN

Program contains 1 module(s).

Regulation DD (P2520EN)

Regulation DD: The Truth in Savings Act seeks to increase uniformity in the disclosures financial institutions provide customers opening new accounts. It also stipulates rules for account advertising and the required disclosures banks must provide consumers regarding overdrafts. Given the effect Regulation DD's disclosure and advertising rules have on the day to day business of a bank, it is vitally important compliance officers are well versed in this regulation. This module will provide you with the information you need to know concerning Regulation DD: The Truth in Savings Act. This course has an examination.
Learning Objectives:

- Ensure the stipulations regarding the disclosures and notices required by Regulation DD are being followed at your bank.

- Review your bank's existing advertising and advertising policies to ensure all advertising at your bank adheres to Regulation DD's advertising provisions.
- Review interest paying policies at your bank to ensure they are in compliance with Regulation DD.
- Review overdraft policies at your bank to ensure they are in compliance with Regulation DD.

Course Outline:

- Disclosures an Notices
  - General disclosure requirements
  - Delivery of account disclosures
  - Required content for account disclosures
  - Notice of disclosure availability to existing account holders
  - Subsequent disclosures required after initial disclosures are made
  - Periodic statement disclosures
- Advertising
  - Misleading and inaccurate advertisements
  - Permissible rates
  - Terms requiring additional disclosures
  - Bonuses
  - Exempt advertisements
  - Indoor signs
- Payment of Interest
  - Permissible methods
  - Compounding and Crediting Policies
  - Accrual
- Additional Disclosure Requirements for Overdrafts
  - Administrative Enforcement and Civil Liability
- Record Retention

Features:
Audio, Hybrid
Module (s):
4507EN

Program contains 1 module(s).

Regulation E: The Electronic Funds Transfer Act (P2519EN)

Regulation E: The Electronic Funds Transfer Act establishes the basic rights, liabilities, and responsibilities of consumers who use electronic fund transfer services and of financial institutions that offer these services. Regulation E's goal is to protect consumers who engage in electronic fund transfers. It is important banks ensure all of their electronic fund transfer policies and procedures are in full compliance with Regulation E (12 CFR 1005).
This module will provide you with the information you need to know concerning Regulation E: The Electronic Funds Transfer Act.
This course has an examination.
Learning Objectives:

- Ensure all the necessary disclosure policies required by Regulation E are in place at your bank.
- Review bank protocols regarding electronic fund transfers are fully compliant with Regulation E.

- Ensure your bank is keeping the necessary electronic fund transfer records.
- Review bank policy to ensure that all other requirements of Regulation E are being met.

Course Outline:

- Coverages and Exemptions
  - Electronic Fund Transfers
  - Exclusions
  - Issuance of Access Devices
- Disclosures and Notices
  - Initial Disclosures
  - Timing
  - Content
  - ATM Disclosures and Receipts
  - Periodic Statements
- Customer Liability
  - Unauthorized Transfers
- Error Resolution
  - Notice
  - Investigation
  - Resolution
- Preauthorized Transfers
  - Written authorization
  - Consumer's Right to Stop Payment
  - Notice of Transfer
  - Compulsory Use
- Open End Loans
- EFT Requirements
  - Non-Account Holding Service Providers
  - Provider of EFT Services
  - Government Benefits
  - Issuance of Access Devices
  - Alternative to Periodic Statements
  - Modified Requirements
  - Overdraft Requirements
  - Opt-in Requirements
  - Content and Form of Notice
  - Joint Relationships and Overdraft Services
  - Payroll Card Accounts
  - Modified Requirements
  - Gift Cards
- Relation to Other Laws and Record Retention
  - Regulation E
  - Regulation Z
  - Inconsistent State Laws
- Subpart B
  - Disclosures
  - Disclosure requirements
  - Estimates
  - Procedures for resolving errors
  - Procedures for cancellation and refund of remittance transfers
- Transfers scheduled before the date of the transfer

Features:
Audio, Hybrid
Module (s):
4506EN

Program contains 1 module(s).

Regulation M: Consumer Leasing (P4325EN)

Regulation M applies to all persons who regularly lease, offer to lease, or arrange for the lease of personal property under a consumer lease. The regulation is designed to provide consumers with meaningful disclosures that enable them to compare terms for a particular lease with those for other leases and, when appropriate, to compare lease terms with those for credit transactions. The regulation also provides for accurate disclosure in leasing advertisements and limits the size of balloon payments in consumer lease transactions. This course will provide an overview of Regulation M.
The course is not a substitute for the regulation. You must refer to the regulation and its official interpretations for complete and definitive information regarding its requirements.

Program contains 1 module(s).

Regulation O: Insider Lending (P3277EN)

Regulation O governs extensions of credit made by a bank to an executive officer, director, or principal shareholder. It also applies to extensions of credit made by a bank to a political or campaign committee that benefits or is controlled by such a person.

This course will provide you with an in-depth look at Regulation O. You will learn about extensions of credit, prohibitions and restrictions, reporting and recordkeeping and required disclosures.

Program contains 1 module(s).

Regulation P: The Gramm-Leach-Bliley Act (P2687EN)

The Gramm-Leach-Bliley Act (GLBA), implemented by banking regulation Privacy of Consumer Financial Information, was signed into law on November 12, 1999. Subtitle A of Title V of the Act, captioned 'Disclosure of Nonpublic Personal Information,' limits the instances in which a financial institution may disclose nonpublic personal information about a consumer to nonaffiliated third parties and requires a financial institution to disclose to all of its customers the institution's privacy policies and practices with respect to information sharing with both affiliates and nonaffiliated third parties.
This module will discuss compliance with the Gramm-Leach-Bliley Act.
This course includes an examination.
Learning Objectives:
- Understand the privacy and opt out notice requirements of the Gramm-Leach-Bliley Act
- Identify exceptions to the Gramm-Leach-Bliley Act
- Explain how the Gramm-Leach-Bliley Act relates to other laws and regulations

Course Outline:
- Subpart A: Privacy and Opt Out Notices
  - Initial privacy notices to consumers required
  - Annual privacy notice to customers required

- o Information to be included in privacy notices
- o Form of opt out notice to consumers; opt out methods
- o Revised privacy notices
- o Delivering privacy and opt out notices Special Purpose Credit Programs
- Subpart B: Limits on Disclosures
  - o Limits on Disclosure of Non-Public Personal Information to Nonaffiliated Third Parties
  - o Limits on Redisclosure and Reuse of Information
  - o Limits on Sharing Account Number Information for Marketing Purposes
- Exceptions
  - o Exceptions To Opt Out Requirements for Service Providers and Joint Marketing
  - o Exceptions to Notice and Opt Out Requirements for Processing and Servicing Transactions
  - o Other Exceptions To Notice And Opt Out Requirements
- Subpart D: Relation to Other Laws; Effective Date
  - o Protection of Fair Credit Reporting Act
  - o Effective Date – Transaction Rule Relation to State Laws

Features:
Audio, hybrid
Module(s):
4520EN

Program contains 1 module(s).

Regulation Z: Closed End Credit (P2632EN)

Regulation Z is the primary Federal regulation governing lending in the United States. This module will provide you with a comprehensive look at the requirements banks must follow under Regulation Z regarding closed-end loans.
This course has an examination.
Learning Objectives:
- Ensure closed end credit policies at your bank are in compliance with Regulation Z
- Review disclosure policies at your bank to ensure compliance with Regulation Z
- Understand the right of rescission rules contained in Regulation Z

Course Outline:
- General Disclosures
- o Form of disclosures
- o Timing of disclosures
- o Basis of disclosures and use of estimates
- o The rules concerning both multiple creditors and multiple consumers
- o Effect of subsequent events
- o Early disclosures
- o Mail and telephone orders and delay in disclosures
- o Series of sales and delay in disclosures
- o Interim student credit extensions
  - Content of Disclosures
- o Creditor and Amount Financed

- Itemization of Amount Financed
- Finance Charge
- APR and Variable Rate
- Payment Schedule and Total Payments
- Demand Feature and Total Sale Price
- Prepayment and Late Payment
- Security Interest and Insurance and Debt Cancellation
- Contract Reference, Assumption Policy and Required Deposit
- Interest Rate and Payment Summary for Mortgage Transactions
- 'No-Guarantee-to-Refinance" Statement
  - Certain Residential Mortgage and Variable Rate Transactions
- Reverse Mortgage Transactions Subject to RESPA
- Timing of variable-rate mortgage disclosures
- Content of variable-rate mortgage disclosures
- Disclosure requirements for mortgage loans secured by real property (other than a reverse mortgage)
  - Disclosure Requirements Regarding Post Consummation
- Refinancing
- Assumptions
- Rate Adjustments with a corresponding change in payment
  - Treatment of Credit Balances
  - Determination of APR
- Accuracy of Annual Percentage Rate
- Mortgage Loans Additional
- Tolerance for Mortgage Loans
  - Right of Rescission
- Consumer's right to rescind
- Notice of right to rescind
- Delay of creditor's performance
- Effects of rescission
- Consumer waivers
- Exemptions
- Tolerance for accuracy
- Special rules for foreclosures
  - Requirements for High Cost Mortgages
- Coverage
- Exceptions
- Definitions
- Disclosures
- Limitations
  - Requirements for Reverse Mortgages
- Content of Disclosures
- Projected Total Cost of Credit
  - Mortgage Transfer Disclosure
- Disclosure Required
- Exceptions
- Content of Required Disclosures
- Optional Disclosures
  - Valuation Independence
- Valuation of Consumer's Principal Dwelling
- Prohibition on Conflicts of Interest
- When Extension of Credit Prohibited

- o Customary and Reasonable Compensation
- o Mandatory Reporting
  - Prohibited Acts or Practices in Connection With High-Cost Mortgages
  - Requirements for Higher Priced Mortgage Loans
- o Escrow Accounts
- o Appraisals
  - Prohibited Acts or Practices: Consumer's Principal Dwelling
- o Servicing Practices
- o Prohibited Payments to Loan Originators
- o Prohibition on Steering
  - Periodic Statements for Residential Mortgage Loans
- o Periodic statements
- o Exemptions
  - Minimum Standards for Transactions Secured by a Dwelling
- o Repayment ability
- o Refinancing of non-standard mortgages
- o Qualified mortgages
- o Balloon-payment qualified mortgages made by certain creditors
- o Prepayment penalties
- o Follow this link for a list of definitions applicable to this section
  - Loan Originator Qualification Requirements
- o Name and NMSLR ID on Loan Documents
  - Policies and Procedures to Ensure and Monitor Compliance

Program contains 1 module(s).

Regulation Z: Open End Credit (P2631EN)

Regulation Z is the primary Federal regulation governing lending in the United States. This module will provide you with a comprehensive look at the requirements banks must follow under Regulation Z regarding open end loans. Specifically, we will discuss policy requirements, disclosures and credit card lending.
This course has an examination.
Learning Objectives:
- Ensure open end credit policies at your bank are in compliance with Regulation Z
- Review disclosure policies at your bank to ensure compliance with Regulation Z
- Understand how credit card lending is regulated in the United States

Course Outline:
- General Disclosure Requirements
- Credit and Charge Card Applications and Solicitations
- Applications and Solicitations of Credit Cards
- Balance Calculation Method
- Requirements for Home Equity Plans
- Account Opening Disclosures
- Periodic Statement
- Identification of Transactions
- Subsequent Disclosure Requirements
- Crediting Payments
- Treatment of Credit Balances
- Special Credit Card Provisions

- Billing Error Resolution
- Determination of APR
- Right of Rescission
- Consumer's Waiver of Right to Rescind

Features:

Audio, Hybrid

Module(s):

4510EN

Program contains 1 module(s).

Regulation Z: Purpose , Coverage and Advertising (P2630EN)

Regulation Z is the primary Federal regulation governing lending in the United States. This module will provide you with a comprehensive look at the requirements banks must follow under Regulation Z regarding coverage, advertising, annual percentage rate and finance charges. This course has an examination.

Learning Objectives:

- Ensure finance charge policies at your bank are in compliance with Regulation Z
- Review advertising policies at your bank to ensure compliance with Regulation Z

Course Outline:

- Authority, Purpose, Coverage, Organization, and Enforcement
- Exempt Transactions
  - o Business, commercial, agricultural, and organizational credit
  - o Credit over applicable threshold amount
  - o Public utility credit
  - o Securities or commodities accounts
  - o Home fuel budget plans
  - o Student loan programs
  - o Employer-sponsored retirement plans Disclosures and notices
- Finance Charge
  - o General rules for finance charges
  - o Examples of finance charges
  - o Charges excluded from the finance charge
  - o Insurance and debt cancellation and debt suspension coverage
  - o Certain security interest charges
  - o Prohibited offsets
- Annual Percentage Rate
  - o APR accuracy
  - o General rules
  - o Optional effective annual percentage rate for periodic statements for creditors offering open-end plans
  - o Calculations of APR where a daily periodic rate is applied
- Use of Annual Percentage Rate in Oral Disclosures
  - o The rules regarding open-end credit and oral disclosure of APR
  - o The rules regarding closed-end credit and oral disclosure of APR

- Record Retention
- Language of Disclosures
- Effects on State Law
- State Exemptions
- Limitations on Rates
- Advertising Open End Credit
  - Advertising terms
  - Catalog and other multiple page advertisements
  - Electronic advertisements
  - Additional requirements for home equity plans
  - Promotional rates and fees
  - Deferred interest or similar offers
- Advertising Closed End Credit
  - Statement of terms
  - Finance charge
  - Catalogs or other multiple-page advertisements
  - Electronic advertisements
  - Alternative disclosures for television or radio advertisements
  - Tax implications
- Prohibited acts or practices in advertisements for credit secured by a dwelling

Features:
Audio, Hybrid
Module (S):
4514EN

Program contains 1 module(s).

Regulation Z: Subpart G (P2638EN)

Regulation Z is the primary Federal regulation governing lending in the United States. Contained in Regulation Z are provisions creditors must follow concerning credit card accounts and open end credit extended to college students. This module will provide you with the information you need to ensure compliance with Subpart G of Regulation Z.
This course has an examination.
Learning Objectives:
- Ensure all credit card account policies at your bank are in compliance with Regulation Z
- Ensure all policies at your bank regarding extending open end credit to young people and college students are compliant with Regulation Z

Course Outline:
- Ability to Pay
  - Reasonable policies and procedures
  - Minimum periodic payments
  - Rules affecting young customers
  - Credit line increases for young consumers
- Limitations on Fees
  - Limitations during first year after account opening
  - Limitations on penalty fees
  - Prohibited fees
- Allocation of Payments

- - - - - - -
  - o Accounts with balances subject to deferred interest or similar program
  - o Accounts with secured balances
  - Limitation on the Imposition of Finance Charges
    - o Definition of grace period
  - Limitations on Increasing Annual Percentage Rate, Fees and Charges
    - o Exceptions
    - o Treatment of protected balances
    - o Continuing application
  - Requirements for Over-The-Limit Transactions
    - o Opt-in requirements
    - o Method of election
    - o Timing and placement of notices
    - o Content
    - o Joint relationships
    - o Continuing right to opt in or revoke opt-in
    - o Duration of opt-in
    - o Time to comply with revocation request
    - o Prohibited practices
  - Reporting and Marketing Rules for College Student Open-end Credit
    - o Public disclosure of agreements
    - o Prohibited inducements
    - o Annual report to the Board
  - Internet Posting of Credit Card Agreements
    - o The submission of agreements to the Board
    - o The form and content of agreements submitted to the Board
    - o Posting of agreements offered to the public
    - o Agreements for all open accounts
    - o E-Sign Act requirements Limitations on Rates
  - Reevaluation of Rate Increases
    - o Evaluation of increased rate
    - o Rate reductions
    - o Policies and procedures
    - o Timing
    - o Factors
    - o Rate increases subject to section 1026.55(b)(4)
    - o Termination of obligation to review factors
    - o Acquired accounts
    - o Exceptions

Features:
Audio, Hybrid
Module (s):
4515EN

Program contains 1 module(s).

Regulatory Accounting and Operational Auditing (P2943EN)
Regulatory accounting and operational auditing are integral elements of the role of the internal auditor.

In this module, we will introduce you to these concepts by discussing bank financial statements,

asset/liability management, operational auditing, compliance auditing, and the CAMELS bank rating system.

This module contains a test and a certificate.

Program contains 1 module(s).

Regulatory Examination Preparation (P2810EN)

Compliance examinations are the primary means regulatory agencies use to determine whether a financial institution is meeting its responsibility to comply with the requirements and proscriptions of federal consumer protection laws and regulations. Compliance examinations and visitations are conducted for a variety of reasons, but always have the same purpose: to ensure bank policies and procedures are fully compliant with federal banking regulations.
This module will help prepare your bank for regulatory examinations.
This course includes an examination.
Learning Objectives:

- Prepare your bank for a regulatory examination
- Explain how regulatory agencies rate banks
- Identify common concerns many banks have when it comes to complying with key regulatory areas

Course Outline:

- Regulatory Examinations
    - o The purpose of regulatory examinations
    - o Compliance management systems
    - o Risk focusing and determining risk
    - o Compliance examinations
    - o Management and board of directors and regulatory examinations
    - o Examinations and bank size
    - o Compliance examiners
- The Examination Process
    - o Pre-examination planning
    - o Examples of requested information
    - o Review and analysis
    - o Examination scope
    - o Further evaluation areas
    - o Concluding the review and analysis phase
    - o Communicating findings
    - o Consumer compliance ratings
- Common concerns
    - o The Bank Secrecy Act
    - o The Electronic Funds Transfer Act
    - o The Truth in Savings Act
    - o Regulation CC
    - o Regulation Z
    - o The Flood Disaster Protection Act
    - o The Real Estate Settlement Procedures Act
    - o Regulation D
    - o The Equal Credit Opportunity Act
- The Fair Credit Reporting Act

Features:
Audio, Hybrid
Module(s):

Program contains 1 module(s).

Right to Financial Privacy (P2919EN)

The Right to Financial Privacy Act of 1978 provides customers of financial institutions with a reasonable amount of privacy for their financial records from the federal government.

This module will teach you what you need to know to ensure bank policies and procedures are compliant with the RFPA.

The module includes an assessment and certificate of completion.

Program contains 1 module(s).

Robbery Prevention Techniques for Security Officers, Executives and Managers (P1298EN)

The Security Officer's primary duty is to develop and administer a written Security Program for the institution. This is not an option for any financial institution – banks, credit unions or thrifts – it is a regulatory requirement. And even if it wasn't a requirement, initiating and maintaining an effective Security Program just makes good business sense. The Security Program must contain policies and procedures that address robberies – as well as an initial and periodic training program that also addresses robbery.

The purpose of this module is to examine the contributing factors common to most robberies – both the ones that the institution may control and the ones it can't. If the institution's robbery prevention efforts are unsuccessful, we will suggest potential solutions that managers and executives may consider in responding to robberies and their inevitable aftermath.

Program contains 1 module(s).

Robbery Response & Aftermath Techniques for Security Officers (P1299EN)

Security is described as the act of providing protection and defense against real or anticipated threats to the institution and its components. The purpose of this segment is to suggest the most effective techniques for responding to robberies of all types. This segment also suggests potential solutions that managers and executives may consider in responding to robberies and their inevitable aftermath.

Program contains 1 module(s).

Robbery Response Techniques For All Personnel (P1297EN)

Your institution's Security Director is responsible for developing and managing the institution's Security Program. The Security Program must contain policies and procedures that address robberies – as well as contain an initial and periodic training program that also addresses robbery. It's the institution's position that maintaining the security environment is perhaps the most important 1% of its business activities.

This Security Program is designed to create and to maintain a safe and secure environment for the institution's employees to work – and for the institution's customers to conduct business. You are just as responsible for maintaining the institution's Security Program as is the Security Director

and your role is a simple – but critical – one. Your role is important and it has three parts: to be aware of the need to protect yourself, your family, other employees, customers and other persons on the premises; to observe and report unusual or suspicious persons and events to your supervisor or to the Security Director; and To take appropriate action if you feel that your safety – or the safety of another person – is at risk.

Program contains 1 module(s).

Security Skills Online for Security Officers and Executives - The Complete Program (P4185EN)

Protect your institution with an effective security program.

An effective security program is an excellent tool for protecting the institution's work product, physical assets, intellectual assets and personnel. This comprehensive e-learning program is designed to give those with responsibilities for the security function in all sizes and types of financial institutions the skills and knowledge they need to implement and carry out the security function.

This program will provide an introduction to security and the security function.

Includes Security: An Orientation, Security: Laws, Rules and Regulations, Security: The Department, Security: Personnel, Robbery Response Techniques For All Personnel, Robbery Prevention Techniques for Security Officers, Executives and Managers, Robbery Response & Aftermath Techniques for Security Officers, The Annual Security Program Report, Workplace Violence Issues For Security Officers.

Security Skills was created by Dana Turner, a leading security practitioner and educator, and the developer of and lead instructor for ICBA's Bank Security Institute.

Target Audience:
Those with responsibilities for the security function in all sizes and types of financial institutions.

Program contains 18 module(s).

Security: The Department (P1241EN)

Security has become the evolutionary process through which we provide a safe and secure environment within which our employees may work and our customers may conduct business. This e-learning module reviews the tasks, functions and responsibilities that are logically assigned to the Security Department.

This module is part of a comprehensive e-learning program that addresses the security function.

Target Audience:>
Those with with responsibilities for the security function in all sizes and types of financial institutions.

Program contains 1 module(s).

Security: An Orientation (P1234EN)

An effective security program is an excellent tool for protecting the institution's work product, physical assets, intellectual assets and personnel. This e-learning module introduce key concepts

in security and provides a basic understanding of the security function.

This module is part of a comprehensive e-learning program that addresses the security function.

Target Audience:
Those with responsibilities for the security function in all sizes and types of financial institutions.

Program contains 1 module(s).

Security: Laws, Rules and Regulations (P1240EN)

The security function's primary duty is to develop and administer a written Security Program for the institution. Examiners evaluate the potential effectiveness of an institution's Security Program in three parts: physical security, process security and information systems (IS) security. This e-learning module discusses the laws, rules and regulations that affect the security function.

This module is part of a comprehensive e-learning program that addresses the security function.

Target Audience:
Those with with responsibilities for the security function in all sizes and types of financial institutions.

Program contains 1 module(s).

Security: Personnel (P1242EN)

No one person needs to perform all of the security-related tasks within the institution – the security function actually works best when several skilled people apply their respective knowledge, training and expertise to address security issues. This e-learning module suggests personnel who may logically perform safety and security-related tasks.

This module is part of a comprehensive e-learning program that addresses the security function.

Target Audience:
Those with with responsibilities for the security function in all sizes and types of financial institutions.

Program contains 1 module(s).

Servicemembers Civil Relief Act (P2804EN)

The purpose of the Servicemembers Civil Relief Act is to: 1. Provide for, strengthen, and expedite the national defense through protection extended by this Act to servicemembers of the United States to enable such persons to devote their entire energy to the defense needs of the Nation. 2. Provide for the temporary suspension of judicial and administrative proceedings and transactions that may adversely affect the civil rights of servicemembers during their military service.
This module will focus on the aspects of the Act relevant to banks: Titles I, II, III, VI and VII. You will be provided with the information necessary to ensure compliance with the Servicemembers Civil Relief Act at your bank.
This course includes an examination.
Learning Objectives:
- Understand how the provisions of the Servicemembers Civil Relief Act effect bank dealings with servicemembers

- Ensure all open and closed end credit policies at your bank are compliant with the Servicemembers Civil Relief Act Course Outline:
- Title I
    - Jurisdiction and applicability
    - Protection of persons secondarily liable
    - Extension of protections to citizens serving with allied forces
    - Notification of benefits
    - Extension of rights and protections to reserves ordered to report for military service
    - Waiver of rights pursuant to written agreement
    - Exercise of rights under Act not to affect certain future financial transactions
    - Legal representatives
- Title II
    - Protection of servicemembers against default judgments
    - Stay of proceedings when servicemember has notice
    - Fines and penalties under contracts
    - Stay or vacation of execution of judgments, attachments, and garnishments
    - Duration and term of stays; co-defendants not in service
    - Statute of limitations
    - Maximum rate of interest on debts incurred before military service
- Title III o Protection under installment contracts for purchase or lease
    - Mortgages and trust deeds
    - Settlement of stayed cases relating to personal property
    - Termination of residential or motor vehicle leases
    - Protection of life insurance policy
    - Enforcement of storage liens
    - Extension of protections to dependents Fraud Alerts
- Title VI
    - Inappropriate use of the Act
    - Certificates of service; persons reported missing
- Interlocutory orders

Features:
Audio, Hybrid
Module(s):
5516EN

Program contains 1 module(s).

Social Media for Banks (P3279EN)

Social Media has changed the way we interact with each other. Bank and customer interaction is no exception. In this course, we will look at how social media impacts banks. We will pay particular attention to the intersection of banking regulation and social media.

Program contains 1 module(s).

Telephone Basics (P2344EN)

Being a teller isn't just about face to face interactions with customers. You are also expected to interact with customers and potential customers over the phone. In order to securely and efficiently serve customers over the phone you need to have an understanding of telephone-

based customer service, as well as the proper security procedures for conducting bank business over the phone.

Program contains 1 module(s).

Teller Basics (P2339EN)

Banking is a people-oriented service industry. As in other service industries, customers expect quick, efficient, courteous service. However, in banking, expectations are heightened. Customers need to know their transactions are being processed by professionals who care about them and their money. This module will provide bank tellers with the information they need to effectively serve bank customers. You will learn about professionalism, transaction processing, security and protecting against scams.

Program contains 1 module(s).

The Affordable Care Act for Banks (P3244EN)

The Patient Protection and Affordable Care Act, commonly known as the Affordable Care Act or 'Obamacare,' was enacted with the goals of increasing the quality and affordability of health insurance, reducing the amount of people without health insurance, and reducing the costs of healthcare for individuals and the government.

To accomplish these goals the Affordable Care Act places a number of requirements on private business that differ based on the business' number of employees. In this module we will discuss the rules small business must follow under the Affordable Care Act.

Program contains 1 module(s).

The Annual Security Program Report (P1333EN)

State and federal regulations require that the Security Officer must submit a report to the institution's Board of Directors annually regarding the effectiveness of the Security Program. The first step in this process is to conduct a thorough review of the institution. The goals of this review are to identify and remedy actual and potential sources of safety-related issues and monetary losses.

The purpose of the security review is to identify conditions that may result in a loss or a legal action tomorrow – or thirty years from now. In other words, this review simply targets an institution's loss potential – using a standardized, practical and cost-effective methodology for analyzing the condition and contributions of the security function; and identifying the institution-wide windows of opportunity for loss from all sources.

Program contains 1 module(s).

The Bank Secrecy Act (P2399EN)

The Bank Secrecy Act (BSA) is one of the main tools the Federal Government uses to combat financial crimes and terrorist activity. The BSA requires banks to assist in preventing crime by enacting sound policies regarding reporting, recordkeeping, and monitoring of potentially criminal activity.

Program contains 1 module(s).

The Consumer Credit Protection Act [US] (P2851EN)

The Consumer Credit Protection Act is comprised of several pieces of legislation relating to the consumer credit. This module will provide will provide you with the information you need to know about the Consumer Credit Protection Act by discussing the relevant parts of the following pieces of legislation: TILA, FCBA, The Consumer Leasing Act, FCRA, ECOA, FDCPA, and the EFTA.

Program contains 1 module(s).

The Federal Deposit Insurance Corporation (FDIC) (P2397EN)

The Federal Deposit Insurance Corporation (FDIC) is a U.S. government agency that exists to protect the money people put into banks. Since it was established in 1933, no depositor has lost any money insured by the FDIC.

Program contains 1 module(s).

The Flood Disaster Protection Act (P2571EN)

The Federal government enacted the National Flood Insurance Act of 1968 (NFIA) and the Flood Disaster Protection Act of 1973 (FDPA) because of the increased risk associated with loans secured by property in flood zones. The FDPA states that a bank cannot make, increase, extend, or renew any designated loan unless the building or mobile home and any personal property securing the loan is covered by flood insurance for the term of the loan. In addition, a bank that acquires a loan from a mortgage broker or other entity through table funding must be considered to be making a loan for the purposes of this requirement.
This module will provide compliance officers with the information they need to ensure lending policies at their bank are compliant with the National Flood Insurance Act of 1968 and the Flood Disaster Protection Act of 1973.

This course has an examination.

Learning Objectives:

- Ensure proper policies and procedures concerning lending in flood zones are in place at your bank
- Understand the determination fee requirements of the FDPA
- Ensure your bank is distributing to customers the disclosures and notices required under the FDPA

Course Outline:

- Policies and Procedures
    o Escrow requirements
    o The standard flood hazard determination form
    o Forced placement of flood insurance
- Fees
    o Borrower fee
    o Purchaser or transferee fee
- Disclosures and notices
    o Special flood hazards and federal disaster relief assistance
    o Contents of notice
    o Timing of notice
    o Record of receipt
    o Alternate methods of notice
    o Use of prescribed form of notice
    o Notice of servicer's identity
    o Transfer of servicing rights

- Flood Maps
  - Flood zone determination
  - Obtaining flood maps
  - Insurance outreach toolkit for flood map updates
  - The National Flood Insurance Program (NFIP)

Features:
Audio, Hybrid
Module (s):
4513EN

Program contains 1 module(s).

The Flood Disaster Protection Act for FDIC-Supervised Institutions (P4018EN)

The Federal government enacted the National Flood Insurance Act of 1968 (NFIA) and the Flood Disaster Protection Act of 1973 (FDPA) because of the increased risk associated with loans secured by property in flood zones. The FDPA states that a bank cannot make, increase, extend, or renew any designated loan unless the building or mobile home and any personal property securing the loan is covered by flood insurance for the term of the loan. On December 19, 2014, the FDIC adopted a final rule that integrates the flood insurance regulations for FDIC-supervised institutions (State non-member banks and State savings associations) with the existing FDPA requirements. This module will provide compliance officers at FDIC-supervised institutions with the information they need to ensure their institution's lending policies are compliant with the final rule.

Program contains 1 module(s).

The Home Mortgage Disclosure Act and LAR Completion (P2663EN)

The Home Mortgage Disclosure Act (HMDA) of 1975 requires banks to report loan data regarding home purchases, home improvement loans, and refinancing. The HMDA helps the Federal Financial Institutions Examination Council (FFIEC) determine if discriminatory lending practices are taking place, if banks are meeting the housing needs of the public and where to disburse public sector investments.
This module will provide you with the information you need to ensure your bank is in full compliance with the Home Mortgage Disclosure Act and accurately complete Loan Application Register (LAR) forms.
This course includes an examination.
Learning Objectives:
- Ensure the policies and procedures at your bank are in compliance with the HMDA
- Explain the purpose of HMDA
- Understand that certain institutions are exempt from HMDA
- Discuss data compilations
- Complete a LAR
- Ensure bank polices are compliant with HMDA disclosure and reporting rules
- Discuss HMDA enforcement and penalties for non-compliance

Course Outline:
- Purpose
  - HMDA and unsound lending practices
  - Redlining
- Exemptions

- o Exemption threshold
- o Exemptions based on state law
- o Loss of exempt status
- Data Compilation
  - o Data format and itemization
  - o Collection of data on ethnicity, race, sex, and income
  - o Optional data
  - o Excluded data
  - o Data reporting for banks and savings associations that are required to report data on small business, small farm, and community development lending under the Community Reinvestment Act Good Faith Estimates
- LAR Completion
- Disclosure and Reporting
  - o Reporting to the applicable federal regulatory agency
  - o Public disclosure of disclosure statement
  - o Public disclosure of modified loan application register
  - o Availability of data
  - o Notice of availability
  - o Loan aggregation and central data depositories
- Enforcement
  - o Administrative enforcement Bona fide errors

Features:
Hybrid, Audio
Module(s):
4517EN

Program contains 1 module(s).

The Real Estate Settlement Procedures Act (RESPA) (P3034EN)

The Real Estate Settlement Procedures Act (RESPA) was passed by Congress in 1974 to limit real estate lending practices employed by banks that were deemed to be unfair to the consumer. RESPA was amended in 2010 to restrict the amount that fees can increase between the GFE and HUD-1 or HUD-1A.
The Bureau of Consumer Financial Protection (CFPB) issued a final rule for RESPA implementing provisions of the Dodd-Frank Wall Street Reform and Consumer Protection Act regarding mortgage loan servicing. This final rule and others for RESPA incorporated into this program are part of the mortgage rules issued by the CFPB effective January 2014.
This course has an examination.

Learning Objectives:

- Ensure RESPA rules regarding the Special Information Booklet are being followed at your bank (note that the booklet is now called Your Home Loan Toolkit; it is still referred to as the Special Information Booklet in RESPA and Regulation Z)
- Understand Good Faith Estimates and how they relate to your bank's policies and procedures
- Ensure settlement statement policies at your bank are compliant with RESPA

- Understand how to comply with RESPA's prohibition against kickbacks and unearned fees
- Follow RESPA's affiliated business arrangements rules
- Ensure escrow account policies and procedures at your bank are RESPA compliant
- Follow CFPB rules for mortgage servicing

Course Outline:

- Coverage
  - Exemptions
- Special Information Booklet (Your Home Loan Toolkit)
  - Denials
  - Home Equity Lines of Credit
  - Booklet Not Required
- Good Faith Estimates
  - The good faith estimate the lender is required to provide
  - The good faith estimate the mortgage broker is required to provide
  - The availability of GFE terms
  - The content and form of a GFE
  - Tolerances for amounts included on GFE
  - Binding GFE
  - GFE and loan commitments
  - Open-end lines of credit (home-equity plans) under the Truth in Lending Act
  - Violations of section 5 of RESPA (12 U.S.C. 2604) Limitation on the Imposition of Finance Charges
- Settlement Statements
  - The use of HUD-1 and HUD-1A settlement statements
  - Charges to be stated on HUD-1 and HUD-1A settlement statements
  - Use of average charge on HUD-1 and HUD-1A settlement statements
  - Reproducing settlement statements
- Prohibition Against Kickbacks and Unearned Fees
  - Referral fees
  - Split of charges and services performed
  - The definition of a 'thing of value' and a 'referral'
  - Permitted payments
  - Multiple services
- Affiliated Business Arrangements
  - General rules
  - Violations and exemptions
  - Recordkeeping
  - Title companies
- Escrow Accounts
  - Limitations
  - Analysis
  - Transfer of servicing
  - Shortages, surpluses and deficiencies requirements
  - Initial escrow account statement
  - Incorporation into HUD-1 and timing
  - Format
  - Annual escrow account statement

- o Timely payments
- o Agreeing on a disbursement date
- List of Home Ownership Counseling Organizations
  - o Providing the list
  - o Situations where a list is not required
  - o Open-end lines of credit under Regulation Z
- Mortgage Servicing
  - o General disclosure requirements
  - o Mortgage servicing transfers
  - o Timely escrow payments and treatment of escrow account balances
  - o Error resolution procedures
  - o Requests for information
  - o Force placed insurance
  - o General servicing policies, procedures, and requirements
  - o Early intervention requirements for certain borrowers
  - o Continuity of contact
  - o Loss mitigation procedures
- Other RESPA Requirements
  - o Mailing requirements
  - o No fee rule
  - o Relation to state laws
  - o E-sign Act applicability

Features:
Audio, Hybrid
Module (s)
4516EN

Program contains 1 module(s).

The SAFE Act: Registering Mortgage Loan Originators (P2533EN)

The Secure and Fair Enforcement for Mortgage Licensing Act of 2008 (SAFE Act) requires mortgage loan originators to complete a Federal registration. The goal of the required registration is to improve the flow of information to and between regulators; provide increased accountability and tracking of mortgage loan originators; enhance consumer protections; support anti-fraud measures; and increase consumer access to information about mortgage loan originators.
This module will provide you with the information you need to know about registering mortgage loan originators and the SAFE Act.
This course has an examination.

Learning Objectives:

- Understand the Federal registration requirements of the SAFE Act.
- Determine the process mortgage loan originators at your bank must take to register.
- Ensure bank policies and procedures are compliant with the SAFE Act.
- Determine what actions cause an employee of your bank to be considered a mortgage loan originator.

Course Outline:

- Registration

- The Registry
- Requirements
- Implementation Period
- Previously Licensed or Registered Employees
- Acquisition, Merger, or Reorganization Rule
- Maintaining Registration
- Effective Dates
- Required Employee Information
- History
- Revocations or Suspensions
- Fingerprints
- Employee Authorizations and Attestations
- Submission of Information
- Required Bank Information
- How do I Register?
  - The Registration Process
- Policies and Procedures
  - ID Process
  - Informing MLOs
  - Unique Identifiers
  - Employee Registration Checks and Tracking
  - Independent Testing and Appropriate Action
  - Other Safeguards
- Examples
  - Taking a Loan Application
  - Offering or Negotiating Terms of a Loan
  - Offering or Negotiating a Loan for Compensation or Gain

Features:
Audio, Hybrid
Module (s):
4509EN

Program contains 1 module(s).

TILA-RESPA Integrated Disclosure Rule (P4257EN)

The Consumer Financial Protection Bureau (CFPB) has integrated the mortgage loan disclosures required by the Truth in Lending Act (TILA) and the Real Estate Settlement Procedures Act of 1974 (RESPA). This course will give you an overview of the new integrated disclosures required by the TILA-RESPA rule.

Program contains 1 module(s).

Truth in Lending – Regulation Z (P2393EN)

Regulation Z – also known as the Truth in Lending Act (TILA) – exists to help consumers use credit in an informed and responsible way. It is important that bankers understand the obligations their organization has under Regulation Z.

Program contains 1 module(s).

Understanding Endorsements (P2347EN)

An endorsement is a signature on the back of a check assigning interest to another party. The person who has endorsed the check has, by signing the back of the check, approved of the other party's interest in the check. As a bank teller, you need to understand endorsements. This module will provide you with an overview of endorsements, tell you what makes an endorsement acceptable, and discuss problems you may encounter.

Program contains 1 module(s).

Understanding Fraud for Internal Auditors (P2954EN)

Banks lose millions dollars each year because of fraud. The internal auditor should be able to understand the types of fraud that threaten community banks, the indicators of those frauds, and ensure adequate controls are in place to reduce the impact of fraud.
This course includes an examination.
Learning Objectives:
- Identify common types of fraud
- Ensure that the necessary policies procedures, processes and controls at your bank are in place to detect and prevent fraud.

Course Outline:

- Understanding Fraud
  - Steps to fraud
  - Fraud in banking and financial services
  - Fraud in small business
- Who Commits Fraud?
  - Characteristics such as gender, employment, and education.
  - The effect of a perpetrator's position in his or her organization.
  - The effect of age on fraud impact.
  - Criminal history
  - Internal fraud
  - Employee fraud
  - Management fraud
- Detecting and Preventing Fraud
  - Tips for detecting and preventing fraud
- Types of fraud and methods to protect against them

Features:
Audio, Hybrid
Module(s):
5534EN

Program contains 1 module(s).

Understanding UDAAP (P4215EN)

Unfair, deceptive, or abusive acts and practices (UDAAPs) can cause significant financial injury to consumers, erode consumer confidence, and undermine the financial marketplace. The Dodd-Frank Act makes it illegal for any provider of consumer financial products or services or a service provider to engage in any unfair, deceptive or abusive acts or practices. In this module, we will discuss UDAAPs. This course includes an examination. Learning Objectives: • Test the policies, procedures, processes and controls at your bank concerning liabilities to ensure function and compliance. • Course Outline: • Auditing Deposits o Obtain an understanding of the key concepts related to deposits. o Discuss audit objectives of deposit accounts. o Discuss an example of an internal control questionnaire for deposits. o Discuss an example of an internal audit program for deposits. o Discuss basic policy considerations related to deposit accounts. •

Sample Violations o Bank o Credit card o Credit card number two • Creating a UDAAP Compliance Program o Advertising o Disclosures o Products o Consumer compliance o Employee conduct o Service provider conduct • Controls Features: Audio, hybrid Module(s): 6287EN

Program contains 1 module(s).

Unlawful Internet Gambling (P2911EN)

The Unlawful Internet Gambling Enforcement Act of 2006 ('UIGEA') prohibits any person, including a business, engaged in the business of betting or wagering from knowingly accepting payments in connection with the participation of another person in unlawful Internet gambling. Such transactions are termed 'restricted transactions.'

In this module we will discuss how organizations can stay in compliance with the prohibition against unlawful internet gambling. The Unlawful Internet Gambling Enforcement Act of 2006 ('UIGEA') prohibits any person, including a business, engaged in the business of betting or wagering from knowingly accepting payments in connection with the participation of another person in unlawful Internet gambling. Such transactions are termed 'restricted transactions.'

In this module we will discuss how organizations can stay in compliance with the prohibition against unlawful internet gambling.

The module includes an evaluation and certificate of completion.

Program contains 1 module(s).

Workplace Violence Issues For Security Officers (P1347EN)

Preventing workplace safety issues – particularly acts of workplace violence – requires the Security Officer and members of the institution's Crisis Management Team to develop a special skill-set. Responding to these issues requires a thorough assessment of the tools the institution may have to acquire or use to resolve those issues. There is no single policy, procedure, practice or training program that will – by itself – significantly reduce or eliminate acts of workplace violence. What's necessary is applying multiple solutions simultaneously on an institution-wide scale, creating a Security Program that is truly evolutionary and effective.

Program contains 1 module(s).

Business

Business Diagnostics Online: Comprehensive (7 modules) (P1324EN)

Company owners may face significant challenges when attempting to secure financing for business expansion. They encounter continuous pressure to respond to a diverse set of stakeholders including employees, shareholders, clients, suppliers, bankers and family.

Business Diagnostics Online teaches business owners and their advisors how to to complete an objective assessment of company operations. This approach establishes a clear picture of where they are, where they need to go, and how to get there, thereby increasing the likelihood of successfully securing financing for expansion.

The seven modules in Business Diagnostics Online use a variety of methods to guide the learner in the use of Business Diagnostics. In addition to review questions in each module, a final test is provided at the end of the course.

Target Audience:
Business advisors, business owners

Skill Set:
BUSINESS MANAGEMENT, CONSULTING SKILLS, FINANCIAL MANAGEMENT, PLANNING

Program contains 7 module(s).

Business Diagnostics Online: Reference Series (P1415EN)

The Reference Series contains in-depth guidance on the key areas covered by the single-module FastTrack course. This course provides a detailed background to the completion of SIZE-UP GRIDS, the EBOOK and the ENTERPRISE REVIEW SUMMARY.

The Reference Series contains five modules:

1. External Business Environment Reviews; 2. Internal Business Environment Reviews (HR and Operations); 3. Internal Business Environment Reviews (Marketing and Finance); 4. Strategic Direction Reviews; 5. Risk Assessments from a Banker's perspective.

The Reference Series also follows the story of John Marston of Marston Control Devices, Inc. and provides up to five hours of training. The decision to register for this course can be made either before or after taking FastTrack.

Target Audience:
Business advisors, business owners

Skill Set:
BUSINESS MANAGEMENT, CONSULTING SKILLS, FINANCIAL MANAGEMENT, PLANNING

Program contains 5 module(s).

Business Diagnostics Online: FastTrack (P1414EN)

FastTrack takes the learner through key aspects of the Business Diagnostics approach. Included with this new single-module course are the SIZE-UP GRIDS, EBOOK and the ENTERPRISE REVIEW SUMMARY.

FastTrack follows the story of John Marston of Marston Control Devices, Inc. a real-life case study, as he learns how to develop an objective assessment of his business and succeed in obtaining realistic funding for his expansion plans with the help of his cousin, a former commercial banker.

FastTrack provides between 60 to 90 minutes of online training.

Target Audience:
Business advisors, business owners

Skill Set:
BUSINESS MANAGEMENT, CONSULTING SKILLS, FINANCIAL MANAGEMENT, PLANNING

Program contains 1 module(s).

Business Etiquette: Accelerate Your Career (P3247EN)

If you are a professional with goals for career advancement within an organization, acquiring Business Etiquette skills is not an option. In today's complex world, interdependency is a fact of life, and the key to interacting successfully with others is etiquette. Business Etiquette improves your chances of advancement and benefits your organization. This online course will introduce Business Etiquette principles and practices, and show you how they can be applied in typical business situations to put yourself and others at ease.

Program contains 1 module(s).

Business Writing: Being Effective (P5845EN)

This course teaches you how to organize, write and edit messages. As we have learned, preparation is crucial. Many business communicators know how to gather research but may not be aware of the writing process, from preplanning, to research patterns, to first draft. This course presents a time-tested approach for organizing, writing and revising a professional business message.

Program contains 1 module(s).

Business Writing: Letters and Emails (P5846EN)

This course explains how to use the 3 x 3 Writing Process for routine business correspondence. You will learn how to correspond with different audiences—customers, employees and superiors. You will also learn to write for different mediums—letters, memos and emails. The course will help you to improve your ability to write coherent business messages.

Program contains 1 module(s).

Business Writing: Preparation (P5847EN)

Over 90 percent of all business communication is in the form of writing. In this course, you will learn how to write a concise and informative business message. Your continued success in today's business environment depends to a great extent on your ability to organize and write professional business messages. This course provides a systematic approach to the writing process.

Program contains 1 module(s).

Business Writing: Reports and Proposals (P5871EN)

This course presents solid, logical techniques for writing two crucial business documents—proposals and reports. It covers the various types of business reports and proposals, their structure, purpose and content, as well as professional models of reports written by seasoned experts. It is designed to show the student the basic components of each kind of business report and proposal in use today, including formal and informal formats.

Learning Objectives:
- Describe the four types of informational reports
- Discuss the four types of analytical reports
- Identify the components of informal proposals
- Describe the special components of formal proposals
- Examine the differences between business reports and proposals
- Discuss formal and informal proposals

Course Outline:
- Overview
- Two kinds of reports: informational and analytical
- Informational Reports
  - Organization
  - Types of informational reports
- Analytical Reports
  - Organization
  - Types of analytical reports
- Proposals
  - Components of informal proposals
  - Special components of formal proposals
- Writing Formal Reports
  - Components of a formal report
  - Elements of a good introduction
- Final Writing Tips
  - Common problems
  - Checklist for preparing a formal report

Target Audience:
Managers, Supervisors, Employees

Features:
Hybrid / Mobile, Audio

Program contains 1 module(s).

Change Management (P5933EN)

Effective leaders know how to develop change-friendly companies. It's the only way to survive.

Program contains 1 module(s).

Change Management Series (P1158EN)

Change Management is a two-part series designed to help organizations manage change in an efficient and effective manner while helping employees prepare and cope with planned

changes.

Program contains 2 module(s).

Cloud Computing: An Introduction (P2816EN)

The module 'Cloud Computing: An Introduction' introduces learners to the exciting world of cloud computing. The learner will explore how cloud computing evolved, learn how businesses can benefit from cloud computing, and understand the risks involved in cloud computing. Topics covered in this module include: basic computing attributes; cloud computing defined; the characteristics of cloud computing; the cloud computing service delivery models; cloud implementation models; the financial, technological, and operational benefits of cloud computing; and the risks of cloud computing along with the mitigation of those risks.

With successful completion of the test at the end of the module, you will receive a Certificate of Completion.

Program contains 1 module(s).

Communicating as a Team (P5881EN)

Organizations today are leaner and flatter, and they increasingly rely on employee teams to handle projects. Therefore, communication within teams is crucial to an organization's success. This course helps you develop more powerful, effective team communication skills, and acquaints you with techniques.

Program contains 1 module(s).

Communicating at Work (P5872EN)

Communication in the work environment is a vastly misunderstood skill. Too often, poor communication skills hinder employee and inter-office teamwork. With heightened global competition—innovative office technologies, flatter hierarchical structures, and effective communications are more important than ever. This course will acquaint you with the dynamics of communication in the workplace and help you develop more effective communication skills. It will also teach you how to handle ethical situations in the workplace.

Program contains 1 module(s).

Communicating Cross Culturally (P5857EN)

Because most companies employ people from a variety of different cultures, miscommunication and miscues can occur at an alarming rate. These miscues and poor communication negatively impact performance, relationships and teamwork. This course helps you understand the communication styles of co-workers and offers information vital to successful cross-cultural workplace communication.

Program contains 1 module(s).

Communicating Interpersonally (P5875EN)

This course will teach you what you need to know to communicate effectively and show you how to practise, perfect and master these skills. You will learn how to assume responsibility for understanding what another person is saying and for making sure that you are understood. You will also learn how content and process affect communication.

Program contains 1 module(s).

Communicating Negative Messages (P5873EN)

This course presents tactful, effective strategies for communicating bad or unwelcome news to others. You will learn strategies for presenting negative messages both inside and outside an organization. You will learn skills specifically designed for the delicate job of delivering bad news. This includes considering legal matters and recognizing cultural differences.

Program contains 1 module(s).

Communicating Non Verbally (P5876EN)

This course provides an introduction to the meaning of signals projected through body language. You will learn how these signals provide clues to attitudes and feelings that can be explored and verified with effective verbal communication. By learning and practising the techniques presented in this course, you can become a more effective communicator.

Program contains 1 module(s).

Communicating Persuasively (P5878EN)

This course presents techniques in the art of persuading others. It shows you how to use the 3 x 3 Writing Plan to organize and compose messages. It also presents a toolbox of new techniques for writing persuasive internal messages, sales messages, news releases, claims and adjustments, and action requests.

Program contains 1 module(s).

Communicating Proactively (P5879EN)

This course presents three proactive communication models and provides multiple examples that will help you identify the components of each. The three models—the explanation model, agreement model and closure model—will teach you how to become a stronger, more positive communicator.

Program contains 1 module(s).

Communicating Reactively (P5880EN)

This course discusses techniques to use when communicating with someone who questions what you are saying, or doubts that the information you are providing is correct. Our instinctive reaction is to become defensive in this type of situation—preventing any hope of a positive outcome. This course explains why people question or doubt. You will learn to use non-confrontational methods to clarify information and participate in constructive, positive communication.

Program contains 1 module(s).

Communication Basics (P5910EN)

You're convinced that you said it clearly, but the person you were talking to just didn't seem to get it. You might as well have been speaking two different languages. Learn the basics of effective communication and you can be on your way to having greater confidence in your ability to make sure that your messages are understood.

Program contains 1 module(s).

Community Development Certificate (P1009EN)

Communities around the world are taking ownership of the decisions and resources that shape their social and economic development. Through this powerful program learn how communities can shape their future and design innovative projects. Topics include: connected communities, community development business plans, and assessing your community's entrepreneurial readiness.

Program contains 5 module(s).

Conflict Management (P4259EN)

This course will provide a useful model of conflict development that can be used to diagnose and treat conflicts in the workplace. In addition, common causes of conflict are discussed and several strategies for resolving conflict are presented. Finally, you will learn how to stimulate functional conflict to create greater levels of innovation, change, and creativity in your organization.

Program contains 1 module(s).

Cross Cultural Training (P1173EN)

The number of people who travel abroad for work, study and pleasure is on the increase. It is essential that international travellers have a basic understanding of cultural differences and how those differences affect communications, work and social relationships.

Target Audience:
Business people, students, tourists and other travellers.

Program contains 5 module(s).

Delegating I & II (P5968EN)

In Delegating I: Identify the two components of delegating.::List important ways to support your staff when delegating.::List and define the four key guidelines to effective delegating.

In Delegating II: Identify the four key components of effective delegating.::List ways to support an employee who is having difficulty.::Identify ways to celebrate the successful completion of a project.

Program contains 2 module(s).

Delegation (P4258EN)

Effective delegation is a strategic tool that leaders use to save time, enhance the morale of workers, and develop junior employees by placing authority in their hands. In this course, you will explore the delegation process, learn to overcome barriers to delegation and give effective feedback. You will learn to apply this powerful tool for the benefit of your organization.

Program contains 1 module(s).

Delivering Effective Feedback (P5940EN)

Do you wonder how you can provide effective feedback to someone? Do you hope that it's not taken the wrong way or misunderstood? Learn how to provide feedback that serves as a tool to enhance performance and morale.

Program contains 1 module(s).

Developing A Strong Leadership Team (P5917EN)

This course delivers the key elements of how to create a leadership team that is a model for the rest of the organization. The Strategies and Tips are practical tools and methods to create and maintain a shared vision, define roles and responsibilities, and determine mutual goals and priorities. Key Points also include techniques for avoiding power struggles and resolving issues to keep leaders focused and aligned.

Program contains 1 module(s).

Doing Business in the Americas Certificate (P3057EN)

The countries of North America, Central America and South America are an active trading area with a combination of developed and developing economies. The United States and Canada are in the top twelve major trading nations, and among developing countries in the Americas, the economies of Brazil, Chile, Mexico and Argentina are growing rapidly. This course will give you an introduction to doing business in the Americas.

There is no final exam included in this program.

Program contains 5 module(s).

Effective Leadership (P3197EN)

In today's workplace, it's not enough just to manage. Organizations are looking for leaders. Becoming an effective leader takes insight into the things that motivate employees to give their best. It also takes skill in handling the challenges of interpersonal conflict and negativity. It takes coaching skills too. An effective leader knows how to mentor employees as they take on new projects and strive to grow professionally. In this module you'll have an opportunity to explore these essential leadership skills.

Program contains 1 module(s).

Email Protocol (P3261EN)

The World Wide Web and email technology have changed the way we communicate. Email offers a clear business advantage, speeding up transactions and long distance discussions. In the past few years, email has become the communication medium of choice in the office, replacing the phone and one-on-one contact.

Email etiquette or protocol is the unwritten rules of email messaging. These rules help to improve communication, resulting in more effective emails. This module will provide you with the most up-to-date information on email etiquette and give you the skills to communicate effectively using email.

Program contains 1 module(s).

Emotional Intelligence for Personal Leadership (P2290EN)

Gain a deeper understanding of the impact you are having as a leader, understand what influences your behavior and learn how to drive greater performance in your organization with this dynamic new program.

There is a final exam with this program.

Program contains 1 module(s).

Employee Share Ownership Plans for Advisers (P2843EN)

This 60-minute module takes learners through an interactive journey of explaining what is an ESOP, why an owner should consider establishing an ESOP, how an owner can begin a path towards ESOP implementation, and who is a good ESOP candidate. Overall, this module gives a fundamental level of understanding as to why ESOPs are being adopted by successful business enterprises. This module is geared towards professionals who may want to advise their clients about ESOPs. The course includes a test and certificate.

Program contains 1 module(s).

Employee Share Ownership Plans for Owners (P2844EN)

This 60-minute module takes learners through an interactive journey of explaining what is an ESOP, why an owner should consider establishing an ESOP, how an owner can begin a path towards ESOP implementation, and who is a good ESOP candidate. Overall, this module gives a fundamental level of understanding as to why ESOPs are being adopted by successful business enterprises. This module is geared towards business owners who want to learn more about ESOPs. The course includes a test and certificate.

Program contains 1 module(s).

Enhancing Your Speaking Skills (P5874EN)

This course offers everything the business communicator needs to improve public speaking and oral presentation skills. The course contains information on visual aids, verbal signposts, and planning and organizing material. Your self-confidence will increase as you master your material and learn effective, successful public speaking methods. You will learn about the entire oral presentation process, including how to plan, organize and deliver a presentation.

Program contains 1 module(s).

High Performance Teams (P4255EN)

Working as a team is an important part of most organizations. Becoming a high performance teams involves understanding your own skills and limitations as well as though on your team. This course is designed to help you contribute more effectively to your team and help your teammates do the same. It will expand your understanding of the challenges teams face and what you can do to overcome them.

Program contains 1 module(s).

Introduction to International Trade for Small Business (P2955EN)

The international trade scene has traditionally been the exclusive realm of the larger multinational corporations (MNCs). Though MNCs still account for about 80% of world trade by value, the number of small and medium-sized enterprises (SMEs) making profitable inroads into the international trade arena is on the rise. This program will provide you with an introduction to

trade for small and medium-sized businesses and look at factors you should consider in developing your trade strategy.

Program contains 2 module(s).

Introduction to Risk Management (P1612EN)

Risk has been the mainspring of commerce for centuries. Managing risks to achieve economic gain and avoid economic loss is just as essential for corporate CEOs in the 21st century as it was for Venetian merchants in the 15th century. However, in an increasingly competitive and complex world, the effective management of risk has now become an essential skill for all levels within a business. Even with a plethora of frameworks, guidelines, and models to choose from, there is no 'silver bullet.' Is it practical to address risk effectively by delegating responsibility to a standardized, 'one size fits all' approach, with resources to match? Defects in risk management practices are causing losses amounting to billions of dollars. Boards of Directors are being challenged to accept responsibility for managing risk. International public accounting firms are strongly advising businesses to return to the basics of risk and risk management. This online course lays the foundation for an understanding of business risk. It examines the topic of risk, places it in an historical context, views it from the perspective of business, and takes a long, hard look at how corporate-wide risk management is faring today, and what can be done to improve it.

With successful completion of a test, you will receive a Certificate of Completion.

Target Audience:
Those who wish to develop a solid foundation for understanding business risk or refresh their existing knowledge.

Program contains 1 module(s).

Introduction to the Framework for Excellence (P1026EN)

Improve and promote your private or public sector organization with a focus on continuous improvement using the Framework for Excellence developed by the National Quality Institute. The Framework for Excellence stimulates thinking, enhances existing improvement actions, and helps sustain progress.

Target Audience:
All personnel in public and private sector organizations, including front line associates, team leaders, project and department managers, and senior leaders.

Program contains 8 module(s).

Introduction to the Healthy Workplace Criteria (P1016EN)

Successful organizations realize that managing health within the workplace is an important management function, and that the results of these efforts have a direct impact on competitiveness and the bottom line.

Introduction to the Healthy Workplace Criteria is a series of seven online modules based on the Canadian Healthy Workplace Criteria. The comprehensive guidelines in this series form the building blocks for the creation of a healthy workplace.

Target Audience:

All personnel in public and private sector organizations, including front line associates, team leaders, project and department managers, and senior leaders.

Program contains 7 module(s).

Leadership for the Future (P1219EN)

Leadership for the Future is a five-part e-learning program designed to help you develop the skills and attitudes you need to take an efficient and effective leadership role in your organization. The program will lead you through the process of becoming an effective leader in an organization, including ideas for personal development, the creation and implementation of vision, and working with people.

Target Audience: Leaders in organizations; newly appointed leaders; anyone who is seeking a leadership role in an organization.

Program contains 5 module(s).

Making Change Successful, not Stressful (P2235EN)

Making Change Successful not Stressful is online program presented by the Canadian Institute of Stress. This highly interactive program consists of five modules. Each module takes approximately on hour to complete. This series enables you to develop and practice the skills necessary to deal with workplace change successfully.

With successful completion of the assessment following the module, you will receive a Certificate of Completion.

Program contains 5 module(s).

Marketing (4 module program) (P1174EN)

This four hour program was created for individuals who want to know more about marketing. The program will provide a fundamental understanding of marketing, including the basic marketing concepts and a working definition of marketing, then go on to explore in detail marketing opportunities, the marketing mix or the four Ps (price, product, promotion, and place), market research, target marketing, and customer service.

Target Audience:
Managers, business owners, employees of public and private sector organizations of any size including non-profit and profit, marketing students, anyone seeking a career in marketing, volunteers.

Program contains 4 module(s).

Meeting Effectiveness (P5859EN)

Employees at all levels are involved in group decisions and problem solving more than ever before. This course teaches the skills needed to lead and participate in meetings effectively and efficiently. Companies that fail to train employees in these skills can find meetings frustrating and time consuming.

Program contains 1 module(s).

Mobile Communications (P3251EN)

In the past few years work environments have been flooded with devices that allow users to access their email any place, any time. Despite this new opportunity, there have been few guidelines put in place to help manage this ability to be in constant contact.

Mobile Communications will provide you with the information you need to manage mobile devices in the modern work environment.

Program contains 1 module(s).

Negotiating for Success (P1934EN)

All of us negotiate, to some extent, every day. This program is designed to provide personnel from diverse industry sectors with an understanding of the basic process of negotiation.

The course will discuss key negotiation topics and show you how to equip yourself confidently with techniques which will help to generate success in negotiations:

• The openings • Current negotiation practices • Key negotiation phases • How to persuade people • Techniques for gathering information • How to develop solutions to problems • Negotiating more effectively with skill will improve your position and your organization's bottom line

Program contains 6 module(s).

Non-Profit Organizations and Director's Liability (P1210EN)

According to the 2000 National Survey of Giving, Volunteering and Participating (NSGVP), about 41 percent of Canadian volunteers serve on boards and committees. Despite their deep commitment to countless causes and organizations, many board members are generally unclear regarding the structure of – and liability issues surrounding – non-profit organizations.

Many individuals new to the role of director are unclear as to the purposes of bylaws, board development, and volunteer program management. At the same time, issues of liability are more prominent in people's minds.

The six modules in this program will provide boards and staff of non-profit organizations with an understanding of the rights, obligations and liability issues associated with the role of director.

Target Audience:
This program will be of interest to a volunteer sitting on a board of directors for a non-profit organization, a volunteer interested in serving as a member of a board of directors or a staff person involved in the management of a non-profit organization.

Program contains 6 module(s).

Operations Management (P4285EN)

Operations Management is concerned with the work an organization must do to satisfy its customers. This comprehensive series will advise management consultants on current practices in operations management, as well as go into detail regarding best practices within the industry. Learning Objectives: • Identify and explain various principles relating to product and process development • Recognize inventory management schemes and operational control systems • Identify issues around quality management, including current trends • Identify all the factors important to consider during facilities planning • Identify how service quality is measured

differently than product quality Target Audience: Management Consultants

Program contains 6 module(s).

Presentations That Work (P3260EN)

One of the biggest fears for managers and others is speaking in public. You will receive worksheets and checklists to help you plan and present your remarks for the most impact, and you will learn how to deal with the anxiety that so often accompanies such assignments. The course includes tools and techniques to help you determine what the audience wants and needs, methods to gauge their needs, and a structure for organizing and formatting a good presentation.

Program contains 1 module(s).

Problem Solving and Decision Making (P5113EN)

Learn about management and leadership, problem-solving and decision-making techniques. Each module has a test. With successful completion of the test, you will receive a Certificate of Completion.

Program contains 6 module(s).

Project Management (5 module program) (P5112EN)

Learn about proven project management methods. Each module has a test. With successful completion of the test, you will receive a Certificate of Completion.

Program contains 5 module(s).

Quality Management Refresher (P5863EN)

All firms must understand how to deliver high quality products and services in order to be competitive. In the end, quality management is about performance, competitiveness and customer satisfaction. This course is designed to help you understand the fundamental ideas, principles and tools of quality management.

Program contains 1 module(s).

Quest for Quality Module 1 (P1019EN)

The Quest for Quality Workbook is an introductory-level self-study guide that focuses on the basic principles of quality, including customer service and employee satisfaction. Quest for Quality is applicable to any organization that is committed to the pursuit of excellence, whether it is private or public sector, profit or not-for-profit. The online workbook is intended for all employees in organizations that are beginning a quality journey, from front line staff to senior managers. NQI will acknowledge the successful completion of all six units with a Certificate of Achievement.

Program contains 6 module(s).

Report Organization and Presentation (P5877EN)

This course gives you all the tools you need to improve your business report writing skills. The course focuses on techniques for sorting and interpreting data, drawing conclusions from that data, and delivering reports with logical, easy to read graphics and other visual cues. You will learn how to use statistical and tabulating techniques to turn raw data into meaningful graphics.

You will understand how to incorporate data into reports with impact, how to draw conclusions, and select the graphics best suited for the data.

Program contains 1 module(s).

Risk Management and Your Organization (P4281EN)

This online module provides your organization's employees and stakeholders with a thorough understanding of the Risk Management Policy. A risk can represent a threat as well as an opportunity to the achievement of those objectives. Risk management is therefore very important as it is directly and inherently aligned with the achievement of your business objectives.

Program contains 1 module(s).

Shaping the Market to Your Advantage (P1933EN)

Welcome to 'Shaping the Market to Your Advantage.' This course is designed for people who want to make a significant contribution to their business through more effective buying. Although the techniques and approaches discussed in this course may seem simple, they are not always easy to apply and require dedication and persistence; however, if followed through they will be very rewarding.

This course will teach you about Strategic Purchasing and how it can be applied in your own business environment. It builds on the 'Supplier Management' course, which includes topics such as Supply Positioning, Supplier Preference, Vulnerability Management, Supplier Appraisal, and Supplier Selection. Ideally, you should have already taken our Supplier Management course.

Maximum Sustained Advantage is the objective. We could also use terms such as 'gaining a competitive advantage' or 'maximizing profitability.' Sustained is linked with 'short and long term.' In other words the quick fix exploitation of a situation will not be enough. It is no good driving a hard bargain if it results in the supplier eventually going out of business and reducing your choice.

The notion that buyers can develop and change is a long way from the reactive stance taken by many buyers. We will see as we go through this course that some of the greatest benefits come about when buyers start with the intention of changing the supply market they work in. We will discuss this more later on in this Module. You cannot apply Strategic Purchasing to the supply market as a whole. Strategic Purchasing can only be applied when working on purchases, contracts or groups of purchases and contracts.

Program contains 9 module(s).

Social Media Marketing (P2521EN)

Whenever there is a new form of social gathering, marketers have been interested in developing a presence. The fast evolving area of Social Media is no different. Even though this new development has moved from the physical to the online world, marketing principles still apply. To market effectively, using Social Media, it is essential to have an understanding of the social environment.

In this online course we will discuss Social Media and the role of Social Media Marketing; we will identify commonly-used Social Media platforms and explain the significance of each in a marketing context; and we will discuss the various aspects of developing a Social Media

Marketing plan.

The module has a test. With successful completion of the test, you will receive a Certificate of Completion.

Program contains 1 module(s).

Strategic Management Certificate (P1007EN)

Potent management advice for entrepreneurs, managers and accounting professionals.

The modules in this program are:

• Enabling the Next Generation Enterprise • Customer Profitability Analysis • Applying the Balanced Scorecard • Implementing Process Management • Strategic Partnering • Implementing Self-Directed Work Teams

Target Audience:

Entrepreneurs, managers and accounting professionals.

Program contains 6 module(s).

Succeed as a Supervisor (P3259EN)

A supervisor is a critical player in an organization's success. Here is where the most valuable resources, particularly the workforce, are either maximized or wasted. This course details the most important elements of successful supervision, with attention to both people and organizational skills. There are tools and techniques for making the most of the talents of the work group, personal skill assessments, and methods for organizing and managing the workflow.

Program contains 1 module(s).

Supplier Management (P1931EN)

As purchasers, we have great opportunities to increase our organization's performance. During the presentation of this unique course, the faculty will provide you with leading edge tools and techniques, developed and implemented successfully within organizations worldwide.

These tools and techniques will help you develop the supply strategies you need to optimize your supplier's performance and increase your organization's competitiveness.

While exploring each module, you will develop supply strategies for your own portfolio, enabling you to apply it to your own unique situation.

Program contains 11 module(s).

Supplier Management Series (P1939EN)

Includes: Supplier Management, What's in a Price?, Shaping the Market to Your Advantage and Negotiating for Success

Program contains 0 module(s).

Telephone Techniques (P5870EN)

This course provides an introduction to effective telephone techniques. Many people overlook the importance of telephone communications, yet the telephone is the most common means for customers to contact a firm. Lack of understanding about effective telephone techniques can lead to lost sales or customers. This course will teach skills that help boost organizational success and professionalism.

Program contains 1 module(s).

The Complete Guide to Government Contracting (P2288EN)

The government engages in contracting for a wide array of products and services, ranging from call centers to fighter planes. If you are currently a contractor for the federal government, you may have developed a feel for the way that business is done in the federal procurement process. If, however, this is a new area for you, you will find yourself negotiating one of the most complex playing fields in business. That is the bad news.

The good news is that you can easily acquire a working knowledge of the maze of government policies and procedures and determine how they apply to you as a bidder and a contractor.

This e-learning program was developed to give you the information you need to succeed as a government contractor, and it will prepare you to write the Certified Government Contractor Program exam.

Program contains 5 module(s).

The Fundamentals of Ownership Thinking (P2872EN)

The Fundamentals of Ownership Thinking module will explain the importance of ending cultures of workplace 'entitlement' while taking the learner through the exciting and revolutionary Ownership Thinking methodology.

Program contains 1 module(s).

The Global Village (Student Version) (P1159EN)

This module was developed to introduce students to the important role of international business. Topics include how trade is conducted, social, political and technological trends that affect trade, why countries trade, why companies trade, and how small and medium-sized business compete in the international market.

Student learning is reinforced with a variety of learning activities, including printable activity sheets which can be turned in to an instructor at the end of the program; online exercises which allow students to compare their answers to a model answer; and quizzes that provide instant feedback. Guided Internet exploration activites introduce students to a selection of high-quality Internet resources and allow them to practise their online research skills.

Target Audience:
Secondary school students

Program contains 1 module(s).

Time Management (P4273EN)

This course addresses the nuts and bolts of time management and includes tools for setting goals, keeping logs, and planning your time. It includes methods for identifying low pay-off

activities and time-wasters, along with suggestions for getting rid of them. It provides tips for organizing your materials and your surroundings for more efficiency, and has other practical suggestions for taking control of your time and your life with simple, tried-and-true tools and techniques

Program contains 1 module(s).

Time Management - Strategies for Sales Success (P4278EN)

Do you feel there's never enough time to do the things you want to – and have to – do? If so, you're not alone, but this time crunch is avoidable. Effective time management can help you lower stress, reduce waste, improve balance, enhance productivity, and make time for all the things you should be doing at work and in your personal life. This self-evaluation course will guide you through a series of exercises designed to help you define a plan to manage your time and energy more effectively.

The exercises in the course are in PDF format. Save the PDFs in a folder on your desktop and print them out in order to complete each exercise by hand. Target Audience:
Outside Sales Reps, Marketing Reps, Inside Sale Reps or Account Executives

Program contains 1 module(s).

Time Management - Strategies for Success (P4274EN)

Do you feel there's never enough time to do the things you want to – and have to – do? If so, you're not alone, but this time crunch is avoidable. Effective time management can help you lower stress, reduce waste, improve balance, enhance productivity, and make time for all the things you should be doing at work and in your personal life. This self-evaluation course will guide you through a series of exercises designed to help you define a plan to manage your time and energy more effectively.

The exercises in the course are in PDF format. Save the PDFs in a folder on your desktop and print them out in order to complete each exercise by hand.

Program contains 1 module(s).

Time Management for Employees (P4283EN)

You can lower stress, reduce waste, improve balance, enhance productivity, and make time for all the things you should be doing at work and in your personal life. The secret is time management. This course is designed for employees who want to use their time more effectively to become more productive. Tools and techniques will help you change the way you do things. You'll learn how to get more done without adding more stress to your life, and have time to do all the things you need to do.

Program contains 1 module(s).

Tourism Excellence Certificate (P1012EN)

This program provides tourism and hospitality facilities with a proven approach to strengthening business, reaching business goals and achieving business recognition. Designed specifically for owners, operators and staff in the tourism industry.

Program contains 3 module(s).

Using Leadership Basics (P5908EN)

Using Leadership Basics provides the fundamental skills for leading a group: defining the task, establishing a vision, gaining commitment, and building relationships. It tells you how and when to use various leadership styles and gives smart techniques to help leaders direct the efforts of others. The Strategies and Tips in this module teach you how to foster innovation, provide appropriate direction, and develop and maintain positive relationships.

Program contains 1 module(s).

What's in a Price? (P1932EN)

Welcome to the 'What's in a Price' course!

In this course, we have broken down the subject of 'price' into the following stand-alone, yet integrated elements: Finance Reports, Finance Ratios, Costing Methods and Pricing Policy.

The aim of this course is to produce a thorough and focused understanding of the issues that make up Price Management.

We recommend that you take the modules in order.

Program contains 6 module(s).

Writing Effective E-Mails (P5502EN)

Improve your ability to write effective e-mail. You will learn useful skills whether you are sending internal e-mail or composing e-mails to send to clients or customers. The module has a test. With successful completion of the test, you will receive a Certificate of Completion.

Program contains 1 module(s).

Business (Small Business)

Compensation and Benefits Planning for Small Business [Canada] (P2251EN)

Your compensation system is a critical part of your overall business strategy. It has a direct impact on your ability to attract and retain employees, as well as on your organizational culture. Whether you are an established business or just starting out, your enterprise will benefit from a well planned compensation strategy.

In this module, we will review four key aspects of an effective compensation plan: salary administration, pay equity, compensation strategies, and benefits.

This program has an exam.

Program contains 1 module(s).

Compensation and Benefits Planning for Small Business [US] (P2384EN)

Your compensation system is a critical part of your overall business strategy. It has a direct impact on your ability to attract and retain employees, as well as on your organizational culture. Whether you are an established business or just starting out, your enterprise will benefit from a well planned compensation strategy.

In this module, we will review four key aspects of an effective compensation plan: salary administration, pay equity, compensation strategies, and benefits.

This program has an exam.

Program contains 1 module(s).

Employee Share Ownership Plans for Advisers (P2843EN)

This 60-minute module takes learners through an interactive journey of explaining what is an ESOP, why an owner should consider establishing an ESOP, how an owner can begin a path towards ESOP implementation, and who is a good ESOP candidate. Overall, this module gives a fundamental level of understanding as to why ESOPs are being adopted by successful business enterprises. This module is geared towards professionals who may want to advise their clients about ESOPs. The course includes a test and certificate.

Program contains 1 module(s).

Employee Share Ownership Plans for Owners (P2844EN)

This 60-minute module takes learners through an interactive journey of explaining what is an ESOP, why an owner should consider establishing an ESOP, how an owner can begin a path towards ESOP implementation, and who is a good ESOP candidate. Overall, this module gives a fundamental level of understanding as to why ESOPs are being adopted by successful business enterprises. This module is geared towards business owners who want to learn more about ESOPs. The course includes a test and certificate.

Program contains 1 module(s).

Entrepreneurship [Canada] (P1003EN)

Vital information for the entrepreneur: identifying new business ideas, recognizing opportunity, developing a vision statement, and creating a dynamic business plan. This three-part e-learning program is designed to help you develop your entrepreneurial potential.

Program contains 3 module(s).

Entrepreneurship [US] (P2148EN)

Vital information for the entrepreneur: identifying new business ideas, recognizing opportunity, developing a vision statement, and creating a dynamic business plan.

This three-part e-learning program is designed to help you develop your entrepreneurial potential.

Program contains 3 module(s).

Excellence for Small Business Self-Evaluation Tool (P1179EN)

An ongoing focus on quality is a key factor in the success of any business. Excellence for Small Business was developed specifically for businesses with fewer than 100 employees. It will help you identify where your business is on its quality journey, and what strategies it needs to work on to promote quality improvement. It will enable you to gauge your organization's strengths and seize opportunities for improvement.

Target Audience:
Owners and managers of small and medium-sized businesses

Program contains 1 module(s).

Financial Management for Small Business Certificate [Canada] (5 module program) (P1004EN)

Critical information designed to increase profits. Cash management, sources of financing, accounts receivable management, business advisors, and methods to reduce risk.

Program contains 5 module(s).

Financial Management for Small Business Certificate [US] (5 module program) (P2161EN)

Critical information designed to increase profits. The program discusses cash management, sources of financing, accounts receivable management, making the best use of business advisors, and strategies for reducing risk.

Target Audience: Business owners and managers

Skill Set: Financial, Small and Medium-Sized Business Management

Program contains 5 module(s).

Health and Safety for Small Business [Canada] (P1318EN)

Successful businesses of all sizes know that occupational health and safety is important to overall performance. Workplace injuries and illnesses have a direct effect on your company's bottom line, and the ability to operate safely is essential to building a productive, cost-effective organization. Also, because health and safety legislation in Canada applies to all employers,

large and small, an effective health and safety program will ensure that you are in compliance with federal and provincial or territorial law. The module has a test. With successful completion of the test, you will receive a Certificate of Completion.

Target Audience: Entrepreneurs, business owners

Skill Set: BUSINESS MANAGEMENT, COMPLIANCE, HEALTH AND SAFETY

Program contains 1 module(s).

Health and Safety for Small Business [US] (P2087EN)

Successful businesses of all sizes know that occupational health and safety is important to overall performance. Workplace injuries and illnesses have a direct effect on your company's bottom line, and the ability to operate safely is essential to building a productive, cost-effective organization. Also, because health and safety legislation applies to all employers, large and small, an effective health and safety program will ensure that you are in compliance with federal and state law. The module has a test. With successful completion of the test, you will receive a Certificate of Completion.

Target Audience: Entrepreneurs, business owners

Skill Set: BUSINESS MANAGEMENT, COMPLIANCE, HEALTH AND SAFETY

Program contains 1 module(s).

How to Write a Business Plan (P2644EN)

Planning is a critical factor in business success. This course will explain the importance of planning, review the planning process, and show you how to develop your own business plan using our interactive business planner. This program has an exam.

Target Audience: Entrepreneurs, business owners, and potential entrepreneurs

Skill Set: Business Planning

Program contains 1 module(s).

John Bulloch on Small Business [10 modules] (P1177EN)

What does it take to succeed in business? John Bulloch knows! Watch and listen as John shares his strategies for small business success in this ten-part video e-learning program. You'll find out how successful economies support entrepreneurs, where ideas come from, the importance of learning, how to work with your banker, and how to deal with growth.

Target Audience:
Entrepreneurs, business owners, business professionals, business students.

Program contains 10 module(s).

John Bulloch on Small Business [5 modules] (P1178EN)

What does it take to succeed in business? John Bulloch knows! Watch and listen as John shares his strategies for small business success in this five-part video e-learning program. You'll find out

how successful economies support entrepreneurs, where ideas come from, the secrets of a successful start-up and the importance of people.

Target Audience:
Entrepreneurs, business owners, business professionals, business students.

Program contains 5 module(s).

Leading Growth Firms (P1008EN)

This series is gold with valuable expert strategies from leading growth CEOs. Learn to promote and identify growth, avoid pitfalls of fast growth and profit from rapid expansion.

Program contains 6 module(s).

Small Business Health and Safety Certificate Program (SBHS) (P9602EN)

This comprehensive program provides managers, supervisors and workplace health and safety champions in small business with an in-depth understanding of health and safety in Canada. Participants will learn about their rights under health and safety legislation, how to meet their regulatory compliance responsibilities, and how to foster a health and safety culture by systematically addressing common health and safety concerns in their workplaces.

The program includes 21 hours of online training in 11 courses, each with an exam. All course exams must be passed to achieve an overall certificate of completion for the program.

There are eleven areas of training.

- Health and Safety for Managers and Supervisors
- Workplace Inspections
- Accident Investigation
- Developing an Occupational Health & Safety Program
- Violence in the Workplace: Establish a Prevention
Program
- Hazard Identification and Risk Assessment
- Health and Safety Committees
- WHMIS for Managers and Supervisors
- Office Ergonomics
- Manual Materials Handling
- MusculoSkeletal Disorders [MSDs]: Prevention

Program contains 1 module(s).

Small Business Human Resources Certificate Program (SBHR) - Canada (P9601EN)

The Human Resources Certificate program offers around 25 hours of online learning for small business, addressing key topics such as recruitment, staff compensation and benefits, leadership, performance development and team building to name a few.
There are four areas of training.
Area 1: Recruitment
- Job Candidate Interviewing
- Selecting Top Talent
- Hiring, Managing and Terminating

Area 2: Compensation and Benefits
- Compensation and Benefits Planning for Small Business

Area 3: Training and Development
- Introduction to Leadership
- Personal Leadership
- The Vision of Leadership
- Leading Your Resources
- Empowering Your People
- Effective Performance Feedback
- Delivering Effective Feedback
- Doing Performance Reviews
- Delegation
- Establishing Performance Goals and Expectations
- Mentoring for Improved Performance
- Delegating I
- Introduction to Training
- How Adults Learn
- Training Tips & Techniques

Area 4: Employee Relations
- Conflict Management
- Running Effective Teams
- Problem Solving: The 5 Steps
- Communicating as a Team
- Harassment Prevention Training for Managers and Supervisors
- Your Exit Strategy
- Valuing Your Business
- Getting the Most for Your Business

Program contains 1 module(s).

Small Business Human Resources Certificate Program (SBHR) - US (P9604EN)

The Human Resources Certificate program offers around 25 hours of online learning for small business, addressing key topics such as recruitment, staff compensation and benefits, leadership, performance development and team building to name a few.

There are four areas of training.

Area 1: Recruitment
- Job Candidate Interviewing
- Selecting Top Talent
- Hiring, Managing and Terminating

Area 2: Compensation and Benefits
- Compensation and Benefits Planning for Small Business

Area 3: Training and Development
- Introduction to Leadership
- Personal Leadership
- The Vision of Leadership
- Leading Your Resources
- Empowering Your People
- Effective Performance Feedback
- Delivering Effective Feedback
- Doing Performance Reviews
- Delegation

- Establishing Performance Goals and Expectations
- Mentoring for Improved Performance
- Delegating I
- Introduction to Training
- How Adults Learn
- Training Tips & Techniques

Area 4: Employee Relations
- Conflict Management
- Running Effective Teams
- Problem Solving: The 5 Steps
- Communicating as a Team
- Harassment Prevention Training for Managers and Supervisors
- Your Exit Strategy
- Valuing Your Business
- Getting the Most for Your Business

Program contains 1 module(s).

Small Business Management Certificate Program (SBMC) (P9600EN)

This unique Small Business Management Certificate program offers around 20 hours of online learning, addressing key topics such as finance, marketing, customer service, operations, leadership, performance development and team building to name a few.
There are four areas of training.
1. Focus on the Basics
Basic Business Finance (3 modules)
•Managing Your Cash
•Financing Your Business
•Basics of Business Finance "Understanding Financial Statements"
Marketing (1 module)
•Marketing Basics

2. Focus on the Customer
Marketing (3 modules)
•Marketing Opportunities
•The Marketing Mix
•Marketing and Customer Service
Customer Service (6 modules)
•Introduction
•Understanding Why People Do What They Do
•Feelings: Customer Care - Part One
•Understanding the Effects of Positive and Negative Communications
•Feelings: Customer Care - Part Two
•The Art of Satisfying Customers

3. Focus on Management
Strategic Management (2 modules)
•Enabling the Next Generation Enterprise
•Implementing Self-Directed Work Teams

Management of Information and Operations (2 modules)

•Introduction to IT Consulting
•Introduction to Operations Management

4. Focus on Business Issues
Privacy (1 module)
•Primer on Privacy
Going Global (2 modules)
•Primer on International Trade
•An Introduction to International Trade
Series on Work Skills (4 modules)
•Effective Communication
•Effective Leadership
•Delegating I
•Delegating II
Each area of learning contains an exam. Once you achieve the passing grade of 70% for each of the four exams, you will receive the Small Business Management (SBMC) Certificate.

Program contains 1 module(s).

Small Business Marketing and Sales Certificate Program (P9603EN)

This 20.5 hour small business program offers a wide scope of information, ranging from Internet basics to both fundamental and complex marketing concepts, teaching you how to properly research and target your e-marketing initiatives. It addresses selling and communication techniques to help grow your prospect base and teaches you how to sustain and improve your valuable customer relationships. You will also learn about commonly-used Social Media platforms and the significance of each in a marketing context.
There are three areas of training.
Section 1: Marketing
Marketing
The program will provide a fundamental understanding of marketing, including the basic marketing concepts and a working definition of marketing, then go on to explore in detail marketing opportunities, the marketing mix or the four Ps (price, product, promotion, and place), market research, target marketing, and customer service.
Social Media Marketing
In this online course we will discuss Social Media and the role of Social Media Marketing; we will identify commonly-used Social Media platforms and explain the significance of
each in a marketing context; and we will discuss the various aspects of developing a Social Media Marketing plan.
Fundamentals of Web-Based Marketing
Learn the basics of online marketing so you can properly promote your products or services and increase traffic to your web site.
Creating Valuable Customer Relationships
Good customer relations are a key success factor in any business. This module will help you discover the advantages to you and your customers of reaching out to each other
and communicating openly.
Section 2: Sales
Sales Skills
Successful sales begin and end with the basic essentials! Topics include sales basics and cold calls, business finance basics, goal setting and how to recognize and avoid burnout so you can achieve a balance and stay on track.

Section 3: Personal Skills Development
Personal Skills
Personal qualities such as empathy and enthusiasm and personal skills such as communication are as important to your success as any sales techniques. With this in mind, we include this third section of training called Personal Skills Development

Program contains 1 module(s).

Succession Planning (3 modules) (P1907EN)

Developing your succession plan is a process that requires you to make many decisions, some of them complex. The earlier you start this process, the more successful it will be. The three modules in this program will help you think about your exit strategy; initiate the process of valuing your business; and discover how to get the most for your business when the time comes.

Program contains 3 module(s).

The Fundamentals of Ownership Thinking (P2872EN)

The Fundamentals of Ownership Thinking module will explain the importance of ending cultures of workplace 'entitlement' while taking the learner through the exciting and revolutionary Ownership Thinking methodology.

Program contains 1 module(s).

Chemical Sector

Responsible Care ® (P3052EN)

Canadians are more concerned than ever about the potential effects of chemicals on their health and the environment. They want to know that Canada's chemistry industry is making a contribution to solve the local and global challenges confronting society in the 21st century. Responsible Care is the chemistry industry's response to those concerns. It is our commitment to sustainability. In this program, you'll learn about the importance of Responsible Care, how it evolved, and why it continues to be important to the chemistry industry today. You'll also learn how the Responsible Care verification process helps us demonstrate that we are meeting the Responsible Care obligations we have publicly committed to.

Program contains 2 module(s).

Compliance

2015-2016 Equal Employment Opportunity and Affirmative Action for Managers and Supervisors [US] (P4312EN)

All companies that hold federal government contracts and subcontracts are required to comply with U.S. Department of Labor Office of Federal Contract Compliance Programs (OFCCP) regulations. Failure to comply could result in significant fines and lost government contracts, or suspension of a current contract. Given the risks and active government enforcement, you have been assigned this e-learning course to increase your awareness of this important topic. The course will give you an introduction to Equal Employment Opportunity and Affirmative Action (EEO/AA) and present employment practices that will help you comply with EEO/AA requirements.

Program contains 1 module(s).

2015-2016 Equal Employment Opportunity and Affirmative Action for Senior Management and HR [US] (P4313EN)

All companies that hold federal government contracts and subcontracts are required to comply with U.S. Department of Labor Office of Federal Contract Compliance Programs (OFCCP) regulations. Failure to comply could result in significant fines and lost government contracts, or suspension of a current contract. Given the risks and active government enforcement, you have been assigned this e-learning course to increase your awareness of this important topic. The course will give you an introduction to Equal Employment Opportunity and Affirmative Action (EEO/AA) and present employment practices that will help you comply with EEO/AA requirements.

Program contains 1 module(s).

Alternative Dispute Resolution (ADR) (P2322EN)

Various modules on Alternative Dispute Resolution (ADR)

Program contains 7 module(s).

Americans with Disabilities Act (P1942EN)

On July 26, 1990, the President of the United States signed into law the Americans with Disabilities Act of 1990. Known as the ADA, this broad federal statute seeks to end discrimination against individuals with disabilities. Title I of the ADA prohibits employers from discriminating in all aspects of the employment relationship, including application, testing, medical examinations, hiring, training, assignments, evaluations, disciplinary actions, promotions, layoffs and terminations, as well as compensation, leave and other benefits. Since the law went into effect, its enforcement by the U.S. Equal Employment Opportunity Commission (EEOC) has resulted in payments of over $300 million by businesses to more than 20,000 individuals. Recent cases resulting in jury awards of up to $13 million in punitive damages make the importance of understanding and complying the ADA clear.

Course Summary

This Course explains the ADA in simple, understandable terms. It uses examples from news headlines to emphasize the importance of ADA compliance, and it reinforces these messages with realistic quiz scenarios presented at the end of the Course. A company that already has a

policy in place can use this Course to communicate that policy to its employees online — an efficient and timely form of communication for this important message — and ensure the employees' comprehension quickly and cost-effectively. Likewise, for a company that has not yet assembled or implemented an ADA compliance policy, the Course provides a turn-key solution that can be put in place almost instantly.

The topics covered in the Course include:

• Understanding who is protected by the statute • The meaning of a reasonable accommodation • Use of qualification standards and selection criteria • Application of the ADA to the hiring process • Considerations in dealing with current employees

Program contains 1 module(s).

Anti-Boycotting Compliance (P2802EN)

During the mid-1970's the United States adopted two laws that seek to counteract the participation of U.S. citizens in other nations' economic boycotts or embargoes. These 'anti-boycott' laws are the 1977 amendments to the Export Administration Act (EAA) and the Ribicoff Amendment to the 1976 Tax Reform Act (TRA). This course will provide you with the information you need to ensure anti-boycotting compliance at your organization.

Program contains 1 module(s).

Anti-Spam Law [Canada] (P3229EN)

The purpose of Canada's anti-spam law is to promote the efficiency and adaptability of the Canadian economy by regulating commercial conduct that discourages the use of electronic means to carry out commercial activities. This module will provide you with an overview of Canada's anti-spam law and show you how to develop an anti spam compliance program at your organization.

Includes an evaluation and a certificate of completion

Program contains 1 module(s).

Anti-Trust Basics 2007 (P1943EN)

As the complexities of the business world multiply, so do potential antitrust problems for a company up and down its organizational chain. An intricate web of federal, state and international statutes and regulations poses significant dangers for both intentional and inadvertent antitrust violations — companies get fined and broken up, mergers and acquisitions are thwarted, enormous litigation costs pile up, people go to jail. As importantly, businesses and their employees become afraid to be inventive, aggressive and competitive in completely legitimate ways.

Accordingly, it is crucial that businesses train their employees on the what, why and how of antitrust enforcement: (1) what are the basic principles of antitrust law, what problems occur in the real world during formal and informal communication with colleagues, customers, competitors, suppliers and business partners, what special issues arise with e-mail, voice-mail, trade associations and Web sites, what rights of yours are being trampled on by your competitors; (2) why compliance with antitrust law is important to your business goals and the free-enterprise system in general, why avoiding violations and civil and criminal penalties is so important; and (3) how to recognize potential problems, how to deal with them, and how to

compete creatively and legitimately.

Course Summary

This Course briefly describes the main laws behind antitrust enforcement, the penalties for violating them, and the purpose behind the enforcement scheme. It then turns to the core principles and red flags that each employee should know so he or she can recognize trouble areas and know how to deal with them.

The topics covered in the Course include:

• Relationships with competitors • Relationships with customers • Mergers and acquisitions • Monopolistic behavior • Price discrimination • Exemptions from the antitrust laws • Special industries • Antitrust in other contexts

Program contains 1 module(s).

AODA - Accessible Customer Service Regulation E-training [25 minutes] (P2677EN)

This E-Learning course on accessible customer service was designed to help you learn about the Accessibility for Ontarians with Disabilities Act (AODA) and the Accessible Customer Service Regulation. When you complete the course you will receive a Certificate of Completion.

Program contains 1 module(s).

AODA - Accessible Customer Service Regulation E-training [45 minutes] (P2486EN)

This E-Learning course on accessible customer service was designed to help you learn about the Accessibility for Ontarians with Disabilities Act (AODA) and the Accessible Customer Service Regulation. The course includes interactive learning activities, self-testing and video clips to help you apply the requirements of the AODA Customer Service Regulation to your work environment so that you can provide accessible service to your customers. When you complete the course you will receive a Certificate of Completion.

Program contains 1 module(s).

AODA - IASR Employment Standard (P2922EN)

This E-Learning course on the Accessibility for Ontarians with Disabilities Act (AODA) was designed to help you learn about the Integrated Accessibility Standards Regulation (IASR) Employment Standard.

The course includes interactive learning activities to help you apply the requirements of the IASR Employment Standard to your work environment.

Upon completion of this course, you will receive a Certificate of Completion.

Program contains 1 module(s).

AODA - IASR General Requirements (P2921EN)

This E-Learning course on the Accessibility for Ontarians with Disabilities Act (AODA) was designed to help you learn about the Integrated Accessibility Standards Regulation (IASR) general requirements and the Ontario Human Rights Code.

The course includes interactive learning activities to help you apply the requirements of the IASR and the Ontario Human Rights Code to your work environment.

Upon completion of this course, you will receive a Certificate of Completion.

Program contains 1 module(s).

AODA - IASR Information and Communication Standard (P2924EN)

This E-learning course on the Accessibility for Ontarians with Disabilities Act (AODA) was designed to help you learn about the Integrated Accessibility Standards Regulation (IASR) Information and Communication Standard.

The course includes interactive learning activities to help you apply the requirements of the IASR Information and Communication Standard to your work environment.

Upon completion of this course, you will receive a Certificate of Completion.

Program contains 1 module(s).

AODA - IASR Transportation Standard (P2923EN)

This E-Learning course on the Accessibility for Ontarians with Disabilities Act (AODA) was designed to help you learn about the Integrated Accessibility Standards Regulation (IASR) Transportation Standard.

This course includes interactive learning activities to help you apply the requirements of the IASR Transportation Standard to your work environment.

Upon completion of this course, you will receive a Certificate of Completion.

Program contains 1 module(s).

April 2016 Preventing Harassment and Illegal Discrimination for Supervisors [California] - AB1825 Compliant (P5556EN)

California law requires organizations with 50 or more employees to provide two hours of mandatory sexual harassment training for managers and supervisors. This e-learning course was developed to meet these requirements.
To complete this course, you must pass a final test.
You will not be able to access this test until you have spent a minimum of 2 hours in this course.

Program contains 1 module(s).

Avoiding Insider Trading (P1944EN)

Buying and selling stocks is no longer the sole domain of wealthy investors and large institutions. In fact, investing in securities has become an important factor in the financial lives of millions of people across many income levels. Frequent news reports of overnight billionaires in the stock market can tempt people to try to cash in on inside information they learn at work before the news is known to the general public. But buying or selling stock based on a simple 'tip' or tidbit of information can, under certain circumstances, violate federal law and lead to severe fines and even prison sentences.

As a result, it is essential that businesses provide their employees with a basic understanding of the laws against insider trading and what they need to do-and not do -- to abide by them. Using easy to understand examples, this Course provides an overview of the law, shows how it applies in the workplace, and explains the civil and criminal penalties that can result if an employee violates the law.

Course Summary

This Course explains the law in simple, understandable terms and gives examples of scenarios that can easily at occur in a workplace and land the individuals involved, their supervisors, friends and family, and even the company itself in world of trouble.

A company that already has an insider-trading policy in place can use this Course to quickly and effectively communicate that policy online. For a company that has not yet implemented a policy on insider trading, this Course provides a turn-key solution that can be put in place instantly.

The topics covered in the Course include:

• Summary of the laws prohibiting insider trading • Civil and criminal penalties for those who violate the law • Material information • Non-public information • Potential liability of employees, their families, friends and business associates

Program contains 1 module(s).

Being Compliant (P3218EN)

Every business in Canada, regardless of size or sector, has compliance requirements. This course will discuss general compliance considerations and give you a brief overview of your obligations in these key areas: tax compliance, employment standards, and privacy.

Program contains 1 module(s).

Business Entertaining (P2825EN)

Entertaining clients is an important part of many businesses. Alcohol can often play a role in many different forms of business entertainment. Many times, this combination of business and pleasure can leave employees confused as what behaviors are appropriate.

This course discusses alcohol and business entertainment. .

This course does not include an exam.

Program contains 1 module(s).

Business Ethics (P5961EN)

Business ethics is a serious subject for executives, managers and employees. All employees are expected to make good decisions everyday based on the organization's values and contemporary standards in business ethics. If they do not, the cost to their organization impacts both their financials and their reputation. This e-learning module focuses on the importance of recognizing an ethical dilemma and then acting accordingly. It will help you make ethical decisions in your daily work life.

Program contains 1 module(s).

California Transparency in Supply Chains Act Compliance (P2820EN)

In an effort to combat slavery and human trafficking, California enacted the Transparency in Supply Chains Act. This legislation requires businesses operating in California with revenue greater than $100,000,000 to disclose what measures they are taking to combat slavery and human trafficking.

This module will provide you with the information you need to know to enact a Transparency in Supply Chains Act compliance program at your business or to ensure measures to comply that are already in place are sufficient.

This program includes an exam.

Program contains 1 module(s).

Code of Conduct (P1946EN)

It is widely agreed that every company needs to have a policy statement on legal and ethical conduct. The Organizational Sentencing Guidelines require that a company 'must have taken steps to communicate effectively its standards and procedures to all employees and other agents, e.g., by requiring participation in training Courses or by disseminating publications that explain in a practical manner what is required.' Thus, if a company hopes to qualify for more lenient treatment under the Guidelines in the event of employee or corporate misconduct, having, disseminating and enforcing a Code of Conduct is essential.

Course Summary

This Course provides a model Code of Conduct that is a synthesis of more than 20 such policies in use by major companies today. A company that already has a Code in place can customize and use this Course to communicate that policy to its employees online — clearly an easy and effective way to communicate the message — and ensure the employees' familiarity with its policy quickly and cost-effectively. Likewise, for a company that has not yet assembled or implemented a Code of Conduct, the Course provides a turn-key solution that can be put in place quickly.

The topics covered in the Course include:

• Fairness and honesty • Equal employment opportunity • Employee privacy • Drug and alcohol abuse • Employee safety and health • Unlawful harassment and discrimination • Threats or violence in the workplace • Emergency preparedness • Conflicts of interest • Insider trading • Using company computer systems • Using other company property • Protecting confidential information • Copyrights, trademarks and other intellectual property • Record retention and disposal • Avoiding bribery and kickbacks • Speaking for the company • Environmental health and safety • Political activities

Program contains 1 module(s).

Compliance for Canadian Business (P3248EN)

If you own a business in Canada, you must comply with all applicable federal and provincial/territorial tax requirements. These modules will provide you with an overview of the

things that you need to give consideration.

Program contains 2 module(s).

Compliance Issues for Commercial Lenders (P3058EN)

In this course we will discuss how compliance regulations impact the commercial lending function at community banks. We will take a look at the rules your bank needs to follow to ensure your commercial lending function is compliant with flood insurance and BSA laws. We will also look at common application issues.

Includes an evaluation and a certificate of completion.

Program contains 1 module(s).

Conflicts of Interest (P1947EN)

Almost every week there's a front-page story about a company or a company's employee, or an elected or non-elected official, engaging in an activity that presents a conflict of interest. Without a doubt, the surge in conglomerates and joint ventures has increased the potential for conflicts of interest to arise.

Conflicts of interest can create a lot of bad publicity, damage a company's reputation and goodwill, and interfere with the company's performance. More and more companies are dealing with this problem by establishing a Code of Conduct or standards of business conduct. The first step in this process is to assemble a conflicts-of-interest policy and communicate it to all those who perform any work for the company. Another essential step is to have all employees fill out a conflicts-of-interest questionnaire.

Course Summary

This Course sets forth and explains a model conflicts-of-interest policy that is a synthesis of more than a dozen such policies in use by major companies today. A company that already has a policy in place can use this Course to communicate that policy to its employees online — clearly an easy and effective way to communicate the message — and ensure the employees' familiarity with its policy quickly and cost-effectively. Likewise, for a company that has not yet assembled or implemented a policy on conflicts of interest, the Course provides a turn-key solution that can be put in place quickly.

There is a final test. With successful completion of the test, you will receive a Certificate of Completion.

The topics covered in the Course include:

• Overview of conflicts of interest • Relationships with customers and suppliers • Duty of loyalty • Outside activities • Financial interests • Family and personal relationships • Doing business with government employees • Violations of policy

Program contains 1 module(s).

Contract Law Basics (P1948EN)

Business people deal with contracts in many different contexts — purchasing, sales, marketing, distribution, employment and others — almost every day. A contract serves, in effect, as the

'private law' of the parties on whatever subjects it covers. This is a powerful tool, since the law gives parties tremendous flexibility in defining their contractual relationships. Whatever terms the parties agree to include (within broad legal limits) define their respective rights and obligations for the duration of the contract.

Because every valid contract gives rise to legal rights and obligations, it is important to understand how contracts are (and are not) formed and enforced. Dire consequences may await those who fail to form a valid contract when intended, or who bind themselves or their company to a contract inadvertently.

Course Summary

This Course provides an overview of contract law — what makes a contract valid and enforceable, what remedies are available in the event of a breach, and what employees should look for in their real-world dealings with business contracts. The topics covered in the Course include:

• What is a contract? • Sources of contract law • Forming a contract — the offer • Responding to an offer • Consideration • Defenses to enforcement • Breach • Remedies • Important 'standard' terms • Real-world considerations

Program contains 1 module(s).

Copyright Law Basics (P1949EN)

Copyright law affects the workplace activities of many employees on a daily basis. Copyright protection extends to newspaper and magazine articles, instructional videos, web sites, computer Courses, and even elevator music. Most people recognize the presence of a copyright by the symbol ©, but even in the absence of the symbol the material may be protected by copyright law.

Employees need to understand copyright basics for at least two reasons. First, to the extent a company produces copyrightable material, the employees must help the company protect its rights in all dealings with others. In addition, as occasional users of copyrighted material, employees need to understand that the unauthorized use of copyrighted material can expose them individually and/or the company to civil liability and even criminal penalties.

Course Summary

The purpose of this Course is to give employees a general understanding of copyright law — what qualifies for copyright protection, what they can do to help protect the company's copyrighted assets, and how they can avoid the unauthorized use of the copyrighted materials of others.

The topics covered in the Course include:

• Overview of copyright law • What is a copyright? • Copyright ownership • Protecting the company's copyrighted assets • Permissible uses of the copyrighted materials of others • Using copyrighted material under license • Infringement • Penalties

Program contains 1 module(s).

Corporate Compliance Primer (P1950EN)

The Organizational Sentencing Guidelines have had an undeniably huge impact on the way U.S. companies do business and train their employees to abide by the law. What were considered large fines for corporate misconduct in the pre-Guidelines 1970s — several hundred thousand dollars — are now being dwarfed by fines in the hundreds of millions. In addition to these increasing monetary penalties, there are potential criminal sanctions and civil liability that make corporate compliance one of the most important issues facing companies today.

Of course, a full understanding of corporate compliance does not end with an analysis of the Guidelines. You will also need to take into account (1) other regulatory standards affecting your company's business, (2) the impact of civil lawsuits that can proceed in parallel with criminal actions covered by the Guidelines, (3) the applicability of state law, (4) the potential liability of corporate directors for the company's compliance efforts, and (5) standard compliance practices within your company's industry.

Course Summary

This Course will give you an overview of the field of 'corporate compliance' — its brief history, the basic workings of the Organizational Sentencing Guidelines, the components of an effective compliance Course, and related issues.

The topics covered in the Course include:

• History of corporate compliance • Overview of the Organizational Sentencing Guidelines • The importance of having an effective compliance Course • Components of an effective compliance Course • Initiating a compliance Course • Compliance on the global stage

Program contains 1 module(s).

Corporate Political Activity (P1951EN)

Political activity is heavily regulated by government. Federal and state laws govern everything from campaign finances to communication with legislators, and both corporations and individuals are subject to various campaign-related restrictions. Having a basic understanding of these regulations and restrictions is especially important as we approach this year's presidential, congressional and local elections.

After a brief summary of the sources of the applicable law, this Course discusses what activities are allowed and prohibited by both companies and employees.

Course Summary

The topics covered in this Course include:

• Overview of regulatory scheme • Contributions • Expenditures • Communications • Fundraising • Other individual volunteer activities • Political action committees • Lobbying

Program contains 1 module(s).

Corruption of Foreign Public Officials Act [Canada] (P3222EN)

The Corruption of Foreign Officials Act is Canadian legislation designed to prevent the bribery of foreign officials. This law was implemented to meet Canada's obligations under the OECD Convention on Combating Bribery of Foreign Officials in International Business Transactions.

Includes an evaluation and certificate of completion.

Program contains 1 module(s).

Crisis Management and Emergency Response Planning (P1952EN)

This course is intended to help you recognize and deal with crises that can occur that affect companies and their employees. We will address the key components of crisis management and emergency response planning and how they apply to all full-time and part-time employees, including managers, supervisory and non-supervisory personnel. This program could also apply to those who perform company work at home or elsewhere off-site, as well as to temporary employees and independent contractors.

Program contains 1 module(s).

Diversity in the Workplace (P4271EN)

This course provides an excellent base for the manager to learn about his or her own beliefs and to see the potential of a diverse workplace. There are tools and techniques to help a supervisor become familiar with the key concepts and understand the value of diversity in any organization.

Program contains 1 module(s).

DOT Drug Screen Collection (P1953EN)

This program is intended to familiarize you with the U.S. Department of Transportation's (DOT) regulations concerning its standards and training requirements for drug screen collection. Note, however, that this program alone does not qualify you to become a DOT drug screen collector.

Program contains 1 module(s).

Drug Free Workplace (P2629EN)

This program contains our clear and unequivocal Drug-Free Workplace Policy for maintaining a workplace free of illegal drugs and alcohol.

Program contains 1 module(s).

E-Mail and Internet Use (P1955EN)

With all of the potentially positive uses of e-mail and the Internet come potential abuses as well. Of 1,200 companies surveyed recently about Internet usage, 54% reported that they had caught employees browsing Web sites that were unrelated to their work — some up to eight hours per day! Not only can unauthorized Internet usage take a huge toll on employee productivity, but it can divert network resources from 'mission critical' company functions. Improper or indiscriminate use of e-mail can also lead to employee and company liability for workplace discrimination (including sexual harassment), copyright infringement, securities-law violations, antitrust violations, the loss of company trade secrets, and other legal and practical problems.

More and more companies are cracking down on excessive and improper use of e-mail and Internet access by their employees. (According to one recent study, 27% of large U.S. firms

checked employee e-mail in 1999, up from 15% in 1997.) The first step in this process is to assemble an 'acceptable use policy' and communicate it to all employees — both temporary and permanent, as well as independent contractors — who use or have access to the company's electronic-communication systems. Another essential step is to obtain the employees' assent to the policy, whether by having them sign and return a written acknowledgment or by asking them to submit a computer-based acknowledgment by 'clicking' a designated form button.

Course Summary

This Course sets forth and explains a model acceptable-use policy that is a synthesis of more than a dozen such policies in use by major companies today. A company that already has a policy in place can use this Course to communicate that policy to its employees online — clearly the best medium for this message — and secure the employees' assent quickly and cost-effectively. Likewise, for a company that has not yet assembled or implemented an acceptable-use policy, the Course provides a turn-key solution that can be put in place quickly. The topics covered in the Course include:

• Overview of e-mail and Internet usage by employees • Purpose, scope and coverage of the policy • Monitoring and access by the company • Personal use • E-mail usage • Internet usage • Other computer usage • Violations

Program contains 1 module(s).

Ethics and Compliance Basics (P1956EN)

The Ethics and Compliance Basics module explains the most important laws and policies that an employee may confront working for a company. The module is intended to help learners recognize the legal and ethical issues as they arise in the workplace and respond appropriately to those issues. Topics covered in the module include: ethical and lawful conduct, working with integrity, honest accounting, sales and marketing, fraud, conflicts of interest, fair competition, diversity and respect, protected characteristics, preventing harassment, health and safety, communications, data security and privacy, trademarks and copyrights, record management, and more. The course includes an evaluation and certificate.

Program contains 1 module(s).

EU Competition Law (P1957EN)

This program is not intended to make you an expert in EU competition law, but it will help you recognize and avoid situations presenting a risk of legal liability. After a brief overview of the EU and its competition law, we'll outline those behaviors that are acceptable, questionable and prohibited in your business dealings on behalf of the Company.

Program contains 1 module(s).

Export Controls Basics (P1958EN)

Exporting - that is, the shipment or transmission of items or material outside of the U.S. - is heavily regulated by federal laws and regulations referred to collectively as 'export controls.' These controls affect the export of commodities (goods and materials), technology (technical data and know-how) and software from the U.S. to a foreign country. They also affect the re-export of any such U.S. items from one foreign country to another, as well as products made outside the U.S. by or for a U.S. company.

Course Summary

This Course is designed to provide an overview of U.S. export controls. It will not make an employee an 'export expert,' but it will help him or her recognize 'red flags' — situations presenting a risk of legal violations — and deal with them properly.

The topics covered in the Course include:

• Overview of export controls • Export control agencies • What is an 'export'? • Defense exports under the ITAR • Commercial exports under the EAR • Anti-boycott and embargo rules • Red-flag issues • Penalties

Program contains 1 module(s).

Fair Labor Standards Act (P1959EN)

Consider this: In a recent decision, a federal appellate court upheld a $24,000 judgment against a property-management company for failing to pay an employee overtime under the Fair Labor Standards Act (FLSA). Imagine a company that fails to pay more than one employee overtime as required by law. A major bank recently agreed to pay employees $3.8 million that it owed in unpaid overtime in a settlement with the Department of Labor. The FLSA is arguably the labor law most often violated by employers.

Violations of the FLSA are likely to become even more prevalent as Congress and the courts broaden the scope of the law to apply to more types of workers. As the make-up of a company's workforce becomes more varied, it is more crucial than ever to be aware of the provisions of the FLSA.

Course Summary

This Course provides a brief tutorial on the major provisions of the FLSA. The topics covered in the Course include:

• An overview of the FLSA • Minimum wage requirements • Overtime rules and how overtime pay is calculated • Employees who are exempt from the requirements of the FLSA • What workers are considered independent contractors under the FLSA • Restrictions on the use of child labor • Record keeping requirements • Penalties for violations of the FLSA

Program contains 1 module(s).

Federal Contracting (OFCCP) Primer (P1961EN)

Federal regulations require companies that contract with the federal government to take 'affirmative action' to ensure that job applicants and employees are treated without discrimination based on their race, color, religion, sex, national origin, disability or because they are a veteran. The Office of Federal Contract Compliance Courses (OFCCP) oversees the federal-contracting process, offering technical assistance, conducting compliance evaluations and investigating complaints regarding federal contracting or subcontracting.

When an OFFCP compliance evaluation discloses material violations or results in discrimination findings, possible sanctions include:

• Withholding of progress payments due on any contract with the government; • Cancellation,

suspension or termination of government contracts; • Debarment for an indefinite time; or • Debarment for a fixed term of six months to three years. Course Summary This Course explains the basic requirements that a company must follow when carrying out government contracts. A basic understanding of the law is essential to (1) ensuring that the company meets its contractual obligations; (2) protecting the company's reputation; and (3) reducing the company's exposure to negative publicity and costly liability for violations of the law. The topics covered in the Course include — • Overview of the OFCCP • EEO requirements • Statistical analysis of nondiscrimination • Affirmative action Courses • Record retention requirements • Enforcement

Program contains 1 module(s).

FERPA: An Overview (P3048EN)

The Federal Education Records Protection Act (FERPA) is a Federal law that protects the privacy of student education records. FERPA applies to all educational institutions that receive funds under an applicable program of the U.S. Department of Education. This module will provide you with an overview of FERPA.

Includes an evaluation and a certificate of completion.

Program contains 1 module(s).

Foreign Corrupt Practices Act (P1962EN)

This module presents a summary of the Foreign Corrupt Practices Act (FCPA) key provisions, and includes real-life scenarios.

Program contains 1 module(s).

Fraud Awareness and Detection (P1963EN)

Corporate fraud is on the rise. Losses attributable to corporate fraud were estimated at $600 billion in 2002, up from $400 billion in 1996. Employee theft alone costs American businesses between $60 and $120 billion a year. Aside from unscrupulous employees and third parties, a major contributing factor to corporate fraud is simply a lack of awareness of it.

Dishonest employees prey on unsuspecting co-workers and supervisors, and clever third parties use so-called 'social engineering' tactics to penetrate a company's defenses. Because successful fraud schemes are hard to detect, everyone from rank-and-file employees to executives needs at least a basic knowledge of how these schemes work and what the warning signs are.

Course Summary

This Course is intended not only to instill in employees a sense of responsibility to comply with the law and report misconduct, but also to make employees aware of fraud so that it can be detected and nipped in the bud. The Course covers the most common types of fraud used to siphon millions of dollars from corporations every day. The topics covered include:

• Fraud overview • Billing schemes and their warning signs • Skimming • Check tampering and its warning signs • Red flags of bribery and kickbacks • Expense reimbursement schemes • Payroll fraud • Non-cash misappropriations • Cash larceny • Social engineering • Reporting

fraudulent conduct

Program contains 1 module(s).

Gramm-Leach-Bliley Act Privacy Policy (P2357EN)

The American public and other nations around the world have strong concerns about the privacy of their personal information. This Primer addresses the fundamentals regarding the use of personal information that is obtained from customers and consumers in the course of running a business, more specifically within a financial institution. The information in this course is based on the key privacy concepts, terms, rules and requirements of the Gramm-Leach-Bliley (GLB) Act, which was passed in 1999 by Congress and signed into law by President Bill Clinton. Additional resources are provided for those who wish to explore the content in more depth. A glossary provides definitions of privacy words and phrases. Reviews allow you to check your understanding of the material covered, and a certificate of completion will be awarded to those who pass the final test.

Program contains 1 module(s).

Handling Hazardous Waste (P1965EN)

Proper disposal of hazardous waste is a legal, not to mention moral, requirement. Companies need to develop sound policies to ensure all handling and disposal of hazardous waste is in compliance with the necessary laws and regulations.

This module will help you understand and deal with these requirements as they pertain to the use, handling and disposal of hazardous waste.

The module has a test which yields a certificate of completion when passed.

Program contains 1 module(s).

Harassment Prevention for Employees [Australia] (P2439EN)

Harassment and discrimination are costly to organizations. Everyone is affected by the negative consequences of a workplace that allows harassing and discriminatory behavior. This e-learning course is designed to inform employees of their obligations and their critical role in ensuring a harassment-free workplace. We'll discuss the laws that govern discrimination, harassment and retaliation; define these behaviors; outline the obligations of employers and employees; and describe the role of the supervisor in preventing harassment and discrimination.

Includes an evaluation and a certificate of completion.

Program contains 1 module(s).

Harassment Prevention for Leaders [Australia] (P2438EN)

Harassment and discrimination are costly to organizations. Everyone is affected by the negative consequences of a workplace that allows harassing and discriminatory behavior. This e-learning course is designed to inform managers and supervisors of their legal obligations and their critical role in ensuring a harassment-free workplace. We'll discuss the laws that govern discrimination, harassment and retaliation; define these behaviors; outline the obligations of employers and employees; and describe the role of the supervisor in preventing harassment and discrimination.

Includes an evaluation and a certificate of completion.

Program contains 1 module(s).

Health and Safety for Managers and Supervisors in the USA (P2266EN)

Health and Safety for Managers and Supervisors is a computer-based course designed to give managers and supervisors an understanding of the components of workplace safety and health. The course will help you understand occupational safety and health (OSH) principles and your OSH responsibilities, prevent workplace injuries and illnesses, and develop a safety culture in your workplace. The course covers safety principles and risk management, legislation, hazard recognition and control, emergency preparedness, fire prevention, industrial hygiene, ergonomics, workplace inspections, accident investigation, and program development and implementation. An examination is available with this program. Prior technical knowledge of safety and health is not a prerequisite. However, familiarity with workplace processes and practices is helpful.
Learning Objectives:

- Find applicable OSH regulations.
- Know your health and safety responsibilities.
- Determine ways of meeting your OSH responsibilities.
- Identify hazards and develop safe work practices.
- Take leadership in developing and implementing OSH programs.
- Understand consequences of noncompliance.

Course Outline:

- Introduction (3933EN) – This introductory module stresses the importance of managing health and safety and provides an overview of the program.
- Module 1: Safety Principles and Risk Management (3934EN) – In this first module, we will review the evolution of management's role in workplace safety, and present a managed approach to safety and health and the prevention of injury and illness.
- Module 2: Legislation (3935EN) – In the second module, we will explore federal OSHA and state OSH legislation, and the rights and responsibilities of managers and supervisors under this legislation.
- Module 3: Hazard Recognition and Control (3936EN) – In this module, we will review the three-step process for managing hazards. We will discuss the recognition, assessment and control of those hazards that we can determine while inspecting the workplace. Our discussion of hazard recognition will include risk mapping and establishing hazard priorities. We will examine strategies for controlling hazards in order to eliminate or minimize the chances of accident, injury and harmful exposures.
- Module 4: Emergency Preparedness and Fire Prevention (3937EN) – Emergencies, accidents and injuries can happen when we least expect them. Being prepared for emergencies is part of the overall organizational responsibility of management. In this module, we will look at strategies for preparing for, and dealing with, emergencies in the workplace. The second part of the module surveys the basics of fire protection and fire emergency preparedness.
- Module 5: Industrial Hygiene (3938EN) – In this module, we will examine industrial hygiene, which deals with the hazardous substances and exposures that can occur in the workplace. Industrial hygiene is concerned with chemicals, biological agents, and physical agents such as noise and radiation. We will discuss the related health risks, and see how these exposures can be eliminated and/or reduced.

- Module 6: Ergonomics (3939EN) – Ergonomics is the science of fitting the job to the worker. Ergonomic principles are used to design equipment and procedures that match the demands of the job to the worker's capabilities. By improving ergonomics at your workplace, you will also improve health, safety, comfort, and efficiency. This module will explore the basic principles of ergonomics and help you take steps to identify risk factors and address ergonomic problems related to materials handling, workstation design, computer use and hand tool use.
- Module 7: Workplace Inspections and Accident Investigation (3940EN) – Workplace inspections and accident investigations aren't just a good idea – they are required by law. The purpose of regular inspections is to identify hazards and take corrective action before they cause injury, illness, or property damage. If an accident or incident (near miss) does happen, an effective investigation identifies measures that can be taken to prevent a recurrence of similar events. This module will give you the skills to achieve positive results from negative occurrences such as accidents, incidents and hazardous conditions.
- Module 8: Program Development and Implementation (3941EN) – An occupational safety and health program is a definite plan of action to prevent accidents, injury and occupational diseases. This is achieved by integrating safety and health in the design of all work practices, processes and procedures. This module will provide you with the information you need to develop an effective safety and health program.
- Exam – Health and Safety for Managers and Supervisors in the USA (3942EN)

Target Audience:
Managers and Supervisors

Program contains 9 module(s).

Healthcare Fraud and Abuse (P1966EN)

According to the Government Accounting Office, healthcare fraud and abuse account for three to ten percent of all healthcare costs — well over $100 billion annually. Whatever the cost, fraud and abuse waste badly needed resources and seriously undermine our healthcare system.

The healthcare industry is subject to many different laws that concern fraud — including the False Claims Act, the Stark Law, the Anti-Kickback Statute, HIPAA and the Prescription Drug Marketing Act. On top of this legislative infrastructure, government agencies and trade organizations have created a patchwork of guidelines and codes. Together, these laws, guidelines and codes present a significant compliance challenge.

Course Summary

This Course is intended to help healthcare professionals and employees navigate the regulatory maze and raise awareness about fraud and abuse so that misconduct can be detected and prevented. The topics covered include:

• Fraud and abuse overview • Possible penalties • Company policies • Gifts, business courtesies, meals and receptions • Free goods and services • Discounts and rebates • Price reporting • Administrative fees to group purchasing organizations (GPOs) • Purchasing Goods and Services

• Preceptorships • Educational Grants • Support of Scientific Research • General Sponsorship and Charitable Contributions • Prescription Drug Marketing Act • Code of the Pharmaceutical Research and Manufacturers of America (PhRMA Code) • Guidelines of the Department of Health and Human Services, Office of Inspector General (OIG Guidelines) • Guidelines of Accreditation Council for Continuing Medical Education Standards (ACCME Guidelines)

Program contains 1 module(s).

Immigration Compliance and Enforcement in 2010 and Beyond (P2245EN)

This module was created from a live webinar broadcast on April 28, 2010 and addresses Immigration Compliance and Enforcement in 2010 and the future.

Program contains 1 module(s).

Immigration Law Primer (P1968EN)

The U.S. immigration laws are increasingly important as companies compete in the global marketplace. In a nutshell, it is against the law for a foreign national to enter the U.S. to work unless that individual has obtained a valid visa. Likewise, it is against the law for an employer (1) to hire a person who has not actually received an appropriate visa, or (2) to hire or continue to employ a person whose authorized stay to work has expired. Compliance with these basic rules can be tricky and requires strict adherence to certain record-keeping practices, as explained in the Course.

Course Summary

This Course will help employees recognize and respond to immigration issues that arise in the workplace. After outlining the basic purposes behind U.S. immigration law, it explains the key issues of employment verification, discrimination and document fraud. The Course also includes a guide to the major types of visas — permanent (immigrant) and temporary (non-immigrant) — for reference.

The topics covered in the Course include:

• Purpose, scope and coverage of the statute • Prohibited recipients and payments • Intent and the 'knowing' standard • Due diligence and recognizing red flags • Exceptions and affirmative defenses • The books and records provisions • Penalties and sanctions

Program contains 1 module(s).

Information Security (P4248EN)

Organizations are increasingly concerned about the security of electronic information. This course identifies the safeguards needed to ensure the confidentiality, integrity and security of the information that employees work with. Correctly applied, these safeguards will help protect the people, information, technology and facilities that the organization depends on. The course will introduce key concepts and terms, identify security threats, and outline best practices for information protection.

Program contains 1 module(s).

Introduction to Privacy [Canada] (P1142EN)

Overview:
Privacy has long been regarded as a basic human right in democratic societies. However, the explosion in the use of technology of the past few decades as resulted in a dramatic erosion of the individual's right to protect personal information. People are taking steps to protect their privacy. One of the ways in which they are able to achieve this is through privacy legislation.

Major Topics:
This six-part online program was developed to help Canadian businesses meet their obligations under the Protection of Personal Information and Documents Act (PIPEDA). The program provides an introduction to privacy definitions and concepts; an overview of the Act and its legal implications; a detailed examination of the AICPA/CICA Privacy Framework; a process for implementing an effective privacy program within an organization; and a procedure for developing a 5-step action plan. Introduction to Privacy includes a Glossary and a useful selection of privacy Resources. The program is followed by an online multiple choice exam.

Target Audience:
Consultants; privacy officers and those responsible for implementing privacy programs in organizations; managers and business owners.

Program Information:
Introduction to Privacy includes six modules, plus a Glossary module and a Resources module. Module 3 is available in two formats: if you have Flash, select the Flash version for additional interactivity; if you do not have Flash, select the HTML version. Both versions contain the same information.

Program contains 9 module(s).

IT Security Primer [US] (P2713EN)

This module describes the fundamentals of Information Technology Security and what your organization has to do to stay protected in this day and age. Topics include: Protecting Information, Networking Basics, The Castle Concept, and Physical Security. A certificate of completion is available on passing the end of module test.

Program contains 1 module(s).

Lifecycle of a Leave of Absence (P3061EN)

Leaves continue to be one of the biggest headaches for human resources and it ranks as Employers Group's most frequent helpline call. In this four-part series, we break leaves down into four comprehensive hour-long webinars focusing primarily on California compliance. Using a 'cast of characters,' you will encounter the twists and turns all parties deal with as they navigate through various absences from work. In this webinar series we will run through the 'lifecycle' of a leave request in each of the these categories:

• Pregnancy • Medical • Family • Military and Other Leaves

From the first moments HR should be thinking in terms of protected leave to the steps HR takes to insure there is no retaliation after the employee is reinstated to their former position.

All modules contain a test and each has a certificate of completion.

Program contains 4 module(s).

Managing within the Law (P1970EN)

This program will explain the most important management concepts and outline the procedures that you need to follow to comply with the law.

Program contains 1 module(s).

Managing Workplace Stress (P1971EN)

The Managing Workplace Stress module provides an overview of stress as experienced by employees. Topics covered in this module include: facts about stress, job stress, typical sources of workplace stress, dealing with burnout and prevention strategies, managing unavoidable stress, avoiding unnecessary stress, how to create a healthier workplace, and more!

Includes an evaluation and certificate of completion.

Program contains 2 module(s).

Ontario's Personal Health Information Protection Act (P3238EN)

In Ontario, an individual's personal health information is protected by the Personal Health Information Protection Act (PHIPA). PHIPA applies to all health information custodians, whether private sector or public sector. This online course will outline the requirements imposed on health information custodians in Ontario by PHIPA.

Program contains 1 module(s).

Phishing: An Overview (P4041EN)

Phishing is a general term for any attempt to collect personal, financial and sensitive information by posing as a trustworthy entity in an electronic communication. The information is then used to access the targeted individual's accounts and can result in identify theft and financial loss. Bank accounts and credit cards are among the most popular targets for phishers, so it is important that financial organizations, their employees and their customers are knowledgeable about this threat.

This elearning module will give you an overview of phishing, describe how it affects banks, and discuss prevention strategies.

Program contains 1 module(s).

Preventing Harassment and Illegal Discrimination for Employees [California] - 2015-2016 (P3993EN)

Harassment and discrimination are costly to organizations. Everyone is affected by the negative consequences of a workplace that allows harassing and discriminatory behavior. This e-learning course is designed to inform employees of their legal obligations and their critical role in ensuring a harassment-free workplace. We'll discuss the laws that govern discrimination, harassment and retaliation; define these behaviors; outline the obligations of employers and employees; and describe the role of the supervisor in preventing harassment and discrimination.

Program contains 1 module(s).

Preventing Harassment and Illegal Discrimination for Employees [Canada] - 2015-2016 (P3792EN)

Every employee in Canada has a right to a workplace that is free from harassment, illegal discrimination, violence and retaliation. Employees also have an obligation not to participate in behaviours that are harassing, discriminatory, violent or retaliatory. This comprehensive course was developed to help you understand your rights and responsibilities in this area. We will review the laws that apply to workplace harassment and discrimination and provide guidelines for maintaining a respectful workplace.

Program contains 1 module(s).

Preventing Harassment and Illegal Discrimination for Employees [Federal] - 2015-2016 (P3995EN)

Harassment and discrimination are costly to organizations. Everyone is affected by the negative consequences of a workplace that allows harassing and discriminatory behavior. This e-learning course is designed to inform employees of their legal obligations and their critical role in ensuring a harassment-free workplace. We'll discuss the laws that govern discrimination, harassment and retaliation; define these behaviors; outline the obligations of employers and employees; and describe the role of the supervisor in preventing harassment and discrimination.

Program contains 1 module(s).

Preventing Harassment and Illegal Discrimination for Supervisors [Canada] - 2015-2016 (P3289EN)

Every manager, supervisor and employer in Canada has a legal as well as an ethical obligation to maintain a workplace that is free from harassment, illegal discrimination and violence. Employers also have a responsibility to all employees to put a stop to any abuse and mitigate its impact on the workplace, and to prevent retaliation. These responsibilities can be challenging. This comprehensive course was developed to help managers, supervisors and employers meet their responsibilities in this area. We will review the laws that apply to workplace harassment and discrimination, discuss strategies for prevention, and provide guidelines for maintaining a respectful workplace that is free of harassment, illegal discrimination and violence.

Program contains 1 module(s).

Preventing Harassment and Illegal Discrimination for Supervisors [Federal] - 2015-2016 (P3994EN)

Harassment and discrimination are costly to organizations. Everyone is affected by the negative consequences of a workplace that allows harassing and discriminatory behavior. This eLearning course is designed to inform managers and supervisors of their legal obligations and their critical role in ensuring a harassment-free workplace. We'll discuss the laws that govern discrimination, harassment and retaliation; define these behaviors; outline the obligations of employers and employees; and describe the role of the supervisor in preventing harassment and discrimination. Includes evaluation and certificate.

Program contains 1 module(s).

Preventing Workplace Violence (P1973EN)

The Preventing Workplace Violence module provides information on why workplace violence occurs and how it can be prevented. Topics covered in this module include: types of workplace violence, examples of prohibited conduct, tips on how to prevent workplace violence, tips on how to deal with irate customers and how to identify danger, the importance of reporting, domestic violence and how it affects the workplace, and more!

Includes an evaluation and certificate of completion.

Program contains 1 module(s).

Primer on Privacy [Canada] (P1143EN)

Overview:
As of January 1, 2004, all organizations that collect, use or disclose personal information in the course of a commercial activity will be covered by the Protection of Personal Information and Electronic Documents Act (PIPEDA). The 30-minute e-learning module provides an introduction to privacy definitions and concepts, explains why privacy is an increasingly important concern in Canada and around the world, reviews the purpose and scope of PIPEDA, explains why privacy is an important issue for organizations, and describes the responsibilities of employees. Additional resources are provided for those who wish to explore the content in more depth. A glossary provides definitions of privacy words and phrases. A self-assessment allows employees to check their understanding of the material covered. A certificate will be awarded to those who pass the exam.

Target Audience:
Employees; business owners; anyone who handles personal information

Program contains 1 module(s).

Privacy Primer [US] (P1974EN)

Advances in information technology have enabled companies to collect, compile, analyze and deliver data around the world much more quickly and cheaply than ever before. But these technological advances have also brought new challenges to protecting 'information privacy.' In fact, some experts believe that privacy concerns will slow the growth of the Internet generally and electronic commerce in particular.

Different countries view privacy issues differently. In the U.S., for example, companies have largely been allowed to 'self-regulate.' In Europe, by contrast, protection of consumer privacy is the subject of extensive legislation, including a comprehensive Data Protection Directive that took effect in 1998. Foreign companies wishing to exchange personal information about European citizens with companies in the European Union must have policies in place that ensure an 'adequate level of [privacy] protection.'

In November 2000, the Commerce Department (in consultation with the European Commission) created a 'safe harbor' program for U.S. companies wishing to receive personal information from European organizations. A fundamental requirement of the safe harbor program is that companies have a privacy policy addressing certain enumerated principles: (1) notice, (2) choice, (3) transfers to third parties, (4) access, (5) security, (6) data integrity, and (7) enforcement. Studies have shown that, while an increasing number of U.S. companies have developed privacy policies, enforcement of these policies has been spotty, at best.

Course Summary

This course assumes that a company has developed a comprehensive, safe-harborcompliant privacy policy and wants to ensure that its employees understand and abide by that policy. The topics covered in the course include the seven principles of the safe harbor program:

• Notice • Choice • Transfers to third parties • Access • Security • Data integrity • Enforcement

Program contains 1 module(s).

Protecting Trade Secrets (P1984EN)

Protecting trade secrets is more important than ever today, as companies look for ways to get ahead and stay ahead of the competition. Prudent companies are recognizing the need not only to protect their own confidential business information as trade secrets, but also to guard against the misappropriation of others' trade secrets.

In most cases, it is an act or omission of a company's employees that leads to a loss, theft or misappropriation of trade secrets. More and more companies are taking steps to prevent the loss or misappropriation of their confidential business information. One of the best ways to do this is through employee education — communicating the risks and setting out procedures to address them. A critical step in this process is assembling a policy on trade secrets and communicating it to all employees — both temporary and permanent, as well as independent contractors — who may use, create or have access to the company's trade secrets.

Course Summary

This Course sets forth and explains a model trade-secrets policy that addresses the most common situations in which trade secrets are either lost or misappropriated. A company that already has a policy in place can use this Course to communicate that policy to its employees online and secure the employees' assent quickly and cost-effectively. Likewise, for a company that has not yet assembled or implemented a trade-secrets policy, the Course provides a turn-key solution that can be put in place instantly.

The topics covered in the Course include:

• Overview of trade-secret law • Company policies and procedures • New hires • Departing employees • Joint ventures and sale/merger activities • Customer/supplier relationships • Outside consultants and temporary workers • Unsolicited ideas

Program contains 1 module(s).

Protecting Your Identity (P3044EN)

Identity theft is one of the fastest growing types of crime in the world today, costing individuals and business hundreds of billions of dollars annually. Also, it is one of the few types of criminal activity that everyone is susceptible to, no matter their age, gender, location, or occupation. Identity theft is a crime that can impact anyone at any time.

In this module we discuss the steps you can take to protect yourself against identity theft.

Includes an evaluation and a certificate of completion.

Program contains 1 module(s).

Quality Communications (P1975EN)

The Quality Communications module provides information on how you can improve your workplace communications. Topics covered in this module include: the importance of knowing your audience and understanding the law, recognizing your limits in communication, the importance of saying what you mean and using facts in communications, managing closure with clients, the importance of record retention, and more!

Includes an evaluation and a certificate of completion.

Program contains 1 module(s).

Questionable Interview Questions (P1976EN)

The Questionable Interview Questions module is a short module that presents learners with tips on how to avoid asking problematic interview questions. Topics covered in this module include: the importance of being aware of laws, focusing on applicant qualifications during interviews, recognizing and avoiding irrelevant questions, avoiding eliciting information, tips from the Equal Employment Opportunity Commission, and more!

Includes an evaluation and a certificate of completion.

Program contains 2 module(s).

Recognizing Money Laundering (P1972EN)

Have you ever seen a drug dealer pull out a credit-card machine to accept payment for a dime bag? Ever known someone to pay for a TV they bought off the back of a truck with a personal check? Probably not. Most criminals conduct their business in cash. This creates an obvious problem - cash is bulky, heavy and risky to carry around. (One million dollars in twenties weighs about one hundred pounds.) As a result, criminals need to find a way to 'launder' their ill-gotten gains. 'Money laundering' is the process that criminals use to disguise the true origin and ownership of cash by introducing it into legitimate enterprises. Laundering money is a lucrative and sophisticated business, both in the U.S. and overseas. Some sources estimate that more than $300 billion is laundered annually worldwide.

You might say, 'We're not a bank, so why do we need to be worried?' There are several reasons why it is important to have some familiarity with the money-laundering process, the laws that make it illegal, and our legal responsibilities to help prevent it. As banks and financial institutions become more closely scrutinized by law enforcement in connection with money-laundering activity, criminals are forced to become more creative in finding ways to introduce their ill-gotten gains into the legitimate economy. Increasingly, they are using other types of businesses in the laundering process. Therefore, a company is more vulnerable than ever.

Course Summary

The purpose of this Course is to familiarize you with the process of money laundering and the laws that make it a crime. The topics covered in the Course include:

• Defining 'money laundering' • The money-laundering process • Section 1956 of the Money Laundering Control Act • Section 1956 of the Money Laundering Control Act • Reporting requirements • Anti-structuring rules • Red flags • Tips for preventing money laundering

Program contains 1 module(s).

Record Management (P1977EN)

The Record Management module provides information on how to maintain accurate and important workplace records. Topics covered in this module include: what are workplace records, who reviews workplace records, email and instant messaging, how to create accurate records, legal requirements related to recordkeeping, suspension of record destruction, and more!

Includes an evaluation and a certificate of completion.

Program contains 2 module(s).

Reductions in Force (P1978EN)

The Reductions in Force module provides information on how to deal with reductions in the workforce. Topics covered in this module include: the importance of carefully dealing with reductions in force, company rights, the importance of careful communication, tips on preventing litigation, how to prepare for the termination meeting, tips on what to say and what not to say during a termination meeting with an employee, tips on how to deal with remaining employees after a termination in the workplace, and more!

Includes an evaluation and a certificate of completion.

Program contains 2 module(s).

Regulation FD Training (P1979EN)

Regulation FD, for 'fair disclosure' dictates how public companies may disclose certain types of information about themselves. In essence, Regulation FD requires that a public company's communications regarding so-called inside information be made in an approved form of public disclosure. The purpose of the regulation is to make all material information about a company available to all investors at the same time.

Course Summary

This Course explains how Regulation FD affects the way companies and their subsidiaries communicate certain information to outside parties. The topics covered in the Course include:

• An overview of Regulation FD • Application of Regulation FD • What is a 'disclosure'? • What is 'inside information'? • Methods of fair disclosure • Other communications • Guidance • Violations

Program contains 1 module(s).

Sanctions and Trade Embargoes (P1980EN)

The U.S. Government, through the Office of Foreign Assets Control (OFAC), uses economic sanctions and trade embargoes to protect the country's economy and enhance its security. Every U.S. company must comply with all applicable sanction and embargo regulations or the company — and in some cases the individual employees involved — will face substantial criminal and civil penalties.

Course Summary

This Course provides a general overview of OFAC sanctions and their key provisions. It is designed to help employees recognize situations presenting a risk of legal violations and deal

with them properly. It includes a discussion of OFAC-related developments since the September 11, 2001, terrorist attacks.

The topics covered in the Course include:

• Overview of OFAC regulations • Who must comply • Key terms • Target countries • Specially Designated Nationals • Reporting and record-keeping requirements • Penalties for noncompliance • Practical application of OFAC regulations

Program contains 1 module(s).

Sarbanes-Oxley Act Primer (P1981EN)

The corporate-responsibility scandals and business failures involving companies such as Enron, Adelphia and Global Crossing revealed widespread accounting, self-dealing and mismanagement issues. Seeking to instill greater accountability by senior management of public companies, Congress enacted the Sarbanes-Oxley Act in 2002. The prevailing view among legal commentators is that the Act is by far the most significant federal securities law passed since 1934.

Sarbanes-Oxley addresses a wide range of topics, including corporate-governance practices, ethics, executive compensation and financial disclosures. Its principal impacts are to (1) impose new obligations on corporate officers and directors, and (2) increase the scope and severity of the penalties that may be imposed on public companies and their officers and auditors for violations of federal securities laws.

Course Summary

This Course summarizes the Sarbanes-Oxley Act and describes the important new obligations it imposes — particularly for the senior management of public companies. The topics covered in the Course include:

• Certification requirements • Profits and bonuses • Updated loan information • New trading restrictions • Audit committees • Whistleblower protections • Enhanced disclosure • New or increased criminal penalties • Attorney conduct

Program contains 1 module(s).

Security Awareness (P2888EN)

An effective security program is an excellent tool for protecting work product, physical assets, intellectual assets and personnel. This e-learning module will introduce key concepts in security, and provide you with a basic understanding of the security function. We will outline the five primary responsibilities of the security function, and review common security-related events, including crimes involving security. We will also look at the monetary and non-monetary costs of crime.

The module has a test which yields a certificate of completion when passed.

Program contains 1 module(s).

Supervisor's Guide to Meals, Rests, Wages and Hours Worked [California] (P3060EN)

The laws governing meal and rest breaks, wages and hours worked can be quite complex, especially for California employers. This course is a basic guide to meal breaks, rest breaks, wages and hours worked for supervisors in California. The goal of this course is to raise your awareness of this important area of employment law. This will not make you an expert! As with all aspects of employment law, if you have questions or concerns about a particular issue, please contact your Human Resources department for advice.

This program includes an exam.

Program contains 1 module(s).

Supervisory Law [California] (P2824EN)

The laws governing employment, especially in California, are very complex. The objective of this online workshop is to raise awareness among employees at the leadership level so that they are sensitive to issues that could have litigious repercussions. The course will provide you with 10 fundamental practices by which to manage and lead others. These basic principles reflect good business practices and respectful corporate values. They will give you a general framework for carrying out your duties as a supervisor or manager. Please note that this course does not represent the 'whole and sum' of employment law. If you have questions or concerns, consult your HR department or seek appropriate legal advice.

Program contains 1 module(s).

Supervisory Law [Federal 2015] (P4250EN)

The laws governing employment are very complex. The objective of this online workshop is to raise your awareness of federal laws and good supervisory practices in order to reduce the possibility of lawsuits. We will cover only the basics of each area of employment law. We do not intend to present the 'whole and sum' of the law. If you have questions or concerns, please consult your HR department or seek appropriate legal advice.

Program contains 1 module(s).

Tax Compliance for Canadian Businesses (P3217EN)

If you own a business in Canada, you must comply with all applicable federal and provincial/territorial tax requirements. This module will provide you with an overview of what you need to consider.

Please note that the information in this module should not be taken as tax advice.

Program contains 1 module(s).

Telemarketing Compliance (P1982EN)

The Telemarketing Compliance module provides information on the rules by which telemarketing employees must abide. Topics covered in this module include: the history and sources of telemarketing law, Do-Not-Call Rules, National Do-Not-Call List Exemptions, Auto-Dialing Regulations, call abandonment, abusive telemarketing practices, and more!

Includes an evaluation and a certificate of completion.

Program contains 2 module(s).

The Affordable Care Act (P3282EN)

The Patient Protection and Affordable Care Act, commonly known as the Affordable Care Act or 'Obamacare,' was enacted with the goals of increasing the quality and affordability of health insurance, reducing the amount of people without health insurance, and reducing the costs of healthcare for individuals and the government.

To accomplish these goals the Affordable Care Act places a number of requirements on private business that differ based on the business' number of employees. In this module we will discuss the rules small business must follow under the Affordable Care Act.

Program contains 1 module(s).

The Complete Guide to Government Contracting (P2288EN)

The government engages in contracting for a wide array of products and services, ranging from call centers to fighter planes. If you are currently a contractor for the federal government, you may have developed a feel for the way that business is done in the federal procurement process. If, however, this is a new area for you, you will find yourself negotiating one of the most complex playing fields in business. That is the bad news.

The good news is that you can easily acquire a working knowledge of the maze of government policies and procedures and determine how they apply to you as a bidder and a contractor.

This e-learning program was developed to give you the information you need to succeed as a government contractor, and it will prepare you to write the Certified Government Contractor Program exam.

Program contains 5 module(s).

The Family and Medical Leave Act (P2321EN)

This course presents an overview of the Family and Medical Leave Act of 1993 (FMLA) and the amendments to the act made in 2009 and 2013. FMLA requires employers of a certain size to allow employees to take unpaid, job-protected leave in certain situations. It discusses employer and employee eligibility and highlights employer responsibilities, as well as providing practical tips on complying with these responsibilities.

Program contains 1 module(s).

The SBAR Technique (P1983EN)

The SBAR (Situation, Background, Assessment, Recommendation) technique provides a framework for critical communication where time is limited, and where clarity and precision are essential. In this module, you will learn how to use this technique for healthcare-oriented communication.

After completing this course, you will be able to avoid communication gaps by; • Communicating quickly and effectively in the workplace • Identifying when to use this method • Integrating this method in day-to-day operations

Program contains 1 module(s).

U.S. Customs Compliance (P1985EN)

Customs laws cover a wide range of subjects, from country-of-origin marking to smuggling. Customs and Border Protection (CBP) enforces laws at the border that are administered by other federal agencies, such as the Food and Drug Administration (FDA) and the Environmental Protection Agency (EPA). CBP has many enforcement tools in its arsenal, including civil and criminal penalties that can be imposed on both your company and employees personally. If your company is involved in importation, the employees who deal with customs issues need to know the essentials of this area of law in order to avoid severe penalties against themselves or your company.

Course Summary

This course explains the essentials of customs law in an easy-to-understand way that enables your employees to spot important customs-related issues. The topics covered in the course include:

• The 'reasonable care' standard • Valuation of imported merchandise • Payments to be included in transaction value and assists • Recordkeeping requirements • Tariff classification • Special duty programs • Country-of-origin marking • Monetary penalties • Liquidated damages • Seizure and forfeiture

Program contains 1 module(s).

Understanding Contracts and Their Use (P5950EN)

In almost every business transaction a contract is made. This course will tell you how to know when a true contract has been made, identify when it is binding, and determine the limitations and scope of the agreements. It will also give you information and guidelines on how and when to sever the contract, how to modify it, and how to circumvent potential problems.

Program contains 1 module(s).

Unfair Competition (P1986EN)

The rules regarding what is fair and unfair competition affect virtually all of our company's business decisions – hiring, marketing, sales, customer-relations, and research and development, among others – and are important for you to understand. Violations of these rules can be very damaging to the company generally and, in some cases, to individual employees.

While this e-learning module won't make you an expert in the law of unfair competition, it will help you recognize situations presenting unfair-competition issues and deal with them properly. After reading a brief explanation of the principal forms of unfair competition, you'll play an online game that presents hypothetical situations for you to analyze. As you answer the multiple-choice questions correctly, you'll move through the game and earn a Certificate of Completion.

Program contains 1 module(s).

What You Should Know About Ebola – for Americans (P3295EN)

Americans are concerned about the recent outbreak of Ebola virus disease (EVD) in Central and West Africa. This short information will provide you with basic information about Ebola, including what causes it and how it is spread, symptoms, treatment, risk, and prevention and control. This module is based on information published on the websites of the Centers for Disease Control and Prevention (CDC) and the World Health Organization (WHO).

Program contains 1 module(s).

What You Should Know About Ebola – for Canadians (P3294EN)

Canadians are concerned about the recent outbreak of Ebola virus disease (EVD) in Central and West Africa. This short information module will provide you with basic information about Ebola, including what causes it and how it is spread, symptoms, treatment, risk, and prevention and control. This module is based on information published on the websites of the Public Health Agency of Canada (PHAC), the World Health Organization (WHO) and the Centers for Disease Control and Prevention (CDC).

Program contains 1 module(s).

Whistleblowing (P1987EN)

As a part of complying with section 6032 of the Deficit Reduction Act of 2005 (DRA), this e-learning module was developed to help you understand the False Claims Act (FCA), its administrative remedies and federal whistleblower-protection laws. The FCA is a federal law that was amended in 1986 to encourage individuals to sue on the government's behalf for fraud. The module covers the basics of the law and what you can do to stop defrauders in their tracks.

Program contains 1 module(s).

Workplace Bullying (P1988EN)

According to a recent poll, 37% of workers in the U.S. reported that they've been bullied at work. Some 29% of HR managers report that one or more employees in their workplaces have quit as a direct result of bullying. Between 12% and 18% of psychological-based disability claims are directly related to bullying. Books and movies such as The Devil Wears Prada are raising awareness about an issue that is anything but fiction.

Both business executives and lawmakers are taking action to define and address workplace bullying. Anti-bullying laws are already a reality in Australia, parts of Canada and in several European countries, including the U.K. Starting with California in 2003, state lawmakers nationwide in the U.S. have considered bills that would provide a cause of action based on an 'abusive work environment.'

Wise employers aren't waiting for public mandates and are implementing antibullying policies as a way to retain employees, stimulate recruitment and maintain a healthy, happier and more productive workforce.

Course Summary

This course describes what workplace bullying is and details the various forms it takes. It addresses abusive bosses, clients and vendors, as well as bullying between co-workers. It explains both how to avoid bullying behavior and how to respond to it in others. The topics covered in the course include:

• What is workplace bullying? • Adverse effects of bullying • Anti-bullying law • Forms of bullying: hostility, abuse, abuse of power, deceit and sabotage • Psychological causes of bullying • Bullying as a violation of company policy • Enforcement

Program contains 1 module(s).

Workstation Security (P4246EN)

Employees have an important role to play in protecting the organization's assets. Keeping individual work areas secure is a key aspect of this responsibility. This course will review best practices for workstation security for individual employees.

Program contains 1 module(s).

Computer/Industrial

Access 2007: Level 1 (P2428EN)

Level 1: 57 Lessons – approximately 6 hours of training

This course introduces students to the basic elements that comprise a Microsoft Office Access database. Students will learn what a database is and how an effective database should be designed and set up. After they learn how to manipulate the Access interface and create their own databases, students will receive instruction in how to create and use the basic tools of the Access application: tables, forms, filters and sorts, queries, and reports. In addition, students will learn how to enter data in Access and how to manipulate and use that data.

No final exam or certificate available.

Program contains 1 module(s).

Access 2007: Level 2 (P2429EN)

Level 2: 58 Lessons – approximately 6 hours of training

Strives to broaden and develop the basic database design skills that students already possess. Students will gain a more complete understanding of how to create and use the primary database objects in Microsoft Office Access 2007, including tables, queries, forms, and reports. The course also shows how to work with individual fields to ensure that overall database structure is consistent and correct. In addition, students will learn a variety of techniques designed to make data entry in Access databases faster, easier, and less error-prone. Finally, students will be introduced to a few methods of managing and backing up database file.

No final exam or certificate available.

Program contains 1 module(s).

Cloud Computing: An Introduction (P2816EN)

The module 'Cloud Computing: An Introduction' introduces learners to the exciting world of cloud computing. The learner will explore how cloud computing evolved, learn how businesses can benefit from cloud computing, and understand the risks involved in cloud computing. Topics covered in this module include: basic computing attributes; cloud computing defined; the characteristics of cloud computing; the cloud computing service delivery models; cloud implementation models; the financial, technological, and operational benefits of cloud computing; and the risks of cloud computing along with the mitigation of those risks.

With successful completion of the test at the end of the module, you will receive a Certificate of Completion.

Program contains 1 module(s).

Defining Project Scope (P5509EN)

This is one in a series of courses that focus on the phases of The Requirements Discovery Process. This course is intended to take the participant through a process of describing and documenting the scope of your project. Scope defines what is, and is not, part of our system.

The course teaches techniques to identify the in and out-of-scope business activities, objects,

interfaces and variations as a fundamental first step to scoping the product functionality.

Elicitation methods are covered that involve subject matter experts and representatives from other systems and departments.

The discussion of scope also introduces the project team to methods of modeling the high-level scope and ensuring an appropriate level of detail is specified that will enable a fast and accurate start to a project. And we'll be applying best practices along the way so that your definition of scope will contribute to the definition of business requirements that conform to industry best practices standard deliverables.

Program contains 4 module(s).

Describing Business Process (P5510EN)

This is one in a series of courses that focus on the phases of The Requirements Discovery Process. This course is intended to take the participant through a process of describing and documenting the business processes (activities) that form the business context for your project.

The descriptions of key business processes that you create during this phase of your project provide the context for all work that follows. For the requirements team, breaking the system into activities helps to focus discussions on smaller areas. For your business partners, it is easy to achieve consensus and buy-in at an activity level. For the project manager, organizing the system into activities allows the project manager to identify cohesive work packages. The detail gathered at this stage enhances the product description and confirms the project scope. For the design team, this discussion of business process at an activity level ensures the integration of the functional and data requirements and provides the basis for the software system specifications. And finally, for testers, activity descriptions provide the basis for meaningful test scripts that reflect actual business usage.

Program contains 4 module(s).

Describing Functional Business Requirements (P5511EN)

This is one in a series of courses that focus on the phases of The Requirements Discovery Process. This course is intended to take the participant through a process of discovering, describing and documenting your client's business requirements completely, accurately and consistently regardless of your subsequent system development efforts.

This means that whether you are specifying these requirements for a web-enabled application, object-oriented, client-server, legacy system or a combination, true functional business requirements are independent of technology. This is beneficial because you won't need to go back and change the business requirements as the technology changes (which is often).

And we'll be applying best practices along the way so that the resulting business requirements you specify will conform to industry best practices in this particular area.

Program contains 5 module(s).

Determining Information Requirements (P5512EN)

This is one in a series of courses that focus on the phases of The Requirements Discovery Process. This course is intended to take the participant through a process of describing and documenting business information or data needs for your project, regardless of the corporate system

development methodology, or technical platform implementation.

For those who are relatively new to data modeling concepts, we have simplified the rules of normalization and business rules that give you a jump-start on your next project. If you are more experienced in data modeling, you will see the ease of obtaining the object definition, relationships, cardinality and modality from your clients which enable you to build a solid conceptual data model, based on true business needs. Additionally, you'll have the context for data usage for each business process. And we'll be applying best practices along the way so that the resulting requirements you specify will conform to industry best practices and standard deliverables.

Program contains 6 module(s).

Determining Project Objectives (P5508EN)

This is one in a series of courses that focus on the phases of The Requirements Discovery Process. This course is intended to take the participant through a process of discovering, describing and documenting your client's business objectives.

Establishing high quality objectives is essential to the success of your project. If you don't set specific, measurable, achievable, results oriented and time-bounded objectives, how will you ever determine the success of your project? On the surface, setting project objectives seems to be a straight-forward exercise - one that is often taken for granted, overlooked or simply ignored. Establishing high-quality objectives is an essential component to the success of your project. If you do not set specific, measurable, achievable, results-oriented and time-bounded objectives, how will you know if your project is successful? This course is intended to help you do just this.

Program contains 4 module(s).

Documenting Requirements Meetings (P5515EN)

This is one in a series of courses that focus on the skills and competencies of The Requirements Discovery Process. This course is intended to take the participant through the aspects of capturing and documenting Business Requirements completely, accurately and consistently regardless of your subsequent system development efforts. In fact, the skills that you will learn in this course can be used to capture discussions that are completely unrelated to developing systems.

Whether you are an experienced analyst, or new to the field, at the end of this course you will be able to:

- walk into any requirements meeting and synthesize the information from your subject matter experts and document their true business requirements in the context of how they are needed;
- compose business requirements that are clear, concise, complete and unambiguous that any developer or client and others can understand and use; and
- organize and package the requirements in a deliverable or work product quickly and use it as the source for subsequent development, RFP or build/buy decisions.

Program contains 5 module(s).

Electrical and Motor Control [20 courses] (P2757EN)

Program contains 20 module(s).

Electrical and Motor Control: AC Motor Control and Troubleshooting (P2772EN)

This program explains in detail the operation of reversing AC motor circuits using drum switches, manual, and magnetic starters. Decelerating circuits are also explained in detail, along with braking techniques using friction brakes, plugging switches and electric braking. Multi-speed motors are also covered including constant torque, constant horsepower and variable torque. This module also includes a thorough explanation of troubleshooting AC motors and what symptoms to look for to avoid motor failures. Also presented is the topic of 1Ø and 3Ø AC motors starting and working but not correctly and how to identify its causes and how to fix the problems.

Program contains 1 module(s).

Electrical and Motor Control: AC Motor Operations—Start and Acceleration (P2771EN)

This program explains AC motors in detail. The general operation of three-phase (3Ø) and single-phase (1Ø) motors is reviewed as well as the components that form a motor. Also covered in detail are the three different types of single phase capacitor motors. The start and acceleration methods of Full-Voltage (Across-The-Line) and Reduced-Voltage are presented. The program explains in detail the five types of reduced voltage starts.

Program contains 1 module(s).

Electrical and Motor Control: Control Circuits 1—Electrical Ladder Diagrams (P2764EN)

This program presents students a thorough explanation of electrical control circuits and the diagrams that represent these circuits. It also covers in detail ladder diagrams, how to read and reference them, and how to properly document them. In addition to ladder diagrams, the program discusses the input logic components of control circuits (AND-OR-NOT), as well as how to implement control outputs. We will also go over control circuit examples and implementation.

Program contains 1 module(s).

Electrical and Motor Control: Control Circuits 2—Complex Interlocking Circuits (P2765EN)

This program discusses electrical control circuits and the addition of memory to a circuit. The program also covers the important topic of interlocking and discusses the different types which include mechanical, push button and auxiliary contact interlocking methods and how they are used in the implementation of more complex control circuits. Also covered in detail is the interpretation of more complex ladder diagrams including the cross-referencing of control relays and mechanically linked devices, as well as wiring diagrams including magnetic starter wiring. The program also covers layout and connection diagrams to give you the guidelines on how to properly put together your control panel that houses the control circuit.

Program contains 1 module(s).

Electrical and Motor Control: Control Relays and Timer Circuits (P2761EN)

This program presents students with a course dedicated to the understanding of control relays and timer devices and the important function they play in the control of machinery and equipment. The operation, installation, application, and troubleshooting of these control devices

are also presented in this program.

Program contains 1 module(s).

Electrical and Motor Control: Controlling Motor Operations (P2769EN)

In this program students will learn how to create safe motor circuits to control the speed and direction of motors. Students will be presented with motor control wiring diagrams and their relationship with the ladder control diagram. The students will also learn about how two-wire and three-wire control circuits operate, review what makes motors fail, and learn how to prevent potential motor failure.

Program contains 1 module(s).

Electrical and Motor Control: DC Motor Acceleration, Deceleration and Troubleshooting (P2774EN)

In this program students are presented with the acceleration methods used to control the speed of a DC motor. These methods include variable resistance such as rheostat or resistor banks and using solid-state speed control using SCRs. Also covered in detailed are the deceleration methods, as well as braking options. The program also presents extensive troubleshooting methods and techniques used with series, shunt and compound DC motors.

Program contains 1 module(s).

Electrical and Motor Control: DC Motor Operations and Control (P2773EN)

In this program, students will be presented with the information necessary to understand and apply DC motors and their control circuits. DC motor components and operation are covered in detail. This module covers the mechanisms and ways to start DC motor, along with the methods and reasons why large DC motors are reduced started. The program also covers how to reverse the direction of DC motors as well how to control the speed of a DC motor.

Program contains 1 module(s).

Electrical and Motor Control: Electromagnetic Motor Switches (P2767EN)

This program presents the operation of contactors and how these devices are used to control motor operations. Also will show the wiring and connection methods used with contactors and motor starters along with their wiring diagrams. Also covered are the important topic of ARC suppression and protection. The program also presents the different types of motor starters, which include full-voltage, combination, reversing, two-speed, and reduced-voltage which are commonly used in motor control applications. Students will also learn about plugging speed switches, also known as zero-speed switches, and how these devices are used in circuits to stop motors.

Program contains 1 module(s).

Electrical and Motor Control: Instrumentation 1—Position Sensing Control Devices (P2762EN)

This program explains the different types of discrete instrumentation sensing devices that are used to sense the position of parts and components and their operation.

Program contains 1 module(s).

Electrical and Motor Control: Instrumentation 2—Process Sensing Control Devices (P2763EN)

This program will explain the different types of process instrumentation discrete sensing devices. These devices are used to sense application process control information. Covered are the discrete control devices found mostly in process control applications. These devices are pressure, flow, float, and temperature sensors. You will also learn about the operation, the control, and representation of solenoid-operated valves. The program explains how these instrumentation devices detect a signal level and translate it into an electrical signal so that a control circuit may use it. Also explains the troubleshooting tasks for these control elements as well as the operation of solenoid valves.

Program contains 1 module(s).

Electrical and Motor Control: Motor Control Protection (P2768EN)

In this program, students will learn about protective switches including fuses, circuit breakers, and motor overload heaters, as well as their respective overload contacts. Methods of troubleshooting these components are also covered. Fuse curves are presented to solidify the understanding of fuse operation and protection and how to select the proper fuse. Also covered is the effect of ambient temperature on thermal overloads and how they can affect motor control protection.

Program contains 1 module(s).

Electrical and Motor Control: Power Distribution Inside the Plant (P2759EN)

This program covers power distribution inside the plant and how this power is properly routed including the use of switchgear and busways. Also presented is how the power is passed on to motor control centers, (MCCs) panel boards, and control panels to control equipment in the plant. Thorough explanations on the functionality of transformers are also presented, including wye-to-wye and delta-to-delta transformer configurations used in power distribution.

Program contains 1 module(s).

Electrical and Motor Control: Power Generation and Systems (P2758EN)

This program covers the important topic of three-phase (3Ø) power generation and how it arrives at the manufacturing plant or facility. The program starts with how three-phase power is generate and how power is transmitted from a source, such as a hydroelectric plant, all the way to your facility. Also covered is the important wye and delta power systems, as well as the need for balanced circuits in the power distribution network of your manufacturing operation. Everyone who works with, or around, electrical equipment needs to know the basics as well as how to protect themselves and your equipment.

Program contains 1 module(s).

Electrical and Motor Control: Preventive Maintenance and Troubleshooting Control Circuits (P2766EN)

In this program, students will learn about preventive maintenance and how to troubleshoot electrical control circuits. This program will present preventive maintenance approaches, guidelines, and scheduling, as well as methods for implementing preventive maintenance in both control circuits and the plant's electrical power distribution network. The program will show the troubleshooting methods and techniques for three different control circuit components: the power source, the control circuit itself, and the power circuit. It will also explain several methods

for troubleshooting short circuits and component failures.

Program contains 1 module(s).

Electrical and Motor Control: Programmable Controllers—Control Implementation and Troubleshooting (P2777EN)

In this program, students will be presented with the implementation of PLC control from electromechanical control. The examples involve the control of motors as well as the implementation of Forward/Reverse control using a Fwd/Rev motor starter. The module explains how to go about to assign the input and output addresses that will be used in the PLC. Also covered are the troubleshooting of PLC inputs and outputs as well as the CPU and how to implement basic PLC preventive maintenance.

Program contains 1 module(s).

Electrical and Motor Control: Programmable Controllers—Discrete Software Programming (P2776EN)

In this program, students will be introduced to the discrete programming instructions that are used in the implementation of electromechanical control using a PLC, which are the basic relay instructions. This module explains the operation of the basic on-delay and off-delay types of timers and how to program them in a PLC application. Also covered are the special considerations that you must take when implementing timer control programming.

Program contains 1 module(s).

Electrical and Motor Control: Programmable Controllers—Operation, Architecture and I/O System (P2775EN)

In this program, students will be introduced to programmable logic controllers (PLCs) and how they are used to implement electrical and motor control circuits in industrial applications. This module explains how a PLC operates and scans the input and output field devices and the important relationship between electromechanical and PLC ladder diagrams. The program also covers the important topic of I/O field device addressing and how field devices are known inside the PLC. Discrete input and output interfaces are discussed as well as how to install them and the actual PLC unit.

Program contains 1 module(s).

Electrical and Motor Control: Sizing the Protection of Motors and Control Circuits (P2770EN)

In this program students will be introduced to the important National Electric Code Article 430, which deals with motor and circuit protection. They will be presented with information on how to properly design and implement a safety control circuit and how to go about choosing the correct protection components for branch and feeder circuits. The topic on how to properly read a motor nameplate is also explained in detailed. Also presented is the selection of NEMA starters and a summary on the six-steps to be taken when putting together a motor branch circuit.

Program contains 1 module(s).

Electrical and Motor Control: Static/Manual Control Switches (P2760EN)

In this program, students are presented with several lessons dedicated to the understanding of many basic field control devices. The input field devices covered in this program include: • Standard switches • Push buttons • Selector switches • Pilot lights • Drum switches The operation, installation, application, and troubleshooting of these input field devices are also presented in this program.

Program contains 1 module(s).

Eliciting Data Warehouse Requirements (P5514EN)

Industry gurus such as Inmon and Kimball have recognized that the models and methods to design a Data Warehouse are unique and different than traditional data modeling practices. However, it is only recently that these best practices have evolved as analysis tools in specifying Data Warehouse requirements.

This course covers the How-To's of performing quality business requirements analysis for data warehousing projects.

- Identify, validate and document your Client's Requirements for a Data Warehouse, Data Mart or Decision Support System with confidence
- Ensure that raw business data harvested from legacy transaction processing systems and other data sources is transformed into powerful Business Intelligence
- Learn the latest practical techniques & best practices for specifying DW systems
- Work directly and interactively with business clients in defining project requirements

Finally, there exists proven and practical techniques - which can be easily applied to your DW projects - to gather and prepare quality specifications for Data Warehouses, Data Marts and Decision Support Systems.

Program contains 6 module(s).

Excel 2007: Level 1 (P2424EN)

Level 1: 63 Lessons – approximately 7 hours of training

This course introduces students to Microsoft Office Excel 2007. It covers basic spreadsheet features and acquaints students with Excel's tools. Students will learn to manage workbooks, work with cells and cell data, format and print worksheets, create and revise formulas, work with basic functions, use fills to save data entry time, and create and modify charts from worksheet data. They will also be introduced to the main interface changes of Microsoft Office 2007, such as the Ribbon, Quick Access toolbar, and the Mini toolbar. Finally, students will also learn how to access and use the Excel Help feature.

No final exam or certificate available.

Program contains 1 module(s).

Excel 2007: Level 2 (P2425EN)

Level 2: 60 Lessons – approximately 6 hours of training

This course familiarizes students with intermediate-level spreadsheet features. Students will learn how to convert older workbooks to the new default XML-based file format; customize the Quick

Access toolbar; use logical and financial functions; format worksheets using themes, styles, and page breaks; use 3-D references; ready workbooks for the Web; use templates to create workbooks; and insert and manipulate objects such as shapes and SmartArt diagrams into a spreadsheet. They will also learn how to customize workbooks by renaming worksheets; inserting, deleting, and hiding worksheets; and changing the color of worksheet tabs. In addition, the course points out how tables in Excel serve as databases and covers how to convert data ranges into tables, apply table styles, freeze and unfreeze rows and columns, sort tables, and use filters in tables.

No final exam or certificate available.

Program contains 1 module(s).

Fundamentals of Requirements Elicitation (P5507EN)

This course is a high-level overview of the entire Requirements Elicitation Process. It introduces the learner to all the steps in the process, along with terminology, modeling tools and techniques.

Primarily designed for new business analysts, this course is also ideal for Managers and Business Users who do not need to understand the technical nuances of requirements gathering, but rather, need only a high-level overview of the Best Practice concepts. If you are one of those analysts who will be delving into the nitty-gritty details of business analysis, then understanding these major building blocks is critical.

Imagine being able to walk into any business area and be able to elicit your client' business requirements, completely, accurately & consistently, regardless of the amount of experience you have in that subject area, regardless of the years of IT experience or your education level. Imagine being able to communicate with your clients in business terms and language that they understand and relate to using non-threatening, non-technical techniques. And perhaps most important of all, imagine being able to obtain their agreement that what you are modeling is truly what they want and need, immediately securing their buy-in. That's what this course is all about.

Program contains 7 module(s).

Microsoft Access 2010 (P2581EN)

Topics include: • Getting Started in Microsoft Access 2010 • Filtering and Sorting Data • Examining Database Objects • Entering And Working With Table Data • Setting Table Relationships • Working with Queries

No final exam or certificate available.

Program contains 6 module(s).

Microsoft Excel 2010 (P2585EN)

Topics include: • Getting Started with Microsoft Excel 2010 • Entering Data • Exploring Formula Basics • Working with Functions • Formatting Cells • Inserting and Modifying Charts • Printing Worksheets

No final exam or certificate available.

Program contains 7 module(s).

Microsoft Outlook 2010 (P2582EN)

Topics include: • Getting Started with Microsoft Outlook 2010 • Viewing E-mails • Sending and Receiving E-mail Messages • Exploring E-mail Message Options • Managing E-mail Messages • Organizing E-mail with Folders • Working with Contacts • Understanding Calendar Appointments and Events

No final exam or certificate available.

Program contains 8 module(s).

Microsoft PowerPoint 2010 (P2583EN)

Topics include: • Getting Started with Microsoft PowerPoint 2010 • Using WordArt • Creating Presentations • Adding, Rearranging, and Removing Slides • Applying Slide Layouts and Themes • Formatting Text • Working with Tables • Adding and Modifying Clip Art and Images • Working with SmartArt, Shapes, and Charts

No final exam or certificate available.

Program contains 9 module(s).

Microsoft Word 2010 (P2584EN)

Topics include: • Getting Started in Microsoft Word 2010 • Setting Up and Managing Documents • Entering and Revising Text • Formatting Text • Editing Documents • Working with Lists • Applying Paragraph Settings

No final exam or certificate available.

Program contains 7 module(s).

Outlook 2007: Level 1 (P2430EN)

Level 1: 58 Lessons – approximately 6 hours of training

This basic course introduces students to Microsoft Office Outlook 2007. Students will learn how to create, send, preview, read, reply to, and forward e-mail messages. They'll also learn about recalling messages, attaching files to messages, resending messages, marking messages as unread, deleting messages, organizing messages into folders, and previewing and printing messages. Besides teaching these basic mail management skills, the course looks at Outlook as a personal information management system. It examines how to add and organize contact information and how to manage time with the Calendar. Specifically, students will learn about adding new contacts, modifying contact records, and saving and modifying Electronic Business Cards. They'll also learn to schedule appointments, create recurring events, mark items as private, add tasks in the new To-Do Bar, update the status of tasks, mark tasks as complete, and create and modify notes. Finally, the Junk E-mail Filter will be explored, teaching skills such as emptying the Junk E-mail folder and specifying safe and blocked senders.

No final exam or certificate available.

Program contains 1 module(s).

Outlook 2007: Level 2 (P2431EN)

Level 2: 52 Lessons – approximately 6 hours of training

This intermediate-level course builds upon the basic skills taught in the Level 1 course. Students will learn how to customize their outgoing messages by setting default message formats and fonts, as well as by adding signatures, themes, and stationery. They will also learn how to create, activate, and turn off Out of Office messages; set message importance and sensitivity; delay delivery of messages; request delivery receipts; and create e-mail polls. Mail management is enhanced as students learn to mark items for follow-up using Quick Click Flags, perform various mail management tasks using rules, and organize Outlook items using color categories and Search Folders. Furthermore, the course covers how to address messages using address books and distribution lists, send and respond to meeting and task requests, share Calendars over a network, publish Calendars to Office Online, send Calendar Snapshots, subscribe to Internet Calendars, and configure Outlook to handle other e-mail accounts, such as a Hotmail account.

No final exam or certificate available.

Program contains 1 module(s).

PowerPoint 2007: Level 1 (P2426EN)

Level 1: 62 Lessons – approximately 7 hours of training

This course introduces students to the basic features of Microsoft Office PowerPoint 2007. Students will learn how to design PowerPoint presentations on their computers through examples and interactive exercises. They will learn about the key interface changes of Microsoft Office 2007, namely the Ribbon, Quick Access toolbar, Mini toolbar, and galleries. They will also discover how to create presentations from scratch using templates, as well as learn about slide layouts, themes, and slide masters. In addition, students will learn how to navigate through presentations, save presentations, preview slide shows, check spelling, use bulleted and numbered lists, and use clip art and shapes to enhance presentations. Students will also be shown how to create and edit tables, as well as how to prepare a presentation for printing. Other topics that will be covered include formatting text and working in the Slides and Outline tabs, as well as in the Notes pane.

No final exam or certificate available.

Program contains 1 module(s).

PowerPoint 2007: Level 2 (P2427EN)

Level 2: 59 Lessons – approximately 6 hours of training

This intermediate-level course builds upon the basic Microsoft Office PowerPoint skills taught in the Level 1 course. For one, students will learn how to modify the Quick Access toolbar. They will also discover how to use existing information to create a presentation, including importing outlines from Word and inserting slides from other presentations. Students will further explore the use of masters, including how use multiple masters and themes in one presentation, as well as how to create Notes and Handouts masters. Students will work with and modify a variety of graphics, such as WordArt, shapes, pictures, and clip art. Additionally, they will learn about the new Photo Album feature, as well as how to apply a variety of animation effects to both text and graphics. Finally, they will learn how to publish and save presentations as Web pages.

No final exam or certificate available.

Program contains 1 module(s).

Windows 7: Level 1 (P2374EN)

Topics Include:

• Explore Microsoft Windows 7 • Explore the Start Menu • Understand Windows • Use Windows Search • Examine the Aero Desktop • Set Up Your User Account • Define Your Theme • Personalize Your Background • Select a Screen Saver • Select Your Gadgets • Explore the Taskbar • Customize Your Taskbar • Explore the Notification Area • Explore Jump Lists • Arrange Windows Using Snap • Minimize Extra Windows Using Aero Shake • Preview Files and the Desktop with Aero Peek • Preview Open Windows Using Aero Flip 3D • Explore the Help and Support Center • Search for Help • Game: Parody - Microsoft Windows 7 Level 1 • Game: Who Wants to Win a Million Points? - Microsoft Windows 7 Level 1

No final exam or certificate available.

Program contains 2 module(s).

Windows 7: Level 2 (P2375EN)

Topics Include:

• Look at Libraries • Create and Organize Libraries • Create Folders • Move Files to Folders • Delete Files and Folders • Understand Windows Media Center • Set Up Windows Media Center • Watch TV with Windows Media Center • Display Pictures in Windows Media Center • Listen to Music in Windows Media Center • Create a New Internet Connection • Access a Wireless Network • Understand HomeGroup • Understand Windows Touch • Understand Windows Live Essentials • Understand Action Center • Understand Windows Defender • Back Up Your PC • Look at System Restore • Game: Parody - Microsoft Windows 7 Level 2 • Game: Who Wants to Win a Million Points? - Microsoft Windows 7 Level 2

No final exam or certificate available.

Program contains 2 module(s).

Word 2007: Level 1 (P2422EN)

Level 1: 60 Lessons – approximately 7 hours of training

This course is designed to familiarize students with key introductory features of Microsoft Office Word 2007, as well as introduce them to some of its new interface features like the Ribbon, Mini toolbar, Quick Access toolbar, contextual tabs, and galleries. Students will learn the tricks that will help them create, edit, and modify text-based documents easily. The skills taught include examining the working screen; navigating, creating, and saving documents; changing font attributes; copying, moving, and replacing text; applying and clearing character styles; modifying paragraphs with alignment choices, borders, shading, and bullets; working with headers and footers; running spelling and grammar checks; using AutoCorrect; undoing and redoing changes; managing files with folders; marking documents as final; and previewing and printing documents.

No final exam or certificate available.

Program contains 1 module(s).

Word 2007: Level 2 (P2423EN)

Level 2: 61 Lessons – approximately 6 hours of training

This intermediate-level Word course builds upon basic skills covered in the Level 1 course. Students will learn how to further enhance documents by adding items such as symbols, AutoText, multilevel lists, hyperlinks, and information found using the Research task pane. Paragraph formatting will also be examined, covering skills such as setting indents; changing line spacing and page orientation; setting tab stops; applying paragraph styles; and using Quick Style sets. Students will also learn about sections and how they affect layout decisions such as margins, breaks, and columns. They will also look at how to insert and modify clip art, graphics, shapes, tables, charts, and Smart Art diagrams, as well as how to save documents as Web pages. Finally, a number of revision tools will be introduced, teaching how to insert and modify comments, track changes, accept or reject changes, compare documents, and use the new Document Inspector.

No final exam or certificate available.

Program contains 1 module(s).

Customer Service, Marketing & Sales

AODA - Accessible Customer Service Regulation E-training [45 minutes] (P2486EN)

This E-Learning course on accessible customer service was designed to help you learn about the Accessibility for Ontarians with Disabilities Act (AODA) and the Accessible Customer Service Regulation. The course includes interactive learning activities, self-testing and video clips to help you apply the requirements of the AODA Customer Service Regulation to your work environment so that you can provide accessible service to your customers. When you complete the course you will receive a Certificate of Completion.

Program contains 1 module(s).

APCR-1: Advanced Professional Customer Relations Soft Skills Series: Behind Organizational Customer Service (P1684EN)

Gain important insight and perspective on how effective customer service is handled at the organizational level. From organizational structures to corporate policy, to corporate behavior and communication strategies, you'll see the big picture behind customer service.

Program contains 3 module(s).

APCR-2: Advanced Professional Customer Relations Soft Skills Series: Working in a Team Environment (P1685EN)

Explore the fundamentals of teams and learn how perceptions, behaviors, and roles, are essential to working in a team environment. Examine real-life scenarios and learn how to build important soft-skills to become a valuable, contributing team member.

Program contains 2 module(s).

APCR-3: Advanced Professional Customer Relations Soft Skills Series: Dealing with Change in the Workplace (P1686EN)

It's always about change. From the nature of change, to the roles and attitudes for change, to causing and managing change, to the practical need to develop a change strategy, change has many elements that you need to understand to build professional level soft-skills. Learn this and much more to effectively deal with change in the workplace.

Program contains 4 module(s).

Attaining Excellence for Leaders and Managers (P1036EN)

Learn powerful new coaching skills that will allow you to make significant improvements in customer service, quality and employee self-worth.

Program contains 6 module(s).

Basics of Market Research (P3192EN)

Whether you are starting a new venture or looking to expand an existing business, sound information about your market is critical for success. You need to discover all you can about consumer preferences and buying habits, your competitors, and existing products. Market research in all phases of your business is the key to establishing and maintaining your position in the marketplace. In this module we will explain what market research is, review the market research process, and discuss the internal and external factors that influence success in a new

market.

Program contains 1 module(s).

Customer First Series (11 module program) (P1831EN)

Increase sales by improving customer service. Learn to create and maintain valuable customer relationships, make a winning first impression, overcome communication barriers, diffuse tensions, and improve telephone skills, listening skills, and communication skills.

Learning Objectives:

- Use the communication process to send clear and consistent messages
- Develop a customer focus
- Learn how to deal effectively with unhappy customers
- Develop strategies for responding to difficult customers
- Identify the non-verbal and verbal factors that influence first impressions
- Identify strategies for developing customer focus
- Communicate an idea, a concept or a request effectively
- Identify the requirements necessary to produce quality work
- Improve the quality of your customer service by practicing active listening
- Improve your ability to write professional e-mail
- Improve the quality of your telephone communications

Course Outline:

- Communication Basics (1300EN) – You're convinced that you said it clearly, but the person you were talking to just didn't seem to get it. You might as well have been speaking two different languages. Learn the basics of effective communication and you can be on your way to having greater confidence in your ability to make sure that your messages are understood.

- Developing Strong Customer Relationships (1301EN) – Your customers will make you or break you, and developing relationships is the bottom line. Find out how you can provide consistent and legendary customer service to maintain your competitive position.

- Customer Loyalty Improvement (1302EN) – This course will provide employees and managers with a basic understanding of and tools for building customer loyalty. It covers basic principles and approaches to dealing with customers and creating loyal, repeat customers.

- Handling Difficult Customers (1303EN) – Today's information-age customers are the most informed and demanding shoppers ever. For a service representative, meeting the demands of one of these savvy customers can be a customer service nightmare! Taking this course will wake you from the nightmare and show you how to calm angry customers and resolve their complaints while keeping your cool.

- Creating Winning First Impressions (1304EN) – First impressions are made within minutes, but they last much longer than that and can seriously affect a client's decision to choose you and your company or to go elsewhere. Making a positive first impression requires knowing the elements that influence them, and learning how to control them. In

addition to what happens in the first few minutes, however, there is the need to maintain the impression, and this requires effective communication skills.

- Creating Valuable Customer Relationships (1305EN) – Good customer relations are a key success factor in any business. This module will help you discover the advantages to you and your customers of reaching out to each other and communicating openly. You will examine issues such as rapport and trust, and identify what clients want in terms of communication. You will learn some techniques for establishing trust and eliminating negative messages from your communication, both of which will have a significant impact on your client relations. Finally, you will discover some challenging personality types and learn strategies for dealing with them.

- Communicating Proactively (1306EN) – This course presents three proactive communication models and provides multiple examples that will help you identify the components of each. The three models – the explanation model, agreement model and closure model – will teach you how to become a stronger, more positive communicator.

- Work Process Basics (1307EN) – Every work process is part of a larger process that may be made up of smaller ones. Understanding the process flow and scope is the key to establishing 100 percent conformance in a work process. This course will analyze work as a process by identifying the requirements necessary to produce quality work, defining process flow and scope, and looking at inputs and outputs. The course will also show you how to keep quality number one, and examine listening skills to ensure that customer requirements are met.
- Practice Active Listening (1308EN) – How often have you attended a meeting and walked away without a clear recollection of what was discussed? You might have heard what was being said, but you weren't really listening. And that's the problem. Active listening is a skill that few of us possess, but it is a skill that is worth learning because it will improve your ability to provide quality service to your customers. This module will help you improve your listening skills by explaining the difference between hearing and listening, and by outlining the steps involved in becoming an active listener.
- Writing Effective Emails (1309EN) – Improve your ability to write effective email. You will learn useful skills whether you are sending internal e-mail or composing emails to send to clients or customers.
- Telephone Techniques (1310EN) – This course provides an introduction to effective telephone techniques. Many people overlook the importance of telephone communications, yet the telephone is the most common means for customers to contact a firm. Lack of understanding about effective telephone techniques can lead to lost sales or customers. This course will teach skills that help boost organizational success and professionalism.

Target Audience:
 All Employees

Features:
Audio

Module(s):
1300EN, 1301EN, 1302EN, 1303EN, 1304EN, 1305EN, 1306EN, 1307EN, 1308EN, 1309EN, 1310EN

Program contains 11 module(s).

Customer Loyalty Improvement (P4331EN)

This course will provide employees and managers with a basic understanding of and tools for building customer loyalty. It covers basic principles and approaches to dealing with customers and creating loyal, repeat customers.
Learning Objectives:

- Recognize the importance of customer loyalty and the high costs of lost customers
- Identify the sources of customer turn-offs: what makes people dissatisfied
- Explore techniques for dealing effectively with unhappy customers in a professional and helpful way
- Understand the role of customer expectations in determining satisfaction and loyalty
- Apply the best loyalty-building service behaviors

Course Outline:

- Overview
- What is Customer Loyalty?
- Primary Customer Turn-offs
- Recovering Lost Customers
- Customer Expectations
- Exceeding Customer Expectations
- Quiz
- Talking With Customers
- Effective Actions
- Becoming a Loyalty Builder
- Course Completion

Duration:
0.50 hours
Features:
Audio
Module(s):
1010EN

Program contains 1 module(s).

Customer Service Certificate (P1385EN)

Increase sales by improving customer service. Learn to create and maintain valuable customer relationships, make a winning first impression, overcome communication barriers, diffuse tensions, and improve telephone skills, listening skills, and communication skills.

Target Audience: Anyone who deals with internal or external clients, in person or on the telephone.

An Examination is available with this program.

Program contains 12 module(s).

Customer Support (P5812EN)

Program contains 1 module(s).

Customer Support Online (P5813EN)

Program contains 1 module(s).

Developing Strong Customer Relationships (P5956EN)

Your customers will make you or break you, and developing relationships is the bottom line. Find out how you can provide consistent and legendary customer service to maintain your competitive position.

Program contains 1 module(s).

Expanding Customer Services (for Financial Services) (P1222EN)

Today there are more institutions competing to meet the financial needs of customers. That means it is much more difficult to retain customers' loyalty, and more difficult for financial institutions to thrive, or even stay in business.

This six-part e-learning program is designed to show the employees of financial institutions how they can promote the success of their institution by expanding its existing relationships with customers.

Target Audience:
Employees in banks, credit unions and other financial institutions.

Program contains 6 module(s).

Feelings: Customer Service for those in Service Retail (P1017EN)

Inspire your employees with the Quality Service philosophy and give them the skills they need to provide excellence in customer service. This series will increase awareness of the needs of customers and help your employees realize how important their contribution is to the success of the entire organization.

Program contains 6 module(s).

Feelings: Quality Service...First Time, Every Time (P1014EN)

Quality service is the key to success in any field. Increase the pride and professionalism of every person in your organization through mastery of the Quality Service philosophy. This five part series, developed by a world leader in customer service, focuses on new ways to deliver quality customer service. Designed for financial, office and professional environments.

Program contains 6 module(s).

Five Star Service for Hospitality Employees (P1038EN)

Learn how to meet and exceed the needs of your customers within the hospitality industry by using a quality service approach.

Program contains 6 module(s).

Five Star Service for Hospitality Managers (P1037EN)

Learn powerful new coaching skills that will allow you to make significant improvements in customer service, quality and employee self-worth.

Program contains 6 module(s).

Marketing (4 module program) (P1174EN)

This four hour program was created for individuals who want to know more about marketing. The program will provide a fundamental understanding of marketing, including the basic marketing concepts and a working definition of marketing, then go on to explore in detail marketing opportunities, the marketing mix or the four Ps (price, product, promotion, and place), market research, target marketing, and customer service.

Target Audience:
Managers, business owners, employees of public and private sector organizations of any size including non-profit and profit, marketing students, anyone seeking a career in marketing, volunteers.

Program contains 4 module(s).

New Business Development: Cold Calling (P1199EN)

New business development is critical for the ongoing success of any business. Contacting prospective new customers ('prospects') on the phone is one of the most powerful ways to maintain this new business stream. New business development in the form of 'cold calling' prospects is a unique form of telephone sales, requiring and approach and a skill set that are different than typical 'selling' skills. This program examines these areas of difference and guides learners through the creation of a roadmap to successful new customer generation.

Program contains 3 module(s).

PCR-1: Professional Customer Relations Soft Skills Series: Essential Customer Skills (P1678EN)

From making good first impressions and recognizing what unconscious messages you're sending, to being able to handle difficult situations, are all essential interpersonal skills needed to help you be successful in today's workplace.

Program contains 3 module(s).

PCR-2: Professional Customer Relations Soft Skills Series: Fundamentals for Customer Relations (P1679EN)

Good interpersonal skills are best used to reach out and connect with people, overcome barriers, establish trust, and build rapport. These skills, when complemented by a solid understanding of business relationships and communication skills, help you to establish valuable customer relationships.

Program contains 3 module(s).

PCR-3: Professional Customer Relations Soft Skills Series: Customer Service Skills (P1680EN)

Achieve success in your career by building professional communication skills through active listening, telephone skills and by knowing what strategies to use when dealing with difficult situations.

Program contains 3 module(s).

PCR-4: Professional Customer Relations Soft Skills Series: Basics for Quality Sales and Service (P1681EN)

Learn to understand the importance of the sales process and quality service to be successful in today's business world. Improve your skills to communicate and help guide customers to understand your product or service, and achieve high customer satisfaction-whether you're in sales, service, or support, it's all connected.

Program contains 2 module(s).

PCR-5: Professional Customer Relations Soft Skills Series: Fundamentals for Business Communications (P1682EN)

Learn to become an effective communicator in today's diverse, multicultural business environment. Discover how communication processes work with various audiences both inside and outside the workplace to exchange ideas successfully and build fundamental business communication skills.

Program contains 3 module(s).

PCR-6: Professional Customer Relations Soft Skills Series: Conflict Management and Resolution (P1683EN)

A certain amount of conflict is a normal part of the workplace-how you manage it and find resolution is an important skill. From understanding the why and how, to creating common ground you will learn soft skills needed for effective customer service, dealing with difficult clients, and to find conflict resolution with customers, co-workers, and those in your everyday life.

Program contains 4 module(s).

Sales Is Just Great Service! (for Community Bankers) (P1232EN)

With an increase in the number of institutions competing to meet the financial needs of customers, it is more difficult for community banks to retain their customers' loyalty. Community bankers nationwide have identified a need to develop a sales culture in order to help their banks survive and prosper. ICBA developed this six-part e-learning program to give employees of community banks strategies for promoting the success of their institution by expanding existing relationships with customers.

Target Audience:
Community bank employees

Program contains 6 module(s).

Sales Is Just Great Service! (for Financial Services) (P1249EN)

Today there are more institutions competing to meet the financial needs of customers. That means it is much more difficult to retain customers' loyalty, and more difficult for financial institutions to thrive, or even stay in business.

This six-part e-learning program is designed to show the employees of financial institutions how they can promote the success of their institution by expanding its existing relationships with customers.

Target Audience:
Employees in banks, credit unions and other financial institutions.

Program contains 6 module(s).

Sales Skills - Basic (P1317EN)

Learn and develop professional selling skills to help grow your prospect base and improve your sales success ratio.

Each module has a test. With successful completion of the test, you will receive a Certificate of Completion.

Program contains 6 module(s).

Social Media Marketing (P2521EN)

Whenever there is a new form of social gathering, marketers have been interested in developing a presence. The fast evolving area of Social Media is no different. Even though this new development has moved from the physical to the online world, marketing principles still apply. To market effectively, using Social Media, it is essential to have an understanding of the social environment.

In this online course we will discuss Social Media and the role of Social Media Marketing; we will identify commonly-used Social Media platforms and explain the significance of each in a marketing context; and we will discuss the various aspects of developing a Social Media Marketing plan.

The module has a test. With successful completion of the test, you will receive a Certificate of Completion.

Program contains 1 module(s).

Systematic Selling - Establishing Rapport (P1090EN)

The third step in the Systematic Selling Process is establishing rapport with the prospect. The first few minutes of a sales call are critical. In this module, we'll look at ways to ensure that your sales call gets off to a good start. We'll look at techniques for establishing rapport, examine different behavior styles, and show you how to apply your understanding of behavior styles to your interactions with prospects. Planning resources, including forms and checklists, allow you to

apply what you learn to your own sales prospects. Establishing Rapport is the third of eight modules in the online Systematic Selling Program.

Program contains 1 module(s).

Systematic Selling - Gaining Commitment and Following Up (P1095EN)

The seventh step in the Systematic Selling Process is gaining commitment. After making a recommendation and handling any obstacles the prospect may have raised, you've earned the right to ask for a commitment. In this module, you'll find out how to build a staircase of agreements leading to your final recommendation. We'll show you how to recognize buying signs and danger signals, and give you approaches to obtaining commitment based on the prospect's behavior style. The eighth step in the Systematic Selling Process is following up. Many sales people ignore this critical step. We'll tell you why following up is so important, suggest strategies for following up whether the sale is won or lost, and give you tips for dealing with buyer's blues. Planning resources, including forms and checklists, allow you to apply what you learn to your own sales prospects. Gaining Commitment and Following Up is the seventh of eight modules in the online Systematic Selling Program.

Program contains 1 module(s).

Systematic Selling - Getting the Appointment (P1088EN)

The first step in the Systematic Selling Process is getting the appointment. In this module you will learn effective strategies for contacting a prospect by making a cold call, corresponding by letter or e-mail, and using the telephone. Planning resources, including forms and checklists, allow you to apply what you learn to your own sales prospects. Getting the Appointment is the first of eight modules in the online Systematic Selling Program.

Program contains 1 module(s).

Systematic Selling - Handling Obstacles (P1094EN)

The sixth step in the Systematic Selling Process is handling obstacles. Top sales people know that obstacles are really opportunities in disguise. In this module, you'll learn how to relate obstacles to your prospects' behavior styles. We'll give you techniques for handling obstacles, and an effective approach to planning your response to obstacles. Planning resources, including forms and checklists, allow you to apply what you learn to your own sales prospects. Handling Obstacles is the sixth of eight modules in the online Systematic Selling Program.

Program contains 1 module(s).

Systematic Selling - Identifying Objectives (P1091EN)

The fourth step in the Systematic Selling Process is identifying the prospect's objectives. Selling means helping your prospects to achieve their objectives through your products and services. It follows that identifying your prospect's objectives is at the heart of the Systematic Selling Process. In this module, we'll discuss how to position your company as a potential partner. We'll tell you how to use effective questioning and active listening to recognize a prospect's objectives and situation factors, and how to identify prospects as decision makers, recommenders or influencers. Planning resources, including forms and checklists, allow you to apply what you learn to your own sales prospects. Identifying the Prospect's Objectives is the fourth of eight modules in the online Systematic Selling Program.

Program contains 1 module(s).

Systematic Selling - Making a Recommendation (P1093EN)

The fifth step in the Systematic Selling Process is making a client-focused recommendation. Selling means helping prospects achieve their objectives through the use of your products and services. Therefore, the recommendation you present to your prospects must be one that helps them achieve their objectives. We call this a client-focused recommendation. In this module, you will learn how to make a client-focused recommendation by relating the benefits and features of your products and services to your prospects' objectives. Then, we will give you a four-step approach to making a recommendation. Planning resources, including forms and checklists, allow you to apply what you learn to your own sales prospects. Making a Client-Focused Recommendation is the fifth of eight modules in the online Systematic Selling Program.

Program contains 1 module(s).

Systematic Selling - Planning the Call (P1089EN)

The second step in the Systematic Selling Process is planning the call. In selling, as in all endeavors, planning can make the difference between success and failure. In this module you will learn how to plan a sales call to ensure that the conversation with your prospect goes the way you would like it to. You'll learn how to research a prospect, organize your information, and set objectives for a call. We'll introduce the Sales Call Planner, a comprehensive sales tool that guides you as you plan your sales strategy. Planning resources, including forms and checklists, allow you to apply what you learn to your own sales prospects. Planning the Call is the second of eight modules in the online Systematic Selling Program.

Program contains 1 module(s).

Systematic Selling - The Complete Program (P1059EN)

Learn professional selling techniques and develop your own strategies for applying them to your market. This program will give you a highly effective process for planning, conducting and reviewing your critical selling activities. With interactive exercises, planning forms and checklists, and personal assignments that allow you to apply what you have learned to your own situation.

Learning Objectives:

- Plan, conduct and review your critical selling activities.

Course Outline:

- Module 1 Getting the Appointment (0601EN) - The first step in the Systematic Selling Process is getting the appointment. In this module you will learn effective strategies for contacting a prospect by making a cold call, corresponding by letter or e-mail, and using the telephone. Planning resources, including forms and checklists, allow you to apply what you learn to your own sales prospects.

- Module 2 Planning the Call (0602EN) - The second step in the Systematic Selling Process is planning the call. In selling, as in all endeavors, planning can make the difference between success and failure. In this module you will learn how to plan a sales call to ensure that the conversation with your prospect goes the way you would like it to. You'll learn how to research a prospect, organize your information, and set objectives for a call. We'll introduce the Sales Call Planner, a comprehensive sales tool that guides you as you plan your sales strategy. Planning resources, including forms

and checklists, allow you to apply what you learn to your own sales prospects.

- Module 3 Establishing Rapport - The third step in the Systematic Selling Process is establishing rapport with the prospect. The first few minutes of a sales call are critical. In this module, we'll look at ways to ensure that your sales call gets off to a good start. We'll look at techniques for establishing rapport, examine different behavior styles, and show you how to apply your understanding of behavior styles to your interactions with prospects. Planning resources, including forms and checklists, allow you to apply what you learn to your own sales prospects.

- Module 4 Identifying Objectives (0604EN) - The fourth step in the Systematic Selling Process is identifying the prospect's objectives. Selling means helping your prospects to achieve their objectives through your products and services. It follows that identifying your prospect's objectives is at the heart of the Systematic Selling Process. In this module, we'll discuss how to position your company as a potential partner. We'll tell you how to use effective questioning and active listening to recognize a prospect's objectives and situation factors, and how to identify prospects as decision makers, recommenders or influencers. Planning resources, including forms and checklists, allow you to apply what you learn to your own sales prospects.

- Module 5 Making a Recommendation (0721EN) - The fifth step in the Systematic Selling Process is making a client-focused recommendation. Selling means helping prospects achieve their objectives through the use of your products and services. Therefore, the recommendation you present to your prospects must be one that helps them achieve their objectives. We call this a client-focused recommendation. In this module, you will learn how to make a client-focused recommendation by relating the benefits and features of your products and services to your prospects' objectives. Then, we will give you a four-step approach to making a recommendation. Planning resources, including forms and checklists, allow you to apply what you learn to your own sales prospects.

- Module 6 Handling Obstacles (0722EN) - The sixth step in the Systematic Selling Process is handling obstacles. Top sales people know that obstacles are really opportunities in disguise. In this module, you'll learn how to relate obstacles to your prospects' behavior styles. We'll give you techniques for handling obstacles, and an effective approach to planning your response to obstacles. Planning resources, including forms and checklists, allow you to apply what you learn to your own sales prospects.

- Module 7 Gaining Commitment and Following Up (0723EN) - The seventh step in the Systematic Selling Process is gaining commitment. After making a recommendation and handling any obstacles the prospect may have raised, you've earned the right to ask for a commitment. In this module, you'll find out how to build a staircase of agreements leading to your final recommendation. We'll show you how to recognize buying signs and danger signals, and give you approaches to obtaining commitment

based on the prospect's behavior style. The eighth step in the Systematic Selling Process is following up. Many sales people ignore this critical step. We'll tell you why following up is so important, suggest strategies for following up whether the sale is won or lost, and give you tips for dealing with buyer's blues. Planning resources, including forms and checklists, allow you to apply what you learn to your own sales prospects.

- Module 8 Self Assessment and Review (0724EN) - In previous modules, you learned about the eight-step Systematic Selling Process. In this module, you will review the concepts presented in this program, assess how well you have learned them, and apply the eight-step process to a new case study situation. Then you will have an opportunity to apply the Systematic Selling Process to your own prospects, using the forms and checklists provided in the Personal Application.

- Exam - Systematic Selling (4256EN) - The Complete Program

Target Audience:
Sales Professionals

Features:
Audio

Module Numbers:
0601EN, 0602EN, 0603EN, 0604EN, 0721EN, 0722EN, 0723EN, 0724EN, 4256EN

Program contains 8 module(s).

Telepro Online - Complete Program (P1032EN)

In order to be effective in today's competitive environment, professional service representatives must develop effective telephone skills. The TelePro® Online Program is essential for anyone who interacts with internal or external customers over the telephone. Skill areas include before the call activities, using the greeting, establishing and maintaining rapport, and effective listening and questioning skills. Difficult customer interactions can be handled more effectively with improved interpersonal skills; communicating through accents, holding and transferring calls, and maintaining positive control of the call are also topics within the program.

Program contains 12 module(s).

Telepro Online Program - Group One: 'Connecting' with the Customer (P1052EN)

Group 1 modules focus on improving the customer experience by improving the learner's ability to connect with the customer. This program is suitable for all reps as a base program and as the sole program for reps who have minimal need for the more interactive skills of the other modules.

Program contains 4 module(s).

Telepro Online Program - Group Two: Managing the Call (P1053EN)

Group 2 modules focus on those skills necessary for managing the call and are more suitable for those who must use the skills of listening, questioning and controlling the interaction to bring the call to a timely and appropriate response.

Program contains 4 module(s).

Telepro Online Program Elective Module 1 - Creating a Climate for Rapport (P1054EN)

Gain the benefits of developing and maintaining a positive attitude within the call center working environment.

Program contains 1 module(s).

Telepro Online Program Elective Module 2 - Communicating Through Accents (P1055EN)

Learn how to listen through accents and speech that are difficult to understand.

Program contains 1 module(s).

Telepro Online Program Elective Module 3 - Holding and Transferring (P1056EN)

Learn how to put customers on hold and make transfers professionally and courteously.

Program contains 1 module(s).

Telepro Online Program Elective Module 4 - Positive Call Management (P1057EN)

Handle those difficult calls when saying 'no' is required.

Program contains 1 module(s).

The Value of Brands (P2736EN)

First introduced 200 years ago, the brand may become, over time, one of the most valuable assets that a company can own. That same band may also lose much of its value overnight, even more so today. By establishing and maintaining successful connections between business and consumer, the brand demonstrates its ability, and therefore its value. The many factors that not only contribute towards this connection but also detract from it are the subject of this course. The module has a test. With successful completion of the test, you will receive a Certificate of Completion.

Program contains 1 module(s).

Time Management - Strategies for Sales Success (P4278EN)

Do you feel there's never enough time to do the things you want to – and have to – do? If so, you're not alone, but this time crunch is avoidable. Effective time management can help you lower stress, reduce waste, improve balance, enhance productivity, and make time for all the things you should be doing at work and in your personal life. This self-evaluation course will guide you through a series of exercises designed to help you define a plan to manage your time and energy more effectively.

The exercises in the course are in PDF format. Save the PDFs in a folder on your desktop and print them out in order to complete each exercise by hand. Target Audience:
Outside Sales Reps, Marketing Reps, Inside Sale Reps or Account Executives

Program contains 1 module(s).

Finance

Advances in Business and Financial Reporting (P2846EN)

Key drivers of significant advances in business and financial reporting are standardization of report preparation and application of global accounting standards. Canada was a leader in the introduction of standardized reporting in 1998 when Canada Revenue Agency (CRA) introduced the General Index for Financial Information (GIFI), and when it developed its first XBRL taxonomy in 2003. Much has happened throughout the world since then, but not so much in Canada, until now.

The SEC in the US enables investors, large and small, to download, analyze and review financial information from public companies as soon as it has been filed. Every UK business is now required to use the same underlying approach to report its financial results for tax purposes. Governments in the Netherlands, Australia, and many other countries use this approach to reduce the regulatory burden for business in their countries.

The slow rate of progress in Canada is just about to change.

In late October, 2015, a new Canadian government came into power and one of the key elements in the new government's platform was transparency in government, including a call that 'all government data and information is made open by default in machine-readable, digital formats.'

In this multi-level course, you are introduced to SBR and the XBRL reporting standard, its use around the world, various issues and challenges encountered in implementation, and the lessons learned by countries around the world. Text, audio, video, and a visual knowledgebase are used to present the course information, structured in such a way that you only need access the level of detail that you want. There are three levels of tests for this course. You may take all three tests if you desire, or select the level that best suits your needs. A certificate of completion is available with successful completion of each test.

Program contains 4 module(s).

Auditing Series (P3186EN)

Module 1 will teach you the steps to establish an internal audit function, the phases of a complete audit cycle, the methods for documenting and evaluating internal controls and various approaches for reporting audit results. The second module gives you the tools to audit information systems at your organization and ensure the effectiveness of organization and management controls, system security administration and access controls, disaster recovery plans and the controls governing the relationship with service bureaus. Module 3 discusses the different uses for audit workpapers and how to accurately document and file workpapers and develop a risk-based annual audit plan. The fourth module will provide internal auditors with the tools needed to ensure that the necessary policies, procedures, processes and controls at your organization are in place to detect and prevent fraud.

The goal of this four-module e-learning program is to teach you about the fundamentals of auditing. To help meet that goal, the courses in this program contain activities to confirm you clearly understand material discussed previously in the module, ask you to reflect on a situation or issue and respond to it based on your personal experience and knowledge and simulate audit activities using the resources provided. Throughout the course you'll also find a number of resources you can save, print, and keep. Some of these resources will be used to complete

course activities and some of them are simply there to make your life easier. We want you to walk away from this program well-equipped to implement your new knowledge. Each module has a final exam, which is intended to help you gauge your understanding of the material in the course. You will find instructions for taking the exam at the end of each module.

Includes an evaluation and certificate of completion.

Program contains 4 module(s).

Auditing: The Basics (P3182EN)

This module is designed to introduce you to internal auditing and provide tools and step-by-step procedures to establish and maintain an effective internal audit function within your organization.

Includes an evaluation and certificate of completion.

Program contains 1 module(s).

Banking, Credit and Money (6 module program) (P1623EN)

The six modules in this e-learning program will help you understand the basics of banking, credit and money. The information in this program is introductory, but remember, there are many online resources you can use to increase your knowledge. We will give you links to some of these resources in the program and you can also search the Internet using your favorite search engine.

This program has a final exam.

Target Audience:
Consumers

Program contains 6 module(s).

Basic Business Finance (2 modules) (P1600EN)

Build a solid foundation in financial and accounting management through the courses offered in the Basic Finance curriculum. Learn the fundamentals of corporate finance.

Each module has a test. With successful completion of the test, you will receive a Certificate of Completion.

Program contains 2 module(s).

Basics of Budgeting (P2665EN)

Finance is the lifeblood of any business. Whatever the business goals and objectives, financial return is a priority. A business is commonly viewed as operating from year to year by its stakeholders, financial institutions, and by investors.

Each year, a business prepares to go on a journey. Successful, energetic businesses have a clear idea of what the destination is going to be. A map provides essential reference points along the way, helping the business to maintain direction and financial momentum.

Financial reference points are produced by a budget. These reference points are expressed in

financial terms, based on a mix of historical data, forecasts, assumptions, and estimates.

In this course, we introduce you to the fundamentals of budgeting. We talk about how changes in management techniques, the business environment, economies, and technology are reflected in the changes in budgeting, and how the basics of budgeting are important to any business, large or small.

An examination is available with this program.

Program contains 1 module(s).

Communications For Accounting Professionals (P2676EN)

Improve your communication skills in four key competency areas that accounting and finance professionals use on a daily basis. This program includes the two speaking and two writing modules listed below at a significant discount. Take advantage of this special offer and start improving your communication skills today.

Each module has a test. With successful completion of the test, you will receive a Certificate of Completion.

Estimated program length : 10.5 Hour(s)

Program contains 1 module(s).

Communications For Accounting Professionals: Persuading Others (P2658EN)

It's one thing to have a great idea. It's another to get buy-in for that idea from stakeholders, especially when you idea requires a change in the status quo. This course gives powerful, confidence-building speaking strategies that will increase the credibility you need with your audience to make change happen. The course includes an exam.

Program contains 5 module(s).

Communications For Accounting Professionals: Open and Close Effectively (P2660EN)

As accountants, your primary concern is often getting right to the important information. While this strategy is useful in your job, it's not something that should be used in all situations. This course demonstrates the importance of introductions and conclusions. Emphasis will be on strategies for at-work practice. The course includes an exam.

Program contains 3 module(s).

Communications For Accounting Professionals: Simplify Information (P2657EN)

Stating the facts simply can be one of the biggest challenges that any accountant faces, especially when dealing with clients and coworkers who don't have an accounting background. This course teaches you how to recognize the audience being spoken to, and strategies to aim your conversation accordingly. Strategies for at-work practice will be the main focus of this course. The course includes an exam.

Program contains 5 module(s).

Communications For Accounting Professionals: Write Economically (P2659EN)

Your message can get lost in awkward, unnecessarily complex sentences. Readers need you to get to the point quickly and clearly. This course focuses on grammar based strategies that will help you write with greater economy and clarity. The course includes an exam.

Program contains 4 module(s).

How to Build a Profitable Customer Base (P4044EN)

An area of increasing interest is the role strategic financial managers can play in building customer profitability. While organizations recognize that exceeding customer expectations is necessary, long-term viability requires that those expectations are exceeded profitably. This two-module program will explain key concepts and issues related to understanding the determinants of customer profitability; how an analysis of customer profitability can be carried out; how to use customer profitability information to build a more profitable customer base; and how to convert unprofitable customers into profitable ones.

Program contains 2 module(s).

Hull on Derivatives (P5519EN)

Hull on Derivatives is a series of interactive eLearning modules developed by John C. Hull, the world's most respected expert in the area of financial derivatives.

During the module entitled *Derivative Instruments*, you learn the fundamental features of forward and option contracts and how these versatile financial instruments may be used for speculative, hedging or arbitrage purposes. An overview of the different types of derivatives markets is also provided. Each slide to *Derivative Instruments* contains, at minimum, one interactive feature to help facilitate your learning. An exam is also available to measure your understanding of the materials covered during the module.

During the module entitled *Futures Contracts and Hedging*, you are introduced to futures contracts. The concepts of initial and maintenance margin are described in detail. You will also learn how futures contracts are used to hedge commodity risk exposures and portfolios of stock, how basis risk affects the quality of a hedge and how to create a long-term hedge using a series of shorter dated contracts. Each slide to *Futures Contracts and Hedging* contains, at minimum, one interactive feature to help facilitate your learning. An exam is also available to measure your understanding of the materials covered during the module.

During the module entitled *Swaps*, you are introduced to one of today's most popular derivative instruments: swaps. You learn how interest rate and currency swaps work. You also learn how these useful financial contracts can change the nature of an asset or a liability in order to take advantage of or hedge against expected changes in financial markets. Each slide to *Swaps* contains, at minimum, one interactive feature to help facilitate your learning. An exam is also available to measure your understanding of the materials covered during the module.

Program contains 3 module(s).

Hull on Derivatives: Derivative Instruments (P5516EN)

Hull on Derivatives is a series of interactive eLearning modules developed by John C. Hull, the world's most respected expert in the area of financial derivatives. During the module entitled *Derivative Instruments*, you learn the fundamental features of forward and option contracts and how these versatile financial instruments may be used for speculative, hedging or arbitrage

purposes. An overview of the different types of derivatives markets is also provided. Each slide to *Derivative Instruments* contains, at minimum, one interactive feature to help facilitate your learning. An exam is also available to measure your understanding of the materials covered during the module.

Program contains 1 module(s).

Hull on Derivatives: Futures Contracts and Hedging (P5517EN)

Hull on Derivatives is a series of interactive eLearning modules developed by John C. Hull, the world's most respected expert in the area of financial derivatives. During the module entitled *Futures Contracts and Hedging*, you are introduced to futures contracts. The concepts of initial and maintenance margin are described in detail. You will also learn how futures contracts are used to hedge commodity risk exposures and portfolios of stock, how basis risk affects the quality of a hedge and how to create a long-term hedge using a series of shorter dated contracts. Each slide to *Futures Contracts and Hedging* contains, at minimum, one interactive feature to help facilitate your learning. An exam is also available to measure your understanding of the materials covered during the module.

Program contains 1 module(s).

Hull on Derivatives: Swaps (P5518EN)

Hull on Derivatives is a series of interactive eLearning modules developed by John C. Hull, the world's most respected expert in the area of financial derivatives. During the module entitled *Swaps*, you are introduced to one of today's most popular derivative instruments: swaps. You learn how interest rate and currency swaps work. You also learn how these useful financial contracts can change the nature of an asset or a liability in order to take advantage of or hedge against expected changes in financial markets. Each slide to *Swaps* contains, at minimum, one interactive feature to help facilitate your learning. An exam is also available to measure your understanding of the materials covered during the module.

Program contains 1 module(s).

Information Systems Auditing (P3183EN)

The pace of change in the services industry is staggering. Competition and technology have driven the development of new products and services faster than ever before. New capabilities in networking and Internet products have dramatically changed the way organizations do business. This module will provide internal auditors with the tools needed to understand the basics of processing systems and the control issues surrounding them.

Includes an evaluation and certificate of completion.

Program contains 1 module(s).

Internal Auditing Working Papers (P3184EN)

Audit workpapers are critical in documenting evidence that supports the auditor's objectives, procedures, findings and recommendations. This module will discuss audit work papers.

Includes an evaluation and certificate of completion.

Program contains 1 module(s).

Interpreting Financial Statements (P1621EN)

Keeping track of finances is an important part of small business success. This four-part e-learning program provides clear and concise guidelines that will help business owners use financial statements to track, understand and manage their business finances.

Key topics are understanding financial statements, understanding cash flow, and understanding ratios.

This program has a final exam.

Target Audience: Small and medium-sized business owners and managers.

Program contains 4 module(s).

Introduction to Financial Statements (P1086EN)

The Introduction to Financial Statements Series builds an intuition for the purpose of the balance sheet, the income statement and the cash flow statement. Illustrations of how the information on these primary financial statements can be used to better understand the stock and flow of an organization's wealth are also presented. Additionally, an introduction to the debit-credit system of accounting is provided so that users will have an understanding of how organizations account for their resources through time and then use this recorded information to generate their financial statements.

This course is comprised of 4 separate modules which are all contained in the one module below. Quizzes test your knowledge but the scores are not recorded on the system and no certificate of completion is issued.

The titles for the four section modules are:
*The Balance Sheet
*The Income Statement
*The Cash Flow Statement
*Recording Transactions

Program contains 1 module(s).

Investing 101 (P1180EN)

This one-hour e-learning module will help you understand the wild and crazy world of the stock market. We will look at the basics of stocks and the stock market, as well as some techniques for researching and analyzing stock. Once you understand the fundamentals, we will explore practical steps you can take to build your own portfolio.

There is an exam at the end of the module.

Target audience: Anyone who wants to learn more about stock market investing.

Program contains 1 module(s).

Personal Finance (P1601EN)

Personal finance through the courses offered in the Basic Finance curriculum. Learn the fundamentals of personal finance and improve your ability to handle your personal finances

and learn to effectively set goals for your retirement.

Program contains 7 module(s).

Planning for Success (P4042EN)

This e-learning program provides an important tool for strategically managing an organisation's performance: scenario planning.

Program contains 3 module(s).

Strategic Management for Your Organization (P4043EN)

This e-learning program provides an important tool for strategically managing an organization's performance: the balanced scorecard.

Program contains 4 module(s).

Understanding Financial Statements (P1276EN)

Finance basics for non-financial managers. Financial statements provide valuable information that guide business decisions. It is therefore essential that business decision makers have a good understanding of financial statements and their role in guiding decisions. This module presents information about the fundamentals of reading and understanding financial statements. It shows how various work activities can and do affect the financial health of an organization, and introduces concepts, examples and knowledge that non-financially oriented decision makers should know.

Target Audience:
Non-financial managers

Program contains 1 module(s).

Understanding Fraud for Internal Auditors (P3185EN)

Organizations lose millions dollars each year because of fraud. The internal auditor should be able to understand the types of fraud that threaten organizations, the indicators of those frauds, and ensure adequate controls are in place to reduce the impact of fraud. The purpose of this module is to introduce you to the role the internal auditor plays in detecting and preventing fraud.

Includes an evaluation and certificate of completion.

Program contains 1 module(s).

Accident Investigation (P1811EN)

To uncover the true cause of an accident, an accident investigation may need to be conducted. This course will help you understand how and why accidents in the workplace are investigated. The module has a test. With successful completion of the test, you will receive a Certificate of Completion.

Program contains 1 module(s).

Accident Investigation (CCOHS) (P1254EN)

Learn how to investigate workplace accidents and incidents to find root causes and prevent similar occurrences. Key topics include: legal requirements, building a team, preparation, how to conduct an investigation (gather evidence, interview, analyze the facts), and making effective recommendations. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

Program contains 1 module(s).

Accident Investigation in Ontario (CCOHS/WSPS) (P2072EN)

This course is an introduction to accident investigation within Ontario workplaces. It presents a practical approach to investigating workplace accidents by emphasizing how to find the root cause(s), conduct an investigation, and make effective recommendations to prevent similar occurrences from ever happening again. Developed by the Canadian Centre for Occupational Health and Safety (CCOHS) in collaboration with WSPS.

Program contains 1 module(s).

Annual Safety Review (P1632EN)

This review module gives you a chance to re-evaluate your health and safety knowledge and determine whether or not you need further training at this time.

Program contains 1 module(s).

Asbestos Awareness (P1342EN)

Asbestos is a serious workplace and health issue. In this module we look at how to define asbestos and where it can be found, including different asbestos uses. We also examine the health concerns and how to evaluate exposure to asbestos. Finally, we review the legislation concerning asbestos and provide an overview of encapsulation.

Program contains 1 module(s).

Assessment and Improvement of Safety Culture and Safety Performance (CSSE) (P2075EN)

Health and Safety Culture – Moving Beyond Compliance Organizations over the last decade have achieved significant improvements in Safety performance by implementing management systems but the gains in performance seem to have reached a plateau and further improvements are proving to be a challenge. Combining behavioural and cultural components to existing safety programs can provide a step change improvement by leveraging the skills and experience of the entire organization. This presentation will describe the process of culture

assessment and how it can assist in leading to changes in safety behaviour and mobilize all resources in a concerted effort of non acceptance for complacency and to make the goal for zero accident a reality.

Program contains 1 module(s).

Back Safety (P5429EN)

This course explains the physiology of the back and presents common types and causes of back injuries. It also describes injury prevention, safety practices, basic back exercises, and proper lifting techniques. The course has a test. With successful completion of the test, you will receive a Certificate of Completion.

Program contains 1 module(s).

Bullying in the Workplace (CCOHS) (P2879EN)

We all like to think of the workplace as a safe and healthy place to be. However, bullying can be a major concern for some workplaces. Bullying is defined as a repeated, persistent and continuous behaviour, as opposed to a single negative act. It is usually seen as acts or verbal comments that could mentally hurt or isolate a person.

In this e-course, you will learn to understand the effects of bullying and to recognize the signs, and why they happen. The e-course also discusses the roles of employers, managers, supervisors and employees in recognizing and preventing bullying. Tools to assist the victim, co-workers, supervisors and employers to recognize, assess and control bullying are discussed.

This course is co-produced with the Public Services Health & Safety Association (PSHSA) and is based on information found in PSHSA's 'Bullying in the Workplace: A Handbook for the Workplace'.

Includes an evaluation and certificate of completion.

Program contains 1 module(s).

Canada Labour Code, Part II: An Overview (CCOHS) (P1294EN)

Everyone who works in the federal jurisdiction must be trained about the Canada Labour Code, Part II. In this course, you will learn about the rights and duties of employers, managers and supervisors who act on behalf of the employer and employees, as well as the responsibilities of policy and workplace health and safety committees and representatives. The course also covers topics such as workplace inspections, accident/incident investigations, preventive measures, the consequences of non-compliance, and others. The e-course will help you to develop an effective hazard prevention program. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

Program contains 1 module(s).

Compressed Gases (CCOHS) (P2842EN)

Gases are compressed to make them easier to use and transport. However, compressed gases have their own unique physical, chemical and mechanical hazards. These hazards must be understood in order to work safely with compressed gases.

This course outlines the hazards associated with the storage and handling of compressed gases,

and how you can work with them safely using industry-proven best practices. References to legislation, standards and guidance materials are provided where appropriate.

To complement this course, it is recommended that hands-on training is performed at the facility level regarding the specific use, handling and storage policies and practices used at the organization.

The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

Program contains 1 module(s).

Conducting Safety Audits (P1812EN)

Have you ever thought about just how safe your work area is? Do you know about the hazards at your work site? Are you sure that all proper precautions are being take? A single accident can be devastating, That is where Safety Audits come in. They help you make sure that you are doing everything possible to ensure worker safety. The module has a test. With successful completion of the test, you will receive a Certificate of Completion.

Program contains 1 module(s).

Confined Space Management (CCOHS) (P1285EN)

A confined space program helps ensure that all work is done safely according to company policies and legal requirements. This course helps managers and supervisors to develop an effective confined space program, including permits and procedures for identification and assessment of spaces, control of hazards, safe entry, emergency planning and training. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

Program contains 1 module(s).

Confined Spaces: The Basics (CCOHS) (P1284EN)

Everyone who works in confined spaces must be trained to recognize hazards, work safely, and know what to do in an emergency. The three parts of this course cover essential topics such as air testing, ventilation, confined space permits, personal protective equipment (PPE) and emergency planning. The e-course should be followed by practical worksite training and drills to familiarize workers with the equipment and procedures which they will use for safe work in confined spaces. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

Program contains 3 module(s).

Contractor Health and Safety (CCOHS) (P1286EN)

Owners, employers and contractors must each be clear about their health and safety responsibilities when contracting work. This course provides a framework to help fulfill these responsibilities and to get the contracted work done safely by outlining how to incorporate health and safety aspects into your contracts, from start to finish. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

Program contains 1 module(s).

Contractor Health and Safety in Ontario (CCOHS/WSPS) (P1721EN)

Owners, employers and contractors must each be clear about their health and safety responsibilities when contracting work in Ontario workplaces. This course provides a framework to help fulfill these responsibilities and get the contracted work done safely by outlining how to incorporate health and safety aspects into your contracts from start to finish. Developed by the Canadian Centre for Occupational Health and Safety (CCOHS) in collaboration with WSPS.

Program contains 1 module(s).

Contractor Safety (P1418EN)

Safety rules must be observed by all contractors. The safety rules, standards and company policies must be followed by all contractors. This module provides clear definitions, and outlines roles and responsibilities concerning all contractor activities.

Program contains 1 module(s).

Core Competencies for First Line Supervisors - Yukon Mining (CCOHS) (P2482EN)

The Yukon Mine Training Association (YMTA) and the Yukon Workers' Compensation Health and Safety Board (YWCHSB) have developed a generic certification program for first line supervisors in the mining and resource-related industries. This e-course is part of the process towards obtaining the Permanent First Line Supervisors Certificate, as required by the Occupational Health and Safety Act in the Yukon.

The ultimate goal of this training is to achieve 'Safeproduction'. Safeproduction is achieved through the work of competent people – including workers and all levels of supervisors/management. Competent people know and comply with the applicable legislation, know and consistently apply appropriate company operating procedures, and consistently demonstrate a level of performance which satisfies the company standards.

Core Competencies for First Line Supervisors has 6 modules. *You must achieve 100% on all 6 self-assessments to retrieve your Certificate of Completion. A copy of this certificate must be provided to YMTA before you take the final examination.*

• Module 1 - Overview • Module 2 - Health and Safety Program • Module 3 - Prepare for Emergencies • Module 4 - Practice Effective Communication • Module 5 - Manage Work Area Activities • Module 6 - Manage Employees

Program contains 6 module(s).

Dealing with a Hostage Situation (CCOHS) (P2409EN)

Building on the skills learned in 'Dealing with Difficult or Hostile Customers' and 'Dealing with Robbery', this course is designed to provide supervisors or managers, at any facility, store or branch, with the knowledge and practical skills to deal with a short-term hostage event. The course will look at the possible background to such an event, the psychological pressures on all concerned, the key requirements and skills of rapport building, and the resolution of such an incident. Videos used in this course are based on actual events. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS) in collaboration with IHR Solutions.

Program contains 1 module(s).

Dealing with Difficult or Hostile Customers (CCOHS) (P2407EN)

This course is designed to provide front-line staff with an understanding of the stresses and pressures that exists when dealing with customers who can be difficult, volatile or even hostile. The course will provide a broad skill set to cope with these situations, and practical communication and coping skills to enhance personnel performance levels. Videos used in this course are based on actual events. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS) in collaboration with IHR Solutions.

Program contains 1 module(s).

Dealing with Robbery (CCOHS) (P2408EN)

This course builds on the skills learned in 'Dealing with Difficult or Hostile Customers' and is designed to provide both managers and staff with the mental and practical skills needed to successfully deal with a robbery. The course identifies different types of robberies and provides staff with the skills that will allow them to successfully deal with different situations. It also covers the psychological aspects of a robbery and provides practical advice and skills that can be used to defuse a situation. This module also deals with post-robbery procedures, covering the practical aspects and the emotional aftermath. Videos used in this course are based on actual events. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS) in collaboration with IHR Solutions.

Program contains 1 module(s).

Developing an Occupational Health & Safety Program (CCOHS) (P1662EN)

This course provides valuable practical guidance on the development of an effective occupational health and safety (OH&S) program to prevent accidents and illnesses. You will learn about the elements of an OH&S program and how to adapt them to conditions in your workplace. Topics include: hazard identification, assessment and control, the importance of senior management commitment, and tips for fostering involvement while improving working conditions and productivity. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

Program contains 1 module(s).

Developing Your Workplace Violence and Harassment Program in Ontario (CCOHS/WSPS) (P2116EN)

Violence or harassment in the workplace can affect all business sectors and occupations. Customers, clients, patients, students, workers, intimate partners, or family members may hurt, threaten, or harass workers while they are on the job. In this e-course, you will learn how to comply with the requirements of Ontario's Occupational Health and Safety Act (OHS Act) regarding workplace violence and harassment. Ontario's requirements for protecting workers from violence and harassment are complex. Your best defense is to provide your senior managers, supervisors and workers with initial and ongoing violence and harassment prevention training. Participants will learn why it is important to address violence and harassment in the workplace, specific legal duties for compliance, how to develop an effective program, and how to prepare for domestic violence should it enter your workplace.The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS) in collaboration with WSPS.

Program contains 1 module(s).

Domestic Violence in the Workplace (CCOHS) (P2880EN)

Domestic violence is workplace violence as soon as it occurs in the workplace, and can threaten the safety of not only the employee victim, but also his or her co-workers, supervisors, or other people in the workplace. Its effects can range from mild to serious and can be felt by all employees. In this course, you will learn about the effects of domestic violence in the workplace, and learn to recognize signs and symptoms. Roles of the employer, supervisor/manager, health and safety committee/representative and employee in supporting victims are also discussed. This course is developed in cooperation with the Public Services Health and Safety Association.

Includes an evaluation and a certificate of completion.

Program contains 1 module(s).

Due Diligence (P1403EN)

It is commonly referred to as the 'General Duty' clause in all provincial Health and Safety legislation. To exercise Due Diligence means that employers must take all reasonable precautions under the circumstances to prevent injuries or accidents in the workplace. This module will provide a clear understanding of the legal requirements necessary for compliance as well as the implications of non-compliance.

Program contains 1 module(s).

Due Diligence in Occupational Health and Safety (CCOHS) (P2120EN)

The term 'due diligence' is commonly used when describing the need to manage workplace health and safety risks. You will learn about the legal significance of due diligence while also exploring the four main factors that determine the level of action required to achieve it. More importantly, you will learn about best practices that can be implemented to help you develop a safety culture that supports the achievement of due diligence for the safety and the protection of the people that work and visit your workplace. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

Program contains 1 module(s).

Electrical Hazards (P1189EN)

Find out how to protect yourself from risk of electrocution in the workplace.

Program contains 1 module(s).

Electrical Hazards (CCOHS) (P1244EN)

Learn about electrical hazards in the workplace and how to prevent accidents, injuries and fires. Topics include: the basics of electricity, recognizing electrical hazards, safe use of equipment and power tools, extension cords, and proper use of fuses and other preventive devices. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

Program contains 1 module(s).

Electrical Safety Training System (ESTS) (P2822EN)

The ESTS e-Learning course was developed by Terry Becker, P.Eng. the Owner of ESPS Electrical Safety Program Solutions INC.. Terry is the first Past Vice-Chair of the CSA Z462 Workplace electrical safety Standard Technical Committee, currently an Executive Committee Member,

Voting Member and Working Group Leader for the Annexes. Terry is also a voting member on the IEEE P1584 Standard as well as a member of the NFPA 70E Technical Committee Annexes Task Group.

This web based course focuses on Workplace Electrical Safety and the effective management of the electrical hazards of arc flash and shock. It applies content from CSA Z462 Workplace electrical safety Standard to allow you to identify and manage arc flash and shock hazards. It provides guidance on applying a Plan, Do, Check and Act philosophy when you have to work with energized electrical equipment. Occupational Health & Safety Regulatory requirements are also reviewed. A 3D Virtual Electrical Workplace (VEW) classroom allows for scenario based training and reviews concepts in CSA Z462 as well as establishing the proper administrative controls, boundaries of approach and arc flash and shock PPE, tools & equipment.

The Electrical Safety Training System (ESTS) has ten (10) Modules and each Module has a varying number of independent lessons:

1. Introduction 2. OH&S Regulations, Standards and Best Practices 3. Understanding Electricity in the Workplace 4. Electrical Hazards Understanding the Risk 5. Electrical Hazard Analysis 6. Establishing an Electrically Safe Work Condition 7. Engineering and Administrative Controls 8. Electrical Specific PPE, Tools & Equipment 9. Emergency Response, Incident Reporting and Program Maintenance 10. Final Assessment

Program contains 1 module(s).

Emergency Preparedness for Workers (CCOHS) (P1319EN)

Every workplace needs an emergency plan and procedures. All employees must know how to respond appropriately to emergencies. This course focuses on the role of workers in emergency planning, the assessment of potential emergencies, evacuation and other emergency procedures, training, and planning for offsite emergencies. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

Program contains 1 module(s).

Emergency Response Planning (CCOHS) (P1320EN)

Every employer must develop plans and procedures to respond appropriately to emergencies. This course outlines the key steps to emergency planning and how to make them work effectively in your workplace. The steps include: establishing the planning team, assessing potential emergencies, identifying organizational capabilities, communication, training, testing and improving the plan, and ensuring business continuity. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

Program contains 1 module(s).

Environmental Management Systems (CCOHS) (P2829EN)

Gain the knowledge you need to implement a fully functioning environmental management system suited to the needs of your organization.

This course is divided into two modules covering the following topics: • Introduction to Management Systems • Elements of an Environmental Management System

This course follows the management system standards commonly applied in Canada. The

module on environmental management systems is based on ISO 14001:2004 standard requirements. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

Program contains 2 module(s).

Fall Prevention and Fall Arrest Awareness (P1188EN)

Find out how to protect yourself from, and prevent falls in the workplace.

Program contains 1 module(s).

Federal Hazard Prevention Program (CCOHS) (P1631EN)

A step-by-step explanation of the Federal Hazard Prevention Program. Every federally-regulated workplace must implement and maintain a hazard prevention program (HPP) according to the Canada Occupational Health and Safety Regulations. This course explains the requirements of the HPP in the Regulations section by section in a practical way. Examples, checklists, and tips will help you get the job done. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

Program contains 1 module(s).

Fire Safety: The Basics (CCOHS) (P2014EN)

Learn the basics of fire safety at your workplace to find out fire hazards, take controls, follow prevention practices and correct use of fire extinguishers. Key topics include: causes of fires, fire prevention practices, evacuation plan, combatting fires and fire-related injuries. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

Program contains 1 module(s).

First Aid Basics [Canada] (P3581EN)

This program has been developed to give certified first aid attendants an opportunity to refresh and update their basic first aid knowledge. Note that this two-module program is not meant to provide the participant with the necessary skills and information required to perform first aid, nor is it intended to replace a certified first aid training course from an approved First Aid training provider.

Program contains 2 module(s).

First Aid Basics [US] (P2084EN)

This program has been developed to give certified first aid attendants an opportunity to refresh and update their basic first aid knowledge. Note that this two-module program is not meant to provide the participant with the necessary skills and information required to perform first aid, nor is it intended to replace a certified first aid training course from an approved first aid training provider.

Program contains 2 module(s).

Global GHS for Workers (CCOHS) (P2913EN)

The Globally Harmonized System of Classification and Labelling of Chemicals (GHS) is an international initiative to develop a standardized hazard classification and communication

system.

This course familiarizes you with the GHS system and how this system will be used in workplaces, and includes valuable practical advice and basic health and safety measures. Some of the general duties of employers and suppliers are also covered.

The information in this e-course is based on the publication 'Globally Harmonized System of Classification and Labelling of Chemicals (GHS), 3rd revised edition'. It provides a general overview of GHS, from a worker's perspective; however, does not reflect how GHS may be implemented in any specific jurisdiction or country. It does not cover how to classify a chemical. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

Includes an evaluation and a certificate of completion.

Program contains 1 module(s).

H1N1 Flu Preparedness for Employees (P2146EN)

According to the World Health Organization (WHO), 5% to 20% of the world's population is infected each year with an influenza virus. In March 2009, a new strain of flu – H1N1 – appeared in Mexico, and then quickly spread around the world through human-to-human transmission. The sudden appearance of the virus, its capacity for human-to-human transmission, and its rapid worldwide expansion led the World Health Organization to declare a state of pandemic.

In spite of widespread concern about the impact of H1N1, it is important not to panic! This module will tell you about simple steps you can take to stay healthy and prevent the spread of the virus.

Program contains 1 module(s).

H1N1 Flu Preparedness for Employers (P2147EN)

According to the World Health Organization (WHO), 5% to 20% of the world's population is infected each year with an influenza virus. In March 2009, a new strain of flu – H1N1 – appeared in Mexico, and then quickly spread around the world, leading the World Health Organization to declare a state of pandemic.

H1N1 seems to affect people under 65 years more severely than regular seasonal flu, which could mean a greater impact on the workplace.

This module will provide managers and employers with simple strategies for protecting their employees and managing the risks of business disruption during the upcoming flu season.

Program contains 1 module(s).

Hazard Communication Standard 2012 for Workers [US] (P2837EN)

The course familiarizes workers with the HazCom system used across the United States, and the world, to provide safety information and training about hazardous chemicals in their workplaces. Participants will learn about the Hazard Communication Standard 2012 (1910.1200) which adopted the 'Globally Harmonized System of Classification and Labelling of Chemicals' (GHS). The course covers the pictograms (symbols) and their meaning, the labels on hazardous chemicals, the hazards of each class, and safety data sheets (SDSs).

Program contains 1 module(s).

Hazard Identification and Risk Assessment (CCOHS) (P2119EN)

Accurately identifying, assessing, and controlling hazards is an essential part of a properly functioning occupational health and safety program. This course will help employers, managers and workers improve their health and safety performance by learning effective and proven methods of hazard identification, assessment, and control. The three modules of the course cover essential topics such as hazard mapping, workplace inspections, risk assessment, and the hierarchy of controls. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

Program contains 3 module(s).

HazCom 2012 for Workers (CCOHS) (P2832EN)

The course familiarizes workers with the HazCom system used across the United States, and the world, to provide safety information and training about hazardous chemicals in their workplaces. Participants will learn about the Hazard Communication Standard 2012 (1910.1200) which adopted the 'Globally Harmonized System of Classification and Labelling of Chemicals' (GHS). The course covers the pictograms (symbols) and their meaning, the labels on hazardous chemicals, the hazards of each class, and safety data sheets (SDSs). The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

Program contains 1 module(s).

Health & Safety for Managers & Supervisors in Ontario (CCOHS/WSPS) (P1722EN)

Developed by CCOHS in collaboration with WSPS, this course provides Ontario managers, supervisors and those with health and safety responsibilities with the information they need to prevent workplace injuries and illnesses and develop effective safety programs in the workplace. Prior technical knowledge of health and safety is not a prerequisite. However, familiarity with workplace processes and practices is helpful. This course is made up of 8 modules with each module focusing on a specific topic.

Program contains 9 module(s).

Health & Safety for Senior Executives: Legislation & Liability (CCOHS) (P2055EN)

Senior executives (employers, owners, and senior managers) at every enterprise must understand their responsibilities under Canadian law to provide a safe and healthy workplace and comply with training and other requirements. This e-course introduces the principles of Canadian law and the elements and benefits of a strong health and safety program. It emphasizes the need for due diligence by all executives to limit concerns regarding civil and criminal liability. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

Program contains 1 module(s).

Health and Safety Awareness for Ontario Supervisors (CCOHS) (P3191EN)

This course explains your role and duties as a supervisor regarding health and safety at the workplace, why it is important to know what Ontario's Occupational Health and Safety Act (OHSA) and regulations require, and outlines how to recognize, assess, control and evaluate hazards to keep your workers safe.

Under the law, a supervisor is any person who has authority over others or the workplace itself. People who supervise use many other titles, including manager, team leader, or group coordinator.

Under the new Occupational Health and Safety Awareness and Training regulation of the OHSA, which comes into force on July 1, 2014, all employers in Ontario must ensure that their supervisors complete a basic health and safety awareness training program. This course meets this requirement. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

Program contains 1 module(s).

Health and Safety Awareness for Ontario Workers (CCOHS) (P3059EN)

This course explains your rights and responsibilities as a worker on the job in Ontario, and what the province's Occupational Health and Safety Act (OHSA) requires from workers, supervisors and employers.

It is important to understand what the law says and means so that you know your roles and responsibilities, and how this knowledge helps you to stay safe at work. You also need to be aware of common hazards in the workplace, and what to watch out for.

The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

Program contains 1 module(s).

Health and Safety Committees (CCOHS) (P1197EN)

This is a practical introduction to Health and Safety Committees. By taking this course, you will learn how to fulfill your principal duties as a committee member. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

Program contains 1 module(s).

Health and Safety Committees in the Canadian Federal Jurisdiction (CCOHS) (P1382EN)

This course is a practical introduction to Work Place Health and Safety Committees, Health and Safety Representatives, and Policy Health and Safety Committees. By taking this course, you will learn how to fulfill your duties as a committee member or representative. The course will help health and safety committee members and representatives meet training requirements specified in the Canada Labour Code, Part II. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

The examination for this course is now in an improved format that will allow you - upon exam completion - to review the questions and your answers. As before, you still have 3 attempts to pass the exam. If you already passed the exam in its previous format, you will now have 3 additional attempts to take the exam in its new format. All scores for all attempts on the exam in either format are on file and will display in the Assessment Report. Once you pass the exam in its new format, you will receive a printable online certificate, and you will no longer be able to access the exam.

Program contains 1 module(s).

Health and Safety for Managers and Supervisors (CCOHS) (P1109EN)

Our objective is a workplace free from the risk of injury and illness. Health & Safety for Managers & Supervisors is a computer-based course designed to give managers and supervisors an understanding of the components of workplace health and safety. Prior technical knowledge of health and safety is not a prerequisite. However, familiarity with workplace processes and practices is helpful. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

Program contains 9 module(s).

Health and Safety for Managers and Supervisors in the USA (P2266EN)

Health and Safety for Managers and Supervisors is a computer-based course designed to give managers and supervisors an understanding of the components of workplace safety and health. The course will help you understand occupational safety and health (OSH) principles and your OSH responsibilities, prevent workplace injuries and illnesses, and develop a safety culture in your workplace. The course covers safety principles and risk management, legislation, hazard recognition and control, emergency preparedness, fire prevention, industrial hygiene, ergonomics, workplace inspections, accident investigation, and program development and implementation. An examination is available with this program. Prior technical knowledge of safety and health is not a prerequisite. However, familiarity with workplace processes and practices is helpful.

Learning Objectives:

- Find applicable OSH regulations.
- Know your health and safety responsibilities.
- Determine ways of meeting your OSH responsibilities.
- Identify hazards and develop safe work practices.
- Take leadership in developing and implementing OSH programs.
- Understand consequences of noncompliance.

Course Outline:

- Introduction (3933EN) – This introductory module stresses the importance of managing health and safety and provides an overview of the program.
- Module 1: Safety Principles and Risk Management (3934EN) – In this first module, we will review the evolution of management's role in workplace safety, and present a managed approach to safety and health and the prevention of injury and illness.
- Module 2: Legislation (3935EN) – In the second module, we will explore federal OSHA and state OSH legislation, and the rights and responsibilities of managers and supervisors under this legislation.
- Module 3: Hazard Recognition and Control (3936EN) – In this module, we will review the three-step process for managing hazards. We will discuss the recognition, assessment and control of those hazards that we can determine while inspecting the workplace. Our discussion of hazard recognition will include risk mapping and establishing hazard priorities. We will examine strategies for controlling hazards in order to eliminate or minimize the chances of accident, injury and harmful exposures.
- Module 4: Emergency Preparedness and Fire Prevention (3937EN) – Emergencies, accidents and injuries can happen when we least expect them. Being prepared for emergencies is part of the overall organizational responsibility of management. In this module, we will look at strategies for preparing for, and dealing with, emergencies in the workplace. The second part of the module surveys the basics of fire protection and fire emergency preparedness.

- Module 5: Industrial Hygiene (3938EN) – In this module, we will examine industrial hygiene, which deals with the hazardous substances and exposures that can occur in the workplace. Industrial hygiene is concerned with chemicals, biological agents, and physical agents such as noise and radiation. We will discuss the related health risks, and see how these exposures can be eliminated and/or reduced.
- Module 6: Ergonomics (3939EN) – Ergonomics is the science of fitting the job to the worker. Ergonomic principles are used to design equipment and procedures that match the demands of the job to the worker's capabilities. By improving ergonomics at your workplace, you will also improve health, safety, comfort, and efficiency. This module will explore the basic principles of ergonomics and help you take steps to identify risk factors and address ergonomic problems related to materials handling, workstation design, computer use and hand tool use.
- Module 7: Workplace Inspections and Accident Investigation (3940EN) – Workplace inspections and accident investigations aren't just a good idea – they are required by law. The purpose of regular inspections is to identify hazards and take corrective action before they cause injury, illness, or property damage. If an accident or incident (near miss) does happen, an effective investigation identifies measures that can be taken to prevent a recurrence of similar events. This module will give you the skills to achieve positive results from negative occurrences such as accidents, incidents and hazardous conditions.
- Module 8: Program Development and Implementation (3941EN) – An occupational safety and health program is a definite plan of action to prevent accidents, injury and occupational diseases. This is achieved by integrating safety and health in the design of all work practices, processes and procedures. This module will provide you with the information you need to develop an effective safety and health program.
- Exam – Health and Safety for Managers and Supervisors in the USA (3942EN)

Target Audience:
Managers and Supervisors

Program contains 9 module(s).

Health and Safety for Office Managers (CCOHS) (P1339EN)

Managers are responsible to provide a safe and healthy workplace. Learn about hazards in the office and how to prevent them. Topics include: ergonomics, stress, lighting, indoor air quality, and slips, trips and falls. The course focuses on the manager's legal responsibilities and steps to fulfill them such as inspections, accident investigation, and accommodation of injured employees. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS). The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

Program contains 1 module(s).

Health and Safety for Small Business (CCOHS) (P1428EN)
An effective health and safety program benefits your business by protecting employees and customers from crippling accidents and losses. This course introduces owners and managers to

the types of health and safety problems that can occur in small businesses and gives practical information and tips regarding strategies to identify hazards and manage risks. You will learn about emergency planning and hazard management. The course includes extensive lists of resources available free from health and safety organizations. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

Program contains 1 module(s).

Health and Safety for Small Business [Canada] (P1318EN)

Successful businesses of all sizes know that occupational health and safety is important to overall performance. Workplace injuries and illnesses have a direct effect on your company's bottom line, and the ability to operate safely is essential to building a productive, cost-effective organization. Also, because health and safety legislation in Canada applies to all employers, large and small, an effective health and safety program will ensure that you are in compliance with federal and provincial or territorial law. The module has a test. With successful completion of the test, you will receive a Certificate of Completion.

Target Audience: Entrepreneurs, business owners

Skill Set: BUSINESS MANAGEMENT, COMPLIANCE, HEALTH AND SAFETY

Program contains 1 module(s).

Health and Safety for Small Business [US] (P2087EN)

Successful businesses of all sizes know that occupational health and safety is important to overall performance. Workplace injuries and illnesses have a direct effect on your company's bottom line, and the ability to operate safely is essential to building a productive, cost-effective organization. Also, because health and safety legislation applies to all employers, large and small, an effective health and safety program will ensure that you are in compliance with federal and state law. The module has a test. With successful completion of the test, you will receive a Certificate of Completion.

Target Audience: Entrepreneurs, business owners

Skill Set: BUSINESS MANAGEMENT, COMPLIANCE, HEALTH AND SAFETY

Program contains 1 module(s).

How to Respond to an Active Shooter (P4280EN)

Active shooter situations are an unfortunate reality. Planning and preparation will help an organization reduce the likelihood of such a situation and mitigate the harm if an incident does occur. This course will advise employees and managers how to respond to an active shooter or other workplace violence situation; outline the components of an emergency action plan and appropriate training; and review the signs of potential workplace violence.

Program contains 1 module(s).

Indoor Air Quality: An Introduction (CCOHS) (P1499EN)

The quality of the air we breathe during our work can affect our health, comfort, and productivity. This course will help you understand the factors that contribute to good indoor air quality (IAQ) in offices and non-industrial workplaces. It describes 'sick building syndrome' and its

causes, such as poor distribution of fresh air, pollutants originating inside and outside the building, and humidity. The course provides practical advice on how to investigate and respond to indoor air problems. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

Program contains 1 module(s).

Integration: The Next Evolution in Safety Performance (CSSE) (P1830EN)

Workplace exposure to injury is influenced by a variety of factors. These include the state of the equipment in use, the knowledge and skill of the worker, the procedures in place, the organizational culture that encourages some activities and discourages others, and leadership that drives that culture. In order to reduce exposure in a comprehensive and sustainable way, leading organizations are tackling these influential factors by integrating their safety systems with what have traditionally been separate organizational processes. The results of this approach allow these organizations to better address what meaningfully contributes to safety outcomes, and in the process builds a working environment that fosters heightened organizational citizenship and company-wide ownership for safety. This presentation describes how organizations are building these integrated systems, which organizational processes are included, and the various outcomes of this effort.

Program contains 1 module(s).

Joint Health and Safety Committees in Ontario (CCOHS/WSPS) (P1660EN)

Joint health and safety committees (JHSCs) are required by law in many Ontario workplaces, including those with 20 or more workers. Find out how to fulfill your key duties as a committee member in this introductory e-course. Developed by the Canadian Centre for Occupational Health and Safety (CCOHS) in collaboration with WSPS.

Program contains 1 module(s).

Ladder Safety (P1068EN)

Learn how to use ladders safely in the workplace.

Program contains 1 module(s).

Ladder Safety (CCOHS) (P1224EN)

Learn how to work safely with ladders in the workplace. Topics include: choosing the correct ladder, pre-use inspection, setting up the ladder, working safely on the ladder, and proper storage and maintenance. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

Program contains 1 module(s).

Ladder Safety in Ontario (CCOHS/WSPS) (P2085EN)

This course provides a practical introduction to working safety with ladders (step, extension, and fixed ladders). The course focuses on the duties of the Ontario-based employee when using a ladder – inspection before use, proper set up of ladder, and how to work safely while on the ladder. This course is intended to increase ladder safety awareness for use within Ontario workplaces and at home. Developed by the Canadian Centre for Occupational Health and Safety (CCOHS) in collaboration with WSPS.

Program contains 1 module(s).

Lockout (CCOHS) (P1256EN)

Lockout saves lives. Learn how lockout is used to control hazardous energies in the workplace. The course explains the various types of hazardous energies, such as electrical, mechanical and pneumatic. It outlines procedures to ensure that workers will be safe when cleaning, repairing, maintaining, and installing powered equipment. Topics include the types of lockout and basics of a lockout program. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

Program contains 1 module(s).

Lockout/Tagout 1: Electrical Sources of Energy (P1190EN)

Find out how to correctly and effectively complete electrical lockout/tagout procedures in the workplace.

Program contains 1 module(s).

Lockout/Tagout 2: Other Sources of Energy (P1191EN)

Find out how to correctly and effectively complete lockout/tagout procedures for other sources of energy in the workplace.

Program contains 1 module(s).

Manual Material Handling and Back Safety (P1343EN)

Back injury is certainly aggravating in the short term but it can also have a serious, long-term impact on a worker's quality of life. In this module we examine the back and how it works and we describe different injuries of the back and how to prevent them.

Program contains 1 module(s).

Manual Materials Handling (CCOHS) (P2122EN)

Handling materials by lifting, carrying, holding and pushing is a source of many workplace injuries and chronic disorders. This course will enable you to understand the various risks of manual materials handling and how to take effective measures to eliminate or control these risks. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

Program contains 1 module(s).

Mental Health: Communication Strategies (CCOHS) (P2878EN)

People with mental illness successfully work across the full spectrum of workplaces. Some people disclose their mental illness and some do not.

This course will explore communication strategies for both employees and employers/managers/supervisors to have that conversation about mental health issues, with the overall goal to help educate and increase awareness in the workplace.

Upon completion of the course you will:

- Understand the prevalence of mental health issues in the workplace,
- Know how to help break the stigma regarding mental health issues,
- Identify key steps that workplaces can take,
- Develop good communication skills, including active listening, and
- Have confidence when helping co-workers to discuss mental health issues.

The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS) in collaboration with the High Point Wellness Centre.

Program contains 1 module(s).

Mental Health: Ecourse Package (CCOHS) (P2882EN)

The World Health Organization defines positive mental health as 'a state of well-being in which every individual realizes his or her potential, can cope with the normal stresses of life, can work productively and fruitfully, and is able to make a contribution to her or his community. In the workplace there can be no health without mental health.'

Creating healthy workplaces has become increasingly urgent, as stress levels continue to rise and the awareness of the human economic costs of mental illness has grown.

CCOHS offers your organization a package of e-courses to help employers, managers, supervisors, and workers understand mental health issues in the workplace.

This specially priced package includes the following e-courses.

Mental Health: Awareness Mental Health: Health and Wellness Strategies Mental Health: Signs, Symptoms & Solutions Mental Health: Psychologically Healthy Workplaces Mental Health: Communication Strategies

Each e-course has a different focus - personal mental fitness, organizational health, recognizing signs and symptoms (and providing solutions), and communication strategies. By taking the full series, you will gain a comprehensive understanding about mental health in the workplace and learn what you can do for yourself, the organization, and individuals who may have mental health issues.

Program contains 5 module(s).

Mental Health: Health and Wellness Strategies (CCOHS) (P2875EN)

The workplace is one of the key environments that affect our mental well-being and our health. While there is acknowledgement and growing awareness of the role of the workplace in promoting or hindering mental wellness, employees can also take steps towards mental fitness.

This e-course will empower you to improve your own mental well-being by building resilience, also known as mental fitness. This e-course focuses on 4 key steps to improving your mental fitness – recognizing the symptoms, identifying stressors, choosing your reaction and using 10 lifestyle habits. By learning how to use your body's response to stress and by practicing lifestyle habits, you can elevate your health and performance while effectively managing high levels of stress. This course is developed in cooperation with High Point Wellness Centre.

The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS) in collaboration with the High Point Wellness Centre.

Program contains 1 module(s).

Mental Health: Psychologically Healthy Workplaces (CCOHS) (P2877EN)

A psychologically safe and healthy workplace promotes emotional well-being, and presents minimal risk to employee mental health. By making changces to your workplace environment, and offering support to employees, you can reduce the duration and severity of mental illness and enhance recovery. This course will examine best practices in developing a psychologically healthy workplace. It also discusses how our experience at work impacts our mental health, and how the promotion of mental well-being at work benefits both employers and employees.

The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS) in collaboration with the High Point Wellness Centre.

Program contains 1 module(s).

Mental Health: Signs, Symptoms and Solutions (CCOHS) (P2876EN)

Everyone occasionally feels anxious, blue or sad, but these feelings usually are fleeting and pass within a couple of days. When a person has anxiety or depressive disorder, it significantly interferes with daily life, makes normal functioning impossible, and causes pain for both the person and those who care about them.

Although it is difficult to quantify the impact of work itself on personal identity, self-esteem and social recognition, most mental health professionals agree that the workplace environment can have a significant impact on an individual's well-being.

This course will explore the signs, symptoms, and solutions for mental illnesses commonly experienced in the workplace.

The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS) in collaboration with the High Point Wellness Centre.

Program contains 1 module(s).

Mold Awareness [US] (P4033EN)

Mold can be a serious workplace and health issue. In this module we will define molds, talk about the health effects of molds, review the duties of employers under the law, and outline strategies for mold prevention and mold control.

Program contains 1 module(s).

Mould Awareness (P1341EN)

Mould can be a serious workplace issue and can be hazardous to our health. In this module we define moulds, examine the health effects of mould exposure, review the duties of employers under current legislation, and outline methods of mould prevention and control.

Program contains 1 module(s).

MusculoSkeletal Disorders [MSDs]: Prevention (CCOHS) (P1635EN)

Work-related MusculoSkeletal Disorders (MSDs) are frequent and costly injuries in many workplaces. This course will help you identify and evaluate risks of MSDs in your workplace and

develop an effective prevention program. The importance of ergonomic assessment procedures, training and education, and employee and management participation are stressed. Case studies, examples, and quizzes enrich the learning. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

Program contains 1 module(s).

Occupational Health and Safety Management Systems (CCOHS) (P2828EN)

Gain the knowledge you need to implement a fully functioning health and safety management system suited to the needs of your organization.

This course is divided into two modules covering the following topics: • Introduction to Management Systems • Elements of an Occupational Health and Safety Management System

This course follows the management system standards commonly applied in Canada, and covers the requirements for an occupational health and safety management system (OHSMS) as specified in OHSAS 18001:2007 and CSA: Z1000-06. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

Program contains 2 module(s).

Occupational Health, Safety and Environmental Management Systems (CCOHS) (P2830EN)

Gain the knowledge you need to implement a fully functioning health, safety, and environmental management system suited to the needs of your organization.

This course is divided into three modules covering the following topics: • Introduction to Management Systems • Elements of an Occupational Health and Safety Management System • Elements of an Environmental Management System

This course follows the management system standards commonly applied in Canada, and covers the requirements for an occupational health and safety management system as specified in OHSAS 18001:2007 and CSA: Z1000-06. The module on environmental management system is based on the ISO 14001:2004 standard requirements. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

Program contains 3 module(s).

Office Ergonomics (P1419EN)

Each job in an office is slightly different, using various materials and tools; therefore every office job creates a distinct set of demands on the human body. Ergonomics takes a look at these demands, examines the work to be completed and the equipment and tools used, ensuring that each employee performs their job in the most effective and safe way possible.

Program contains 1 module(s).

Office Ergonomics (CCOHS) (P1216EN)

Ergonomics is an applied science, which studies how to match the job to the worker. Ergonomics is concerned with preventing pain and injuries related to factors such as pace of work, the strain on joints and muscles, and the effects of posture.

This course deals specifically with problems and injuries related to the use of computers and other office equipment. The goal of this course is to give you the information to help find solutions to ergonomic issues in your workplace.

The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

Program contains 1 module(s).

Office Ergonomics in Ontario (CCOHS/WSPS) (P2042EN)

This course deals specifically with problems and injuries related to the use of computers and other office equipment. The goal of this course is to give you the information to help find solutions to ergonomic issues in your workplace. Developed by the Canadian Centre for Occupational Health and Safety (CCOHS) in collaboration with WSPS.

Program contains 1 module(s).

Office Health and Safety (CCOHS) (P1229EN)

Learn about hazards to health and safety in the office and how to prevent them. Topics include: ergonomics, lighting, stress, indoor air quality, safety issues (e.g. slips, trips and falls, safe lifting, and equipment hazards), chemical hazards, electrical safety, and fire prevention. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

Program contains 1 module(s).

Office Safety (P1069EN)

Learn how to make the office a safe working environment.

Program contains 1 module(s).

Orientation on Health and Safety for New Agricultural Workers (CCOHS) (P2689EN)

Orientation programs are required across Canada to help reduce risks to new workers for injuries and accidents. This two-part course introduces new agricultural workers to the principles and practices of health and safety, including information about how to prevent common workplace hazards for agricultural operations: working alone, violence, working with chemicals, slips and falls, lifting by hand, machinery and equipment, confined spaces, electricity, and handling animals. New workers also learn about health and safety law, their responsibilities and rights as workers, and where to find additional safety information on the internet. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

Program contains 2 module(s).

Orientation on Health and Safety for New Workers (CCOHS) (P1789EN)

Orientation programs are required across Canada to help reduce risks to new workers for injuries and accidents. This two-part course introduces new workers to the principles and practices of health and safety, including information about how to prevent common workplace hazards such as material handling, falls, and chemicals. New workers also learn about health and safety law, their responsibilities and rights as workers, and where to find additional safety information on

the internet. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

Program contains 2 module(s).

OSHA (P5423EN)

This course presents the fundamentals of chemical safety and highlights the major elements of OSHA's Laboratory Standard. This course is also designed to familiarize you with OSHA's Hazardous Communications Standard (Right-To-Know) as it relates to various types of hazardous substances in the workplace. Each module has a test. With successful completion of the test, you will receive a Certificate of Completion.

Program contains 2 module(s).

Pandemic Planning (CCOHS) (P1397EN)

This course will help organizations to be informed and prepared in the event of a pandemic and will help minimize the impact in our daily and business lives. This course describes what a pandemic is, how an influenza virus spreads, and what the impact of a pandemic may be. It emphasizes steps that workplaces can take to plan for employee absences, describes the elements of a business continuity plan, as well as actions that may help slow the spread of the virus and keep employees healthier. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

Program contains 1 module(s).

Personal Protective Equipment (PPE) – Generic (P1070EN)

Protect yourself from workplace injuries by using the correct PPE.

Program contains 1 module(s).

Personal Protective Equipment: The Basics (CCOHS) (P1245EN)

Learn the basics about the common types of personal protective equipment (PPE) used to help minimize exposure to many workplace hazards. Identify what PPE can and cannot do. The course covers common PPE such as hard hats, safety glasses, safety shoes and chemical protective clothing. Topics include the basics of selection, fit, care and use of PPE. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

Program contains 1 module(s).

Preventing Falls from Slips and Trips (CCOHS) (P1251EN)

Falls from slips and trips are common workplace injuries, which may cause serious injuries and disabilities. Workers, managers, supervisors and committees will gain practical information, case studies and tips to help understand the causes of falls and take preventive measures. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

Program contains 1 module(s).

Preventing Falls from Slips and Trips in Ontario (CCOHS/WSPS) (P1720EN)

Same level falls are common workplace incidents that can cause serious injuries and disabilities. Managers, supervisors, joint health and safety committees and others will gain practical insights

through case studies and exercises to help understand the causes of falls and take preventive measures. Developed by the Canadian Centre for Occupational Health and Safety (CCOHS) in collaboration with WSPS.

Program contains 1 module(s).

Preventing Hearing Loss from Workplace Noise (CCOHS) (P1398EN)

Noise hazards occur in many jobs and workplaces and can lead to serious disability. This course explains how noise affects hearing and how to recognize noise hazards at work. Technical terms and concepts and the requirements of Canadian noise regulations are clearly explained. Practical and effective measures to prevent hearing loss, and other features of a hearing conservation program are outlined.

Program contains 1 module(s).

Protection from Asbestos Hazards for Ontario (P2024EN)

Asbestos has been proven to be extremely hazardous to health. This training module is designed to provide a basic overview on measures to take to protect yourself from asbestos hazards and the associated Ontario regulations. It outlines the ways to recognize asbestos containing material (ACM) and describes prevention measures and the PPE and other equipment required when dealing with asbestos. The module has a test. With successful completion of the test, you will receive a Certificate of Completion.

Program contains 1 module(s).

Return to Work in Ontario (CCOHS/WSPS) (P2101EN)

Workplace injury and illness prevention is a shared responsibility of Ontario employers and employees. If an injury or illness occurs, it's important for the employer and the injured employee to focus on getting that employee back to meaningful and suitable work as soon as medically possible. This e-course provides an overview of return to work (RTW) requirements in Ontario and offers strategies and resources for setting up a successful RTW program. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS) in collaboration with WSPS.

Program contains 1 module(s).

Return To Work: The Basics (CCOHS) (P1271EN)

Workplace injury and illness prevention is the responsibility of everyone in the workplace. However, when an illness or injury occurs, it is important for the employer and the injured worker to focus on getting back to meaningful and productive work as soon as functionally possible. This course provides a practical overview of Return to Work strategies, solutions and program implementation. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

Program contains 1 module(s).

Safe Driving [Canada] (P3290EN)

The Safe Driving program is designed to assist drivers of all ages to understand many of the factors which can help ensure a safe driving experience in most circumstances.

Program contains 4 module(s).

Safe Driving [US] (P2859EN)

The Safe Driving program is designed to assist drivers of all ages to understand many of the factors which can help ensure a safe driving experience in most circumstances.

Program contains 4 module(s).

Safe Driving: Backing Up (CCOHS) (P2847EN)

This course is designed to help you reduce the chances of becoming involved in an incident while backing up a vehicle. In organizations with a vehicle fleet, incidents that occur when backing up significantly contribute to overall incident numbers.

During this course, you will learn the 7 fundamentals of safe backing, including how to avoid the need to back up, looking back, circle check, how to back up slowly, using a guide, avoiding distractions, and practice.

The course includes videos to provide an interactive e-learning solution. Quizzes throughout help to measure and encourage learning. This course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS) in collaboration with Thinking Driver.

Program contains 1 module(s).

Safety Attitudes and Actions (P1813EN)

Have you ever thought about just how safe your work area is? Do you know about the hazards at your work site? Are you sure that all proper precautions are being take? A single accident can be devastating, That is where Safety Audits come in. They help you make sure that you are doing everything possible to ensure worker safety. The module has a test. With successful completion of the test, you will receive a Certificate of Completion.

Program contains 1 module(s).

Safety in Bloodborne Pathogens for Employees (P5425EN)

Exposure to bloodborne diseases is a serious concern today. In 1991, the Occupational Safety and Health Administration (OSHA) created a regulation dealing with bloodborne pathogens-the disease-causing microorganisms found in human blood components and products. This course will show you how exposure to bloodborne pathogens occurs so that you can help protect yourself and others. The course has a test. With successful completion of the test, you will receive a Certificate of Completion.

Program contains 1 module(s).

Safety in Fire Prevention (P5427EN)

This course provides basic information on the precautions and procedures necessary for fire protection and safety in the workplace. Topics covered include fire prevention techniques, the types and classes of fires and fire extinguishers, and first aid procedures for dealing with fire-related injuries. Each module has a test. With successful completion of the test, you will receive a Certificate of Completion.

Program contains 1 module(s).

Slips, Trips and Falls (P1071EN)

Reduce the risk of slip, trip and fall injuries in the workplace.

Program contains 1 module(s).

Stress in the Workplace (CCOHS) (P2411EN)

This course provides an introduction to the complex issue of stress in the workplace. You will gain an understanding of what workplace stress is, its causes, and the negative impacts.

The course focuses on the causes, effects, and control of workplace stress. Particular emphasis is placed on the importance of organizational factors, including the ways in which work is organized as the primary means of reducing workplace stress. Workers, supervisors, managers, and employers alike will learn to identify signs of workplace stress, as well as measures to prevent or reduce stress. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

Program contains 1 module(s).

TDG for Carriers (CCOHS) (P1407EN)

Carriers are the people who transport dangerous goods, which may also include loading and unloading shipments. They must be fully qualified and trained for their work. The six modules of this course provide a detailed description of the parts of the TDG regulations that carriers must know. This includes documentation, safety marks, means of containment, emergency response, and special cases for road transport. Examples and quizzes reinforce learning. Each module has a self-assessment to test understanding of the material. A record of completion is provided upon successful completion of the final exam. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

Program contains 7 module(s).

TDG for Consignors/Consignees (CCOHS) (P1406EN)

Consignors and consignees are the people who are responsible for shipping and receiving dangerous goods in the TDG system. They must be fully qualified and trained for this work. The five modules of this course provide a detailed description of the parts of the TDG regulations that consignors and consignees must know. This includes classification, documentation, safety marks, and means of containment. Examples and quizzes reinforce learning. Each module has a self-assessment to test understanding of the material. A record of completion is provided upon successful completion of the final exam. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

Program contains 6 module(s).

TDG: An Overview (CCOHS) (P1405EN)

This course provides an overview of the Transportation of Dangerous Goods (TDG) system for managers, employees, and others who need to know about TDG, but are not responsible for TDG activities. Terms and concepts, and the requirements of the Canadian TDG regulations are clearly explained. Examples and quizzes reinforce learning. A record of completion is provided upon successful completion of the final exam. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

Program contains 2 module(s).

Transportation of Dangerous Goods (CCOHS) (P1402EN)

People who handle, ship, carry, or receive dangerous goods must be fully qualified and trained for their work. Employers, managers, and supervisors are responsible to ensure that all work involving dangerous goods is properly done. The eight modules of this course provide a detailed description of all aspects of the TDG system for managers and everyone with TDG responsibilities. Examples and quizzes reinforce learning. Each module has a self-assessment to test understanding of the material. A record of completion is provided upon successful completion of the final exam. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

Program contains 9 module(s).

Travel Safety for Canadian Businesses (CCOHS) (P2670EN)

This course is designed to highlight issues people may face while travelling, including situations that may involve violence and other criminal activity, while providing a number of practical solutions for increasing the safety of travellers. Participants will be introduced to duty of care requirements, basic threat and risk analysis steps, and the essential components of a travel risk management program. A number of practical solutions to increase safety for travellers and to prepare organizations and managers to deal with a safety incident are also included in the course. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS) in collaboration with IHR Solutions.

Program contains 1 module(s).

Violence in the Workplace: Establish a Prevention Program (CCOHS) (P1259EN)

Every workplace should have a violence prevention program specific to its needs and risks. This course introduces managers, supervisors and employees to the key components of an effective workplace violence prevention program, providing knowledge and tools to assess risks and take steps to eliminate or minimize the potential for workplace violence. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

Program contains 1 module(s).

Violence in the Workplace: Recognize the Risk and Take Action (CCOHS) (P1258EN)

Wherever people interact at work there is a potential for violence. This course helps workers, frontline supervisors, and others to develop a clear understanding of what workplace violence is, the consequences of workplace violence and preventive measures that can be taken. Recognized risk factors and appropriate responses to incidents of workplace violence are highlighted. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

Program contains 1 module(s).

WHMIS 1988 & 2015 Combined Course (P4254EN)

This online learning is designed to explain what you should know about hazardous materials used in the workplace. The module will describe the Workplace Hazardous Materials Information System – WHMIS – and how to affectively apply it at your work. It will also discuss the Global Harmonization System of Classification and Labelling of Chemicals – GHS – and this system's rules and formats for managing hazardous products.

Program contains 1 module(s).

WHMIS 1988 for Managers and Supervisors (CCOHS) (P1233EN)

Learn about the Workplace Hazardous Materials Information System (WHMIS) and the duties of managers and supervisors. Topics include: WHMIS classes and their symbols, supplier and workplace labels, material safety data sheets (MSDSs), and requirements for education and training. The course includes practical advice for managers and supervisors. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

Program contains 1 module(s).

WHMIS 1988 for Managers and Supervisors in Ontario (CCOHS/WSPS) (P1661EN)

Learn about the Workplace Hazardous Materials Information System (WHMIS) and the duties of managers and supervisors in this introductory e-course. Topics include: WHMIS hazard classes and their symbols, supplier and workplace labels, material safety data sheets (MSDSs), and requirements for worker education and training. The course also offers practical advice for managers and supervisors to help protect workers' health and safety. Developed by the Canadian Centre for Occupational Health and Safety (CCOHS) in collaboration with WSPS.

Program contains 1 module(s).

WHMIS 1988 for Office Environments (CCOHS) (P2410EN)

Hazardous chemical products are used in office workplaces for maintenance, cleaning, painting and equipment operation. Office workers who may be exposed to chemicals must receive information and training so they can work safely. This e-course describes common chemical hazards in office buildings, outlines ways to work safely with WHMIS controlled products in offices, and explains the three key elements of WHMIS: labels, material safety data sheets (MSDSs), and worker education/training. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

Program contains 1 module(s).

WHMIS 1988 for Workers (CCOHS) (P1176EN)

Learn about the potential hazards of chemicals in your workplace and what you can do to protect yourself and prevent accidents. This course will help you understand and apply the information on product labels and Material Safety Data Sheets. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

Program contains 1 module(s).

WHMIS 1988 for Workers in Ontario (CCOHS/WSPS) (P2117EN)

The course familiarizes Ontario workers with WHMIS which stands for Workplace Hazardous Materials Information System. This system is designed to provide health and safety information to workers about the hazardous materials or controlled products in their workplaces. Participants will learn about WHMIS symbols and their meanings, labels on products, and material safety data sheets (MSDSs). The course also provides practical advice for how to safely handle hazardous materials on the job. The course was developed by CCOHS in collaboration with WSPS.

Program contains 1 module(s).

WHMIS 1988 Refresher (CCOHS) (P1580EN)

Keep your knowledge of WHMIS and workplace chemical hazards up-to-date. Know how to use information on labels and MSDSs to protect yourself and prevent accidents. This course reviews the key information about WHMIS using quizzes and practical summaries. Many printable fact sheets and other resources are included. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

Program contains 1 module(s).

WHMIS 1988 Refresher in Ontario (CCOHS/WSPS) (P2118EN)

Created specifically for those in Ontario workplaces who have already had some training on the basic concepts of the Workplace Hazardous Materials Information System (WHMIS), this e-course allows you to quickly refresh your WHMIS understanding. You will review WHMIS basics and Ontario legislation, hazard classes, labels and material safety data sheets (MSDSs), and learn key tips for working safely with hazardous materials, using quizzes and practical summaries. Many printable fact sheets and other resources are included. The course was developed by CCOHS in collaboration with WSPS.

Program contains 1 module(s).

WHMIS 1988: Understanding MSDSs (CCOHS) (P1272EN)

Understanding the information in material safety data sheets (MSDSs) is required in workplaces where hazardous chemicals are used. WHMIS: Understanding MSDSs explains the purpose and key information contained in each section of the MSDS, with practical examples. This e-course builds on the content of the WHMIS for Workers, WHMIS for Managers/Supervisors, or equivalent introductory WHMIS courses. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

Program contains 1 module(s).

WHMIS 2015 for Workers (CCOHS) (P3281EN)

The Workplace Hazardous Materials Information System (WHMIS) has aligned with the Globally Harmonized System of Classification and Labelling of Chemicals (GHS). This course familiarizes you with WHMIS 2015 and how it will be used in workplaces.

The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS) in partnership with Health Canada.

Program contains 1 module(s).

Working at Heights (CCOHS) (P2406EN)

Working at heights is a common activity, but it can pose serious hazards. Protect your workers by managing the risks of working at heights. Learn to assess and control hazards related to working at heights, including fall prevention and fall protection. Key topics include fall prevention techniques, emergency preparedness, and safe use of ladders, scaffolds, lifts and platforms. This introductory course should be supplemented by further instruction and hands-on training that is specific to the job. The course was developed by the Canadian Centre for Occupational Health

and Safety (CCOHS).

Program contains 1 module(s).

Workplace Hazardous Materials Information System (WHMIS) (P1067EN)
Find out what you need to know about hazardous products in the workplace.

Program contains 1 module(s).

Workplace Inspections (CCOHS) (P2121EN)
Regular inspections help keep your workplace free of hazards and dangers to workers. Managers, supervisors, and members of health and safety committees are required by law to do inspections. This course explains how to effectively prepare, conduct and document inspections, and the importance of follow-up. Key topics include: legal requirements, establishing checklists and procedures for your workplace, how to conduct an inspection, and making effective recommendations. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

Program contains 1 module(s).

Workplace Violence in the Canadian Federal Jurisdiction: Establish a Prevention Program (CCOHS) (P2950EN)
Every federally-regulated workplace is required to have a violence prevention program specific to its needs and risks. This course introduces managers, supervisors and employees to the key components of an effective workplace violence prevention program and the requirements of the Canada Labour Code, Part II, providing knowledge and tools to assess risks and take steps to eliminate or minimize the potential for workplace violence. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

Program contains 1 module(s).

Workplace Violence in the Canadian Federal Jurisdiction: Recognize the Risk and Take Action (CCOHS) (P2949EN)
Wherever people interact at work there is a potential for violence. This course helps federally-regulated workers, frontline supervisors, and others to develop a clear understanding of what workplace violence is, the consequences of workplace violence and preventive measures that can be taken. Recognized risk factors and appropriate responses to incidents of workplace violence are highlighted. The course was developed by the Canadian Centre for Occupational Health and Safety (CCOHS).

Program contains 1 module(s).

Young Worker Safety Orientation (P1404EN)
Injuries sustained at work can have life-long implications. Every week 5 young workers are permanently disabled as a result of a work-place injury. Most often these injuries are sustained in the first 6 months of starting a new job. This e-learning module provides safety 'must do's' for all young workers. It also provides supervisory staff with their responsibilities. It is essential that this module is reviewed prior to the start of work for each and every young worker under the age of 24.

Program contains 1 module(s).

Human Resources

2015-2016 Equal Employment Opportunity and Affirmative Action for Managers and Supervisors [US] (P4261EN)

All companies that hold federal government contracts and subcontracts are required to comply with U.S. Department of Labor Office of Federal Contract Compliance Programs (OFCCP) regulations. Failure to comply could result in significant fines and lost government contracts, or suspension of a current contract. Given the risks and active government enforcement, you have been assigned this e-learning course to increase your awareness of this important topic. The course will give you an introduction to Equal Employment Opportunity and Affirmative Action (EEO/AA) and present employment practices that will help you comply with EEO/AA requirements.

Program contains 1 module(s).

2015-2016 Equal Employment Opportunity and Affirmative Action for Senior Management and HR [US] (P4260EN)

All companies that hold federal government contracts and subcontracts are required to comply with U.S. Department of Labor Office of Federal Contract Compliance Programs (OFCCP) regulations. Failure to comply could result in significant fines and lost government contracts, or suspension of a current contract. Given the risks and active government enforcement, you have been assigned this e-learning course to increase your awareness of this important topic. The course will give you an introduction to Equal Employment Opportunity and Affirmative Action (EEO/AA) and present employment practices that will help you comply with EEO/AA requirements.

Program contains 1 module(s).

360 Degree Feedback (P5970EN)

The overview presents a broad overview of 360 degree feedback, also called multi-rater or multi-source feedback. This type of feedback system is becoming more popular in organizations, including many of the Fortune 50 Companies, and the Federal Government. Given its popularity and widespread use, many organizations are wondering whether such a system will benefit them. This course will acquaint participants with the nature of such systems, how they are used, who is involved, current thinking about concerns and benefits, and what to look for when considering the adoption of such a system.

The implemenation moudule is designed to help participants understand how to implement a 360-degree feedback system. There are many details that make such a system operate effectively. This course discusses the issues that must be considered well before any assessments are conducted, along with the best practices that make implementation successful. The course is designed to help users become more knowledgeable about this method, whether they plan to implement in-house or seek external assistance.

Program contains 2 module(s).

April 2016 Preventing Harassment and Illegal Discrimination for Supervisors [California] - AB1825 Compliant (P5556EN)

California law requires organizations with 50 or more employees to provide two hours of mandatory sexual harassment training for managers and supervisors. This e-learning course was developed to meet these requirements.
To complete this course, you must pass a final test.
You will not be able to access this test until you have spent a minimum of 2 hours in this course.

Program contains 1 module(s).

Business Ethics (P5961EN)

Business ethics is a serious subject for executives, managers and employees. All employees are expected to make good decisions everyday based on the organization's values and contemporary standards in business ethics. If they do not, the cost to their organization impacts both their financials and their reputation. This e-learning module focuses on the importance of recognizing an ethical dilemma and then acting accordingly. It will help you make ethical decisions in your daily work life.

Program contains 1 module(s).

Business Finance Basics (P5962EN)

Every employee plays a role in financial management. Finance involves understanding and making good financial decisions at all organizational levels. This course presents information about the fundamentals of corporate finance. It shows how various work activities can and do affect the financial health of an organization. The course introduces concepts, examples and knowledge that non-financially oriented employees need to know to understand the role finance plays in an organization's decision-making process.

Program contains 1 module(s).

California and Federal Leaves of Absence (P4291EN)

A leave of absence is a period of time during which an employee is absent from work or duty, while maintaining the status of employee. Managing leaves has become one of the more complex and time consuming responsibilities in the average HR practitioner's world. With numerous legal issues, along with the choices available to employers, it is important that HR professionals have a good grasp of this topic. Learning Objectives: • Identify types of leaves, duration, conditions, and eligibility • Discuss benefits, timing, notice requirements and job return rights as they relate to leaves • Outline the requirements of the Family Medical Leave Act (FMLA), California Family Rights Act (CFRA), and Pregnancy Disability Leave (CA PDL) • Discuss the Americans with Disabilities Act (ADA) and Fair Employment and Housing Act (FEHA) disability legislation as they relate to leaves • Discuss military leaves and other leaves that affect employers Course Outline: • What is a Leave? o Definitions and examples o Mandatory vs. voluntary o Mandatory leaves – federal o Mandatory leaves – California o Eligibility o Reasons for leave o Case Study • Serious Health Conditions o Definition o Inclusions and exclusions o Medical certification • Timing of Leaves o Duration of leave under FMLA/CFRA o Duration of leave for birth, adoption or foster care placement o Duration of CA-PDL o Determining 12 month period for family leave o Notice requirements for FMLA, CFRA and CA-PDL o Continuation of Benefits o Job reinstatement rights • Disability Laws and Leaves o Who is covered under the ADA? o Who is covered under FEHA? o Workers' Compensation • School Visits and Education Leave o Family-School Partnership Act (California) o Employee Literacy Education Assistance Act (California) •

Victims of Domestic Violence, Sexual Assault and Other Crimes o Requirements for smaller (fewer than 25) and larger (25 or more) employees • Military Leave and Civic Responsibility o Reemployment rights o USERRA benefits o California military leave laws and spousal military leave o Time off to vote o Leave for jury and witness duty, election officers, and volunteer firefighters • Miscellaneous Leaves o Kin-care leave o Alcohol and Drug Rehabilitation Act (California) leave • Income Replacement Programs o What is income replacement? o California Paid Family Leave Insurance (PFLi) o California State Disability Insurance (SDI) o Employer responsibilities • Looking Ahead o Potential changes to legislation o Resources

Program contains 1 module(s).

California and Federal Terminations and Layoffs (P4289EN)

This module will discuss various aspects of terminating employees. We will focus on using a proactive approach rather than a more costly reactive approach that usually requires the assistance of an attorney. The reactive approach results in poor decisions and ill-advised HR practices. The consequences are always costly and include claims, litigation and damage to the company's reputation. Good HR practices are proactive. This approach results in well-thought-out decisions that protect the company and support its goals. Learning Objectives: • Discuss how at-will employment affects the discipline and termination process • Describe how to discipline an employee effectively for misconduct or performance problems • Identify the various ways in which companies lay the foundation for a termination or a layoff • Describe the role performance reviews can play in a termination situation Outline the analysis that a company should go through when deciding how to handle performance/misconduct/termination issues Course Outline: • Employment at will o Definition o Statutory exceptions – employment discrimination law o Common law exceptions o Practical implications o Case study • Progressive discipline o What is it? o Creating practical policies o Establishing and communicating performance standards o Establishing and communicating standards of conduct o Writing effective job descriptions o Disciplinary policies FAQs • Performance management o The supervisor's role in the disciplinary process o Performance reviews o The role of HR o How to conduct performance reviews • Effective discipline o How to discipline effectively for poor performance o How to discipline effectively for misconduct o How to investigate misconduct o Case study • Effective termination o Termination policies o Termination considerations o Documentation o Severance o How to conduct a termination o Exit interviews o Case Study • Layoffs o Federal and state Worker Adjustment and Retraining Notification (WARN) laws o Questions to ask o How do you decide who will be laid off o Benefits o Timing

Program contains 1 module(s).

California and Federal Wage and Hour Laws (P4290EN)

Wage and Hour is a broad category of laws and regulations which govern wages, hours and working conditions for employees. This module covers many of the common areas of confusion in these issues. As always, there are federal laws to consider and California law to consider. Generally, employers in California follow state law, as the California law tends to be more stringent than the federal law. Learning Objectives: • Determine whether a position is exempt or non-exempt • Discuss how employers may employ children at various ages with restrictions on the kind of work they can perform and the number of hours they can work • Recognize current minimum wage and all the areas that are affected by minimum wage • Identify restrictions on the amount of hours an employer can have an employee work • Perform overtime calculations taking into account the various elements necessary to calculate overtime correctly • Discuss recordkeeping guidelines and what to keep in mind Course Outline: • Employment at will o Definition o Statutory exceptions – employment discrimination law o Common law exceptions o

Practical implications o Case study • Progressive discipline o What is it? o Creating practical policies o Establishing and communicating performance standards o Establishing and communicating standards of conduct o Writing effective job descriptions o Disciplinary policies FAQs • Performance management o The supervisor's role in the disciplinary process o Performance reviews o The role of HR o How to conduct performance reviews • Effective discipline o How to discipline effectively for poor performance o How to discipline effectively for misconduct o How to investigate misconduct o Case study • Effective termination o Termination policies o Termination considerations o Documentation o Severance o How to conduct a termination o Exit interviews o Case Study • Layoffs o Federal and state Worker Adjustment and Retraining Notification (WARN) laws o Questions to ask o How do you decide who will be laid off o Benefits o Timing

Program contains 1 module(s).

California Pregnancy Disability Leave 2012 Updates [California-oriented] [Worth 0.5 HRCI credits] (P2748EN)

The Pregnancy Disability Leaves 2012 California Updates module succinctly reviews the pregnancy disability leaves laws prior to 2012 and describes the most recent changes made to pregnancy disability leave regulations in the state of California. Learners test their knowledge of the updated laws by engaging with practice scenarios.

Program contains 1 module(s).

Coaching for Improved Performance (P4284EN)

This course teaches effective coaching techniques, and enables you to help employees improve their work performance through a clearer sense of performance objectives and renewed motivation. You will learn specific and practical suggestions for diagnosing performance problems, understand appropriate actions based on the diagnosis, and be able to implement the coaching process in an effective manner.
This course includes an examination.
Learning Objectives:

- Apply the critical elements of the coaching process
- Understand the power of the Pygmalion Effect
- Apply a model for diagnosing performance problems
- Diagnose and solve problems where effort does not lead to performance
- Diagnose and solve performance to reward problems
- Diagnose and solve problems related to inappropriate rewards
- Understand the characteristics and behaviors of effective coaching

Course Outline:

- 5 steps to Effective Coaching
  - o 5 step approach
  - o Step 1: Assess actual performance and compare to standard
  - o Step 2: Clarify the deficiency
  - o Step 3: Determine causes and discuss with the team member
  - o Step 4: Develop an action plan
  - o Step 5: Monitor performance
- Create a Positive Work Environment
  - o Your work environment
  - o Coaching scenarios
  - o Negative and positive work environments
  - o Performance gaps

- o Communication strategy
        - o Change management
        - o Time management
        - o Incentive programs
        - o Resource allocation
        - o Termination
    - Recognition
        - o Value of recognition
        - o Best practices
        - o Managing versus coaching
        - o The successful coach

Target Audience:
 Supervisors
Duration:
0.75 hours
Features:
Video
Module(s):
12581EN

Program contains 1 module(s).

Compensation and Benefits Planning for Small Business [Canada] (P2251EN)

Your compensation system is a critical part of your overall business strategy. It has a direct impact on your ability to attract and retain employees, as well as on your organizational culture. Whether you are an established business or just starting out, your enterprise will benefit from a well planned compensation strategy.

In this module, we will review four key aspects of an effective compensation plan: salary administration, pay equity, compensation strategies, and benefits.

This program has an exam.

Program contains 1 module(s).

Compensation and Benefits Planning for Small Business [US] (P2384EN)

Your compensation system is a critical part of your overall business strategy. It has a direct impact on your ability to attract and retain employees, as well as on your organizational culture. Whether you are an established business or just starting out, your enterprise will benefit from a well planned compensation strategy.

In this module, we will review four key aspects of an effective compensation plan: salary administration, pay equity, compensation strategies, and benefits.

This program has an exam.

Program contains 1 module(s).

Compensation and Benefits Trends (P4292EN)

Compensation and Benefit designs and strategies are an ever-changing part of the employer-employee relationship. Employees will always look to their compensation and benefits to help determine how their employer feels about their contributions to the overall organization. Ideas, trends, and best practices can change quickly in response to a myriad of factors affecting the business. This module examines some of these trends and explores numerous ideas and concepts that you may be able to use to make sure your compensation and benefit packages are the best and most effective that your company can offer. Learning Objectives • Discuss common practices in compensation • Recognize changing trends in compensation • Compare the current state of benefits to new trends in benefits • Identify legislative requirements for employee benefits • Consider next steps for your organization in the changing area of compensation and benefits

Program contains 1 module(s).

Compensation and Benefits Trends [California-oriented] [Worth 2 HRCI credits] (P2199EN)

Compensation and Benefit designs and strategies are an ever-changing part of the employer-employee relationship. Employees will always look to their compensation and benefits to help determine how their employer feels about their contributions to the overall organization. Ideas, trends, and best practices can change quickly in response to a myriad of factors affecting the business.

This module examines some of these trends and explores numerous ideas and concepts that you may be able to use to make sure your compensation and benefit packages are the best and most effective that your company can offer.

The information in this module is provided for general purposes only and should not be construed as legal advice. Employers should seek appropriate legal counsel as required.

This is the seventh module in Employers Group's Human Resources Generalist Certificate Program. The eight modules in the program represent the body of knowledge you need to serve effectively in a generalist role.

Program contains 1 module(s).

Creativity and Innovation in the Workplace (P2937EN)

Organizations face the challenge of balancing responsibility for current, routine daily activities with the need to explore new possibilities for growth and continued evolution. With the changing pressures and increased pace of today, it is becoming even more important they do so, but how? The answer lies in embracing and endorsing an 'idea' culture, one that pursues solutions and identifies opportunities by encouraging creativity and innovation in the workplace.

When created, new ideas themselves have very little value and, unless handled carefully, can prove to be very costly. In this course, we will take you through the fundamentals of how to prevent this from occurring. We will show you how creativity and innovation can be made to work. As you move through the various sections, you will begin to see how an overall framework, processes, methods and techniques can make creativity and innovation a valuable asset, not only in the workplace but for the organization.

Includes an evaluation and certificate of completion.

Program contains 1 module(s).

Developing Brand You (P5889EN)

This course provides ideas and exercises designed to help you formulate clear ideas about creating Brand You and about managing your career. It will help you focus on what you like about your current position, what you would like in your next position, and what actions you need to take to gain control over your career. You will assess your strengths and devise a plan to work on your weaknesses.

Program contains 1 module(s).

Developing Diverse Teams (P5898EN)

Simply putting a group of people together to accomplish a collective task does not make a team. This course will help you understand the impact of cultural factors when you attempt to build harmonious and productive work units. You will learn to build a team that encourages mutual accountability, trust, problem solving, conflict management, and an appreciation for the unique contributions by all. You will also learn to foster enthusiasm about the collective purpose of the team and each person's role in accomplishing that purpose.

Program contains 1 module(s).

Developing Your Career Path (P5885EN)

Resumes are invaluable tools in the job search process. One extremely important purpose lies in the preparation process itself. You learn about yourself, your accomplishments and your goals. You also learn how to package and present yourself to fit the employer's needs.

Program contains 1 module(s).

Discharging An Employee (P5923EN)

Discharging an employee can be uncomfortable because it's not something anyone really wants to do. There are also serious implications for the organization. Understand more about the process of discharging an employee and learn about the details that you don't want to overlook.

Program contains 1 module(s).

Diversity in the Workplace (P4271EN)

This course provides an excellent base for the manager to learn about his or her own beliefs and to see the potential of a diverse workplace. There are tools and techniques to help a supervisor become familiar with the key concepts and understand the value of diversity in any organization.

Program contains 1 module(s).

Doing Performance Reviews (P4264EN)

Providing performance feedback is an important part of a manager's job. Good performance feedback is critical in helping an organization achieve its objectives. It also assists employees in identifying and pursuing their own goals. While an effective manager provides informal performance feedback on an ongoing basis, the annual performance review is a more formal

process. This course focuses on the annual performance review. It will stress the importance of planning and follow-up, and provide tips and strategies for conducting successful performance reviews.

Program contains 1 module(s).

Effective Approaches to Employee Discipline (P5897EN)

It is often difficult for managers and supervisors to make valid employment decisions. Employees may believe that a decision was unfair or biased. By implementing an effective workplace discipline policy, employees will know what is expected of them and what penalties may be imposed for certain offenses. This course provides practical advice on implementing or improving your discipline policy. You will learn to establish a policy and document all incidents, keeping workforce dissatisfaction to a minimum, increase productivity, and boost morale.

Program contains 1 module(s).

Effective Leadership (P3197EN)

In today's workplace, it's not enough just to manage. Organizations are looking for leaders. Becoming an effective leader takes insight into the things that motivate employees to give their best. It also takes skill in handling the challenges of interpersonal conflict and negativity. It takes coaching skills too. An effective leader knows how to mentor employees as they take on new projects and strive to grow professionally. In this module you'll have an opportunity to explore these essential leadership skills.

Program contains 1 module(s).

Effective Performance Feedback (P5964EN)

Providing effective performance feedback is an important part of your role as a manager. This e-learning module will give you an understanding of the importance of performance feedback. Informal performance feedback is provided on an ongoing basic. A more formal process is the annual performance review. We will outline the stages of a performance review, and show you video clips of performance reviews in action. Finally, we will provide you with strategies for ensuring that your feedback is constructive and effective.

Program contains 1 module(s).

Email Protocol (P3261EN)

The World Wide Web and email technology have changed the way we communicate. Email offers a clear business advantage, speeding up transactions and long distance discussions. In the past few years, email has become the communication medium of choice in the office, replacing the phone and one-on-one contact.

Email etiquette or protocol is the unwritten rules of email messaging. These rules help to improve communication, resulting in more effective emails. This module will provide you with the most up-to-date information on email etiquette and give you the skills to communicate effectively using email.

Program contains 1 module(s).

Emotional Intelligence for Personal Leadership (P2290EN)

Gain a deeper understanding of the impact you are having as a leader, understand what influences your behavior and learn how to drive greater performance in your organization with this dynamic new program.

There is a final exam with this program.

Program contains 1 module(s).

Employee Discipline (P5902EN)

When a situation exists where employee discipline is required, it can be difficult for a supervisor or manager to be sure they are acting appropriately. This course provides information on conducting an effective workplace investigation and discusses the common methods of discipline that exist in the workplace today. The information presented will help you to treat your employees fairly and avoid possible charges of discrimination relating to disciplinary actions. You will learn how to conduct an investigation and apply an appropriate method of discipline.

Program contains 1 module(s).

Employee Disciplining (P5924EN)

The Strategies and Tips in this course will help a manager to improve overall performance by knowing when and how to take corrective action with problem employees. You are given specific disciplinary methods in this course, and techniques to ensure compliance. There are also tools and techniques for developing workable solutions with the individual involved and direction on what can be done if efforts are not successful.

Program contains 1 module(s).

Employee Motivation (P5937EN)

The difference between a business just surviving and a thriving one is the energy and commitment of its people. A motivated and dedicated workforce is the formula for long term success. This course gives practical suggestions for identifying group and individual motivating factors and mobilizing them to energize employees. There are tools, techniques, and methods for revitalizing the workplace and encouraging initiative in each person in order to move everyone forward.

Program contains 1 module(s).

Employee Performance Recognition (P5944EN)

Recognizing employee performance and giving positive reinforcement is a key element of motivation. Master this ability and reap the benefits of a motivated, high performing individual or team.

Program contains 1 module(s).

Employment Laws and Human Resources (California-oriented) (P4288EN)

All Human Resource practitioners and professionals must have a fundamental understanding of Employment Law: how it works, the major laws, and what is applicable to an individual workplace. This module will give you an overview of the most important topics in labor law. Learning Objectives * Discuss where employment laws originate * Explain how they apply to the

world of HR and employment * Identify the major federal and California laws having to do with the way companies deal with their employees * Identify the laws that govern how employees are paid * Identify the laws that govern employees' guaranteed time off from work * Describe how to manage employee terminations in the safest manner

Program contains 1 module(s).

Employment Standards (P3196EN)

If you own a business in Canada and you have employees, you need to know and comply with all of the applicable employment standards. This course will tell you what you should be aware of and where to find the laws and regulations that apply to you.

Program contains 1 module(s).

Equitable Treatment: A Guide for Supervisors [US] (P2737EN)

This course provides an overview of equitable treatment in the workplace and the laws that prohibit discrimination. The importance of equitable treatment is emphasized as an approach for ensuring that all employees within an organization are provided with an equal chance to succeed.

The module has a test. With successful completion of the test, you will receive a Certificate of Completion.

Program contains 1 module(s).

Establishing Performance Goals and Expectations (P5945EN)

Productive and motivated employees are those who clearly understand what is expected of them in terms of performance and behavior. This course has tools and methods for collaboratively establishing goals and specific performance criteria for all employees. There are tips to help you obtain commitment to your goals and methods to help you review performance goals regularly. It also includes documentation guidelines and techniques to help you get results through effective feedback and positive reinforcement.

Program contains 1 module(s).

Ethics for Employees (P4309EN)

A business without ethics is a business at risk. Companies face multi-million dollar fines, criminal prosecutions and possible bankruptcy for wrongdoing, and usually behind the headlines is the story of someone who made the wrong decision, didn't report suspected wrongdoing, or failed to recognize an ethical dilemma. Employees are often expected to make decisions, sometimes acting alone or out in the field, with very few resources to help. It is important that we understand what 'acting ethically' in the workplace means, and know how to make good decisions when there is no rulebook to help. This course will encourage you to reflect on the ethical questions we all face and give you a process for arriving at good ethical decisions.

Program contains 1 module(s).

Ethics for Managers (P4311EN)

In business ethics, there is rarely a correct answer, and the process of decision-making is often as important as the conclusion. Managers need to know how ethical business practices can prevent wrongdoing in their organizations and how ethics can help employees make good

choices. This course explains what business ethics means and why initiatives to develop and maintain ethical cultures in organizations are more important than ever.

Program contains 1 module(s).

Five Steps to Effective Coaching [Micro Course] (P4286EN)

This course teaches effective coaching techniques, and enables you to help employees improve their work performance through a clearer sense of performance objectives and renewed motivation. You will learn specific and practical suggestions to be able to implement the coaching process in an effective manner.

Program contains 1 module(s).

Flexible Work Arrangements and Your Organization (P3760EN)

This online module provides company stakeholders and employees with a thorough understanding of how to develop and implement a flexible work arrangements policy.

Program contains 1 module(s).

From Peer to Supervisor (P3727EN)

This course was designed to help new supervisors address with confidence the challenges of managing their former co-workers. The course presents three key strategies from making the transition from peer to supervisor, stresses the importance of effective communication, and explores three management responsibilities that may be especially demanding for new supervisors in their new role.

Program contains 1 module(s).

Gender Expression and Human Resources (P2835EN)

This module is intended to keep you up-to-date with the most recent changes made to regulations in the state of California with respect to gender expression.

There is no test in this module.

Program contains 1 module(s).

Handling Violence in the Workplace (P5920EN)

One out of every four full time worker is harassed, threatened, or attacked on the job each year. That is a shocking statistic, yet most companies do not have a written policy on workplace violence, have not taken preventative measures, and probably do not understand the causes or warning signs of such behavior. While you hope a violent situation never occurs in your company, this course will help prepare you and your company to effectively manage violent situations should they occur.

Program contains 1 module(s).

Harassment Prevention for Employees [Australia] (P2439EN)

Harassment and discrimination are costly to organizations. Everyone is affected by the negative consequences of a workplace that allows harassing and discriminatory behavior. This e-learning course is designed to inform employees of their obligations and their critical role in ensuring a

harassment-free workplace. We'll discuss the laws that govern discrimination, harassment and retaliation; define these behaviors; outline the obligations of employers and employees; and describe the role of the supervisor in preventing harassment and discrimination.

Includes an evaluation and a certificate of completion.

Program contains 1 module(s).

Harassment Prevention for Leaders [Australia] (P2438EN)

Harassment and discrimination are costly to organizations. Everyone is affected by the negative consequences of a workplace that allows harassing and discriminatory behavior. This e-learning course is designed to inform managers and supervisors of their legal obligations and their critical role in ensuring a harassment-free workplace. We'll discuss the laws that govern discrimination, harassment and retaliation; define these behaviors; outline the obligations of employers and employees; and describe the role of the supervisor in preventing harassment and discrimination.

Includes an evaluation and a certificate of completion.

Program contains 1 module(s).

HIPAA and Medical Privacy: A Brief Overview (P4327EN)

This course is designed to provide general concepts related to HIPAA and California medical privacy, as well as the terms used in these laws and regulations. It is best suited for those who wish to familiarize themselves with medical privacy for the first time. It may also be suitable for those who interact with protected health information only on occasion, such as a supervisor in a non-healthcare industry. After completing this course, you should be able to describe who generally is subject to both laws, what the laws require regarding medical privacy, and what is required of the laws for those who must comply with its requirements. Note: This course provides a brief overview. For a more extensive course, we recommend 'How to Comply with HIPAA: A General Overview.'

Program contains 1 module(s).

Hiring Right (P3250EN)

Hiring the right people is an important part of your role as a manager. This e-learning module will give you an understanding of the four steps of effective interviewing and selection, and explore the key interviewing skills that will assist you in conducting an efficient and effective interview.

Program contains 1 module(s).

Hiring, Managing and Terminating [Canada] (P1604EN)

Human resources are the most valuable asset in any business. As a business owner, you want to hire the best people for your business, and you want to manage them well. You must also ensure that you obey federal, provincial and territorial regulations covering hiring and termination. In this module we will look at the hiring process. We will discuss how to conduct interviews, how to do reference checks, information for new employees, how to conduct performance reviews, and how to terminate (fire) an employee.

The module has a test. With successful completion of the test, you will receive a Certificate of Completion.

Program contains 1 module(s).

How to Comply with HIPAA – A General Overview (P2027EN)

The Administrative Simplification provisions of the Health Insurance Portability and Accountability Act of 1996 (HIPAA) include national standards for electronic health care transactions, codes, identifiers and security and privacy standards for personal health information.

This e-learning module provides a general overview of what is referred to as the Privacy Rule and discusses the key provisions and significant exceptions. Note that certain actions permitted by these regulations may nonetheless be prohibited or restricted by other state or federal law.

Please note that he information contained in this module is intended for general use by employers and employers that sponsor group health plans. Thus it may not include all of the specific requirements for all types of covered entities (for example, physicians or hospitals). Therefore, it should not be relied upon to meet the specific training requirements for employees of those covered entities. For specific legal advice you should consult legal counsel.

This program includes an exam.

Program contains 1 module(s).

HR and Supervisory Communications (P4294EN)

Lack of communication, or poor quality communication, hinders an organization's effectiveness. Your value as an HR professional depends on the effectiveness of your communication skills. Successful companies have high-frequency and high-quality communication. This module will help HR professionals develop the best possible communications between Human Resources and other employees within the organization – including hourly employees, supervisors, managers and executives. Learning Objectives: • Review and refine your communication skills • Provide a clear concise message in all kinds of communications • Communicate ideas and messages to supervisors and managers in a persuasive and non-threatening manner • Handle difficult situations where you are not being listened to • Be heard at the executive level Course Outline: • Communication Basics o 2 types of communication: one-way and two-way o When to use each type • Elements of Communication o Personal and practical needs o Listen to understand and be empathetic o Participation in solutions and future action o Scenario o Tone, facial expression and body language o The business side of communication • The Communication Process o 5 stages of the communication process: begin, define, discuss, agree, summarize o Scenario and exercises • HR Communications o Case study o Defining your role as an HR professional o The art of persuasion o The supervisor's perspective on HR o Respect the chain of command o Case study o Giving advice, recommendations and mandates o Keeping management informed o In the middle – the HR dilemma o Being heard by top management o Going on the record • Building the credibility of HR

Program contains 1 module(s).

HR Basics [US] (5 module program) (P1622EN)

Human resources are the most important assets in a small business, and HR management is a critical skill for every small business owner. HR management includes recruiting, hiring, training, managing and compensating employees. Business owners must know and obey the federal and state regulations that affect employers and employees. They must also keep accurate records.

This program will give you basic HR information and will help you fulfill your responsibilities as an employer.

This program includes an exam.

Target Audience:
Small and medium-sized business owners and managers, small business advisors

Program contains 5 module(s).

HR's Role in Selecting Quality Talent (P4293EN)

The ability to identify the best possible people for job opportunities is one of HR's main responsibilities. Correctly staffing positions with talented employees gives the company the best chance of accomplishing whatever its goals are. Without the right employees in the right positions, an employer will struggle to be efficient and productive. HR professionals have much to offer in this area. This module will take a close look at the process often referred to as 'talent acquisition'.

Program contains 1 module(s).

Human Resources Generalist Certificate [California-oriented, 9-module program, plus final exam worth 16 HRCI credits] (P5536EN)

The nine modules in Employers Group's Human Resources Generalist Certificate program represent the body of knowledge you need to serve effectively in a generalist role.

To earn the Human Resources Generalist Certificate, you must complete the nine modules in the program, pass an examination after each module, and pass a final comprehensive examination.

You must score 80% or higher to pass each exam. If you do not pass the first time, you may attempt the exam again. If you do not pass on the second attempt, you will have to repeat the module.

The information in this program is provided for general purposes only and should not be construed as legal advice. Employers should seek appropriate legal counsel as required.

Note that there is an end-of-module exam for all modules other than the first (overview) module. There is also a final exam for the entire program.

This program is worth 16 HRCI credits.

Program contains 1 module(s).

Human Resources Generalist Certificate [Federal, 8-module program, plus final exam worth 14 HRCI credits] (P5537EN)

The nine modules in Employers Group's Human Resources Generalist Certificate program represent the body of knowledge you need to serve effectively in a generalist role.

To earn the Human Resources Generalist Certificate, you must complete the introductory module, the eight modules in the program, pass an examination after each of these eight

modules, and pass a final comprehensive examination.

You must score 80% or higher to pass each exam. If you do not pass the first time, you may attempt the exam again. If you do not pass on the second attempt, you will have to repeat the module.

The information in this program is provided for general purposes only and should not be construed as legal advice. Employers should seek appropriate legal counsel as required.

Note that there is an end-of-module exam for all modules other than the first (overview) module. There is also a final exam for the entire program.

This program is worth 14 HRCI credits.

Program contains 1 module(s).

Identifying and Avoiding Burnout (P5942EN)

Burnout. Exhaustion. Fatigue. Apathy. It doesn't matter what word you use. You just can't seem to get the energy to perform at your 'normal' level. Find out how you can recognize and avoid burnout so you can achieve a balance and stay on track!

Program contains 1 module(s).

Individual Anger Management (P5822EN)

This course is designed to describe the essentials of managing anger in an appropriate and constructive manner. While designed specifically for the work environment, the core elements of this training can be applied when you are at home or on the road. The constant pressures and stresses of modern life have resulted in a growing realization that anger control methods should be taught. Rage and violence in the workplace are no longer rare occurrences. While anger is a normal human emotion, the prevalence of toxic anger is dangerous to us all. This course teaches us how to effectively manage anger in all its forms.

Program contains 1 module(s).

Individual Goal Contract (P5818EN)

Goal setting is not always easy, as unexpected events can get in the way of even the most dedicated efforts. This course will teach you how to achieve goals by developing a self-initiated contract that formalizes your commitment to your goals. These contracts can be simple or complex, and can be revised and clarified to meet the obstacles you encounter in the pursuit of your goals. You will also learn to use these contracts to set and meet deadlines.

Program contains 1 module(s).

Individual Goal Personalization (P5823EN)

The only way to accomplish a goal is to take total ownership of it. This course will teach you different methods of turning a goal into your own, ranging from understanding the nature of doubt, preventing sabotage by the subconscious, to adopting new types of positive behaviors such as role playing. Using these techniques, you will learn how to become a successful goal setter and achiever.

Program contains 1 module(s).

Individual Goal Setting (P5819EN)

This course will teach you how to properly understand, effectively set and achieve your goals. You will learn to avoid setting goals that are either unrealistically high or too easily reached. The course also teaches you to understand the difference between goals and dreams.

Program contains 1 module(s).

Individual Goals and Challenges (P5817EN)

Setting goals is one thing and realizing them is something else entirely. This course provides you with tools to set and remain committed to your goals. You will learn how to commit your goals to paper, set timelines, and track your progress.

Program contains 1 module(s).

Individual Leadership Power (P5862EN)

This course is designed to help you unleash your leadership potential. You will learn how to take a stand, achieve a goal, and motivate others. The course explains how most leaders are made rather than born and teaches you to develop your personal leadership power (PLP). This includes using the five principles to increase and effectively use PLP.

Program contains 1 module(s).

Individual Listening Skills (P5820EN)

This course is designed to help participants improve their listening skills through practical exercises and increased awareness of their personal listening styles.

Program contains 1 module(s).

Individual Priority Management (P5821EN)

People in every walk of life face recurring demands, information overload, increased workloads, and have family and/or community responsibilities and their own personal expectations of what they want for their job, career or family. Busy people need to prioritize. Prioritizing can help in every facet of life. This course will teach you how to use a priority process to achieve meaningful personal and career goals. It also provides numerous techniques and tips that will make priority management a key to successful accomplishments.

Program contains 1 module(s).

Individual Productivity Enhancement (P5861EN)

Productivity is the key to career success. In challenging and competitive times, companies look to their employees to accomplish needed tasks and assure the organization's viability. If companies downsize, the jobs of the most productive employees are secure. When companies decide to promote employees, those with a track record for accomplishing the important work of the organization are often considered for advancement. This course teaches time and task management skills that will make you more valuable to your company and more productive in your personal life.

Program contains 1 module(s).

Interviewing Job Candidates (P5928EN)

In this module, you will learn how to define exactly what you are looking for in a job candidate, and be given checklists and discussion guides to ask the right questions and get relevant answers. The course addresses the most common legal pitfalls and how to avoid them, as well as issues you should consider when evaluating a candidate. This is a practical course with tools and methods to help you prepare to get the results you want.

Program contains 1 module(s).

Introduction to HR and the Generalist Role (P4287EN)

This module will provide an overview of the HR Generalist position. To illustrate just some of what an HR Generalist may have to deal with on a daily basis, we will present four case studies that cover a broad range of issues including discipline, recruiting, termination, compensation and benefits, health and safety, training, record keeping, harassment, and leaves of absence... and that's just the beginning! Learning Objectives * Describe how the HR function has evolved from industrial times to the present day * List the variety of roles and functions of HR in an organization * State how HR contributes to the goals of the organization * Identify success factors for HR Generalists Course Outline: * Human Resources and the Generalist Role o The evolution of HR o Employees are changing o Functions of HR o Responsibilities of HR generalists o Keys to success in HR * Case Study 1: Frank and Elena o Frank, a supervisor, wants to fire Elena, who works for him. He says she's incompetent. She says he has it in for her because she's a woman. How will you handle it? * Case Study 2: The Sales Manager o One of the sales manager says, 'One of my sales representatives just quit and I am still having problems with one of the sales assistants who is frustrating me with attendance issues. I have a busy day and need to get a lot done.' What is your role in this situation? * Case Study 3: On the Job: Day 91 o You have completed your first 90 days on the job. Today is Day 91. Let's see what's in store for you. You have just been notified that a new hire – one whom you recruited – will soon be starting work. You need to prepare for the orientation. You research the company's orientation process and realize there isn't one. You remember that the new hire will have questions regarding her benefits because her spouse lost his job and benefits at the same time. You need coffee. When you go to the break room you notice a strange odor. You go back to your work area. How will you respond in your two capacities as management and support? * Case Study 4: Peter and Jane o Peter and Jane, two hourly employees, have been dating on and off for the past year. You were recently approached by an employee who told you that they have broken up and they are being 'really nasty' to each other. Their behavior has started to bother others in their department. How might HR be involved in this situation? * HR 101 o Names and acronyms for key laws, agencies and practices that HR generalists should know. * Essential HR Skills o Advanced Communication Skills o Professionalism o Presentation Skills o Ethics o Utilization of HR Technology o Knowledge of Performance Metrics o Understanding of HR Balanced Scorecard * Essential Resources for HR

Program contains 1 module(s).

Job Search for Success (P1171EN)

These days, it is not uncommon for people who have held jobs for several years to find themselves unemployed. For people who are leaving school, facing an unknown job market can be intimidating. An average worker can expect to change jobs every few years. People entering the workforce for the first time can expect to change careers two or three times before they retire. The world of employment has become increasingly uncertain, but there are steps

and strategies that you can use to increase your chances of finding the job you want. Job Search for Success is a three-hour program that will help you to learn and master these skills, including taking a personal inventory, writing an effective resume and covering letter, developing a job search strategy, build a network of contacts, preparing for interviews, and preparing for employment..

Target Audience:
Job seekers

Program contains 7 module(s).

Leaves and Accommodations [US] (P2740EN)

This course provides an overview of Federal laws which cover employee leaves and accommodations, such as the Family and Medical Leave Act (FMLA) and the Americans with Disabilities Act (ADAAA). The course also discusses the importance of privacy and confidentiality as it relates to these specific acts.

The module has a test. With successful completion of the test, you will receive a Certificate of Completion.

Program contains 1 module(s).

Lifecycle of a Leave of Absence (P3061EN)

Leaves continue to be one of the biggest headaches for human resources and it ranks as Employers Group's most frequent helpline call. In this four-part series, we break leaves down into four comprehensive hour-long webinars focusing primarily on California compliance. Using a 'cast of characters,' you will encounter the twists and turns all parties deal with as they navigate through various absences from work. In this webinar series we will run through the 'lifecycle' of a leave request in each of the these categories:

• Pregnancy • Medical • Family • Military and Other Leaves

From the first moments HR should be thinking in terms of protected leave to the steps HR takes to insure there is no retaliation after the employee is reinstated to their former position.

All modules contain a test and each has a certificate of completion.

Program contains 4 module(s).

Managing Disputes in a Unionized Workplace (P4028EN)

Workplace disputes can have a negative impact on productivity and morale. Whether the dispute is between two or more employees, or between manager and employees, this course will help you deal with workplace conflict in a unionized environment. Many disputes can be resolved informally. You will learn mediation techniques that enable managers and supervisors to assist employees with informal dispute resolution. But, inevitably, some disputes become grievances. We will review the grievance procedure, focusing on the responsibilities of the manager or supervisor.

Program contains 1 module(s).

Managing the Performance of Your Unionized Employees (P3189EN)

This course will give you an understanding of the dynamics involved in managing the performance of unionized staff, and provide strategies for motivating them to meet your expectations.

Includes an evaluation and certificate of completion.

Program contains 1 module(s).

Managing Work and Family (P5909EN)

Balancing the demands of work and family can be a challenging task. For most of our lives, we juggle a number of important roles that require our attention and energy. Your roles might include employee, manager, business owner, spouse, parent, community member, or student. Woven amidst those roles and associations are significant rewards and responsibilities that make our lives challenging, interesting, and satisfying. However, if we aren't careful, the demands and pressures can overwhelm and exhaust us and prevent us from achieving what we really want.

Program contains 1 module(s).

Managing Your Career Path (P5886EN)

Resumes are invaluable tools in the job search process. Career planning is a process that requires candid assessment of your accomplishments, goals, talents and most importantly, your future plans. The course focuses on self-analysis and assists in career planning, whether you want to find a new job, make a lateral move, get a promotion or change careers within the same company. The material covers what you want to do, where you want to do it, financial issues and more.

Program contains 1 module(s).

Negotiating and Starting Right (P5891EN)

This course explains how to proceed once an offer for employment has been made. You will learn what to do when you receive an offer, and how to act during the negotiation and acceptance phases of the interviewing process.

Program contains 1 module(s).

Negotiating Skills for the Professional (P5938EN)

An effective sales professional knows how to meet customer needs while assuring reasonable terms and profit for his or her own company. This course has techniques for identifying customer expectations and determining how to meet them in a way that both parties are satisfied by the results. There are checklists and discussion guidelines to help a sales professional master this essential communication skill.

Program contains 1 module(s).

Networking Your Career Path (P5887EN)

The power of networking is evident in various studies of the job search process, which conclude that between 70 and 80 percent of all executive and managerial jobs are obtained through networking. In this course, you will develop your initial network list of names and learn effective ways to begin using this list.

Program contains 1 module(s).

Performance Appraisal Basics (P5884EN)

The core element of every manager's job is performance management. Effectiveness in this area is directly determined by how well the manager plans and conducts the year-round and year-end elements of the appraisal process. This course is designed to educate you about the critical elements of the performance appraisal process.

Program contains 1 module(s).

Performance Management [Canada] (P2738EN)

This course focuses on the important process of Performance Management and the day-to-day responsibilities of managers to conduct counseling conversations and apply corrective actions to help a company achieve success.

The module has a test. With successful completion of the test, you will receive a Certificate of Completion.

Program contains 1 module(s).

Performance Management [US] (P2741EN)

In this course, you will learn about the important process of Performance Management and the day-to-day responsibilities of managers that call upon them to conduct counseling conversations and apply corrective actions to help a company achieve success.

The module has a test. With successful completion of the test, you will receive a Certificate of Completion.

Program contains 1 module(s).

Presentations That Work (P3260EN)

One of the biggest fears for managers and others is speaking in public. You will receive worksheets and checklists to help you plan and present your remarks for the most impact, and you will learn how to deal with the anxiety that so often accompanies such assignments. The course includes tools and techniques to help you determine what the audience wants and needs, methods to gauge their needs, and a structure for organizing and formatting a good presentation.

Program contains 1 module(s).

Preventing Harassment and Illegal Discrimination for Employees [California] - 2015-2016 (P3993EN)

Harassment and discrimination are costly to organizations. Everyone is affected by the negative consequences of a workplace that allows harassing and discriminatory behavior. This e-learning course is designed to inform employees of their legal obligations and their critical role in ensuring a harassment-free workplace. We'll discuss the laws that govern discrimination, harassment and retaliation; define these behaviors; outline the obligations of employers and employees; and describe the role of the supervisor in preventing harassment and discrimination.

Program contains 1 module(s).

Preventing Harassment and Illegal Discrimination for Employees [Canada] - 2015-2016 (P3792EN)

Every employee in Canada has a right to a workplace that is free from harassment, illegal discrimination, violence and retaliation. Employees also have an obligation not to participate in behaviours that are harassing, discriminatory, violent or retaliatory. This comprehensive course was developed to help you understand your rights and responsibilities in this area. We will review the laws that apply to workplace harassment and discrimination and provide guidelines for maintaining a respectful workplace.

Program contains 1 module(s).

Preventing Harassment and Illegal Discrimination for Employees [Federal] - 2015-2016 (P3995EN)

Harassment and discrimination are costly to organizations. Everyone is affected by the negative consequences of a workplace that allows harassing and discriminatory behavior. This e-learning course is designed to inform employees of their legal obligations and their critical role in ensuring a harassment-free workplace. We'll discuss the laws that govern discrimination, harassment and retaliation; define these behaviors; outline the obligations of employers and employees; and describe the role of the supervisor in preventing harassment and discrimination.

Program contains 1 module(s).

Preventing Harassment and Illegal Discrimination for Supervisors [Canada] - 2015-2016 (P3289EN)

Every manager, supervisor and employer in Canada has a legal as well as an ethical obligation to maintain a workplace that is free from harassment, illegal discrimination and violence. Employers also have a responsibility to all employees to put a stop to any abuse and mitigate its impact on the workplace, and to prevent retaliation. These responsibilities can be challenging. This comprehensive course was developed to help managers, supervisors and employers meet their responsibilities in this area. We will review the laws that apply to workplace harassment and discrimination, discuss strategies for prevention, and provide guidelines for maintaining a respectful workplace that is free of harassment, illegal discrimination and violence.

Program contains 1 module(s).

Preventing Harassment and Illegal Discrimination for Supervisors [Federal] - 2015-2016 (P3994EN)

Harassment and discrimination are costly to organizations. Everyone is affected by the negative consequences of a workplace that allows harassing and discriminatory behavior. This eLearning course is designed to inform managers and supervisors of their legal obligations and their critical role in ensuring a harassment-free workplace. We'll discuss the laws that govern discrimination, harassment and retaliation; define these behaviors; outline the obligations of employers and employees; and describe the role of the supervisor in preventing harassment and discrimination. Includes evaluation and certificate.

Program contains 1 module(s).

Problem Solving in the Workplace (P5867EN)

This course gives you the opportunity to learn how to solve some of your most important business problems using a logical method and supporting techniques. It also introduces the five-step process for solving problems.

Program contains 1 module(s).

Problem Solving: The 5 Steps (P5868EN)

This course will define and explain the five steps involved in the problem-solving process. The five steps that will help solve any workplace dispute include defining the situation, providing a quick fix if necessary, identifying the root causes, taking corrective action, and evaluating and following up.

Program contains 1 module(s).

Reaching Personal Goals (P5907EN)

You know your life could be better. You're not fulfilling your potential. Or maybe you've been wondering when your dreams will come true. Achieving Personal Goals will get you headed in the right direction and give you some tips for making it all happen!

Program contains 1 module(s).

Running A Virtual Office (P5932EN)

More and more companies are finding that flexibility for employees in both work hours and work location helps them attract and retain the best talent and actually improve productivity. This course identifies the potential benefits and pitfalls in managing a virtual workforce, gives guidelines for maintaining communication, monitoring productivity, and encouraging peak performance. There are methods for assuring alignment and consistency, and suggestions for preserving important working relationships without the traditional work structure.

Program contains 1 module(s).

Running Effective Meetings (P5930EN)

Meetings, meetings, meetings. You can't live with them and you can't live without them. Make sure that the meetings you lead are organized, focused, and productive.

Program contains 1 module(s).

Running Effective Teams (P5931EN)

Teams can provide wonderful opportunities for collaboration and innovation. But sometimes, as a leader of a team, you encounter frustrations and roadblocks and just want to pull your hair out! Overcome the hurdles that get in the way of your team reaching its goals by leading your team to success with these strategies.

Program contains 1 module(s).

Skills for Interviewing (P5890EN)

Job candidates will find that this course gives them the A-to-Z of interviewing for a new job. The strategies and tips provide specific recommendations for valuable preliminary work, and tools to prepare for the interviewer's questions. Keypoints will help you promote your best image and create a positive impression. You will learn how to follow up with the interviewer and how to negotiate the best offer if you are selected.

Program contains 1 module(s).

Social Media and Your Organization (P3759EN)

This online module provides company stakeholders and employees with a thorough understanding of how to develop and implement a social media policy.

Program contains 1 module(s).

Strategies for Achieving Goals (P4282EN)

Goal setting with others can strengthen your ability to reach your goals. This course teaches you about the benefits of mutual goal setting. You will learn how to pursue multiple goals, overcome obstacles, and achieve long term goals.

Program contains 1 module(s).

Succeed as a Supervisor (P3259EN)

A supervisor is a critical player in an organization's success. Here is where the most valuable resources, particularly the workforce, are either maximized or wasted. This course details the most important elements of successful supervision, with attention to both people and organizational skills. There are tools and techniques for making the most of the talents of the work group, personal skill assessments, and methods for organizing and managing the workflow.

Program contains 1 module(s).

Succession Planning (3 modules) (P1907EN)

Developing your succession plan is a process that requires you to make many decisions, some of them complex. The earlier you start this process, the more successful it will be. The three modules in this program will help you think about your exit strategy; initiate the process of valuing your business; and discover how to get the most for your business when the time comes.

Program contains 3 module(s).

Supervisor's Guide to Meals, Rests, Wages and Hours Worked [California] (P3060EN)

The laws governing meal and rest breaks, wages and hours worked can be quite complex, especially for California employers. This course is a basic guide to meal breaks, rest breaks, wages and hours worked for supervisors in California. The goal of this course is to raise your awareness of this important area of employment law. This will not make you an expert! As with all aspects of employment law, if you have questions or concerns about a particular issue, please contact your Human Resources department for advice.

This program includes an exam.

Program contains 1 module(s).

Supervisory Law [California] (P2824EN)

The laws governing employment, especially in California, are very complex. The objective of this online workshop is to raise awareness among employees at the leadership level so that they are sensitive to issues that could have litigious repercussions. The course will provide you with 10 fundamental practices by which to manage and lead others. These basic principles reflect good business practices and respectful corporate values. They will give you a general framework for carrying out your duties as a supervisor or manager. Please note that this course does not represent the 'whole and sum' of employment law. If you have questions or concerns, consult your HR department or seek appropriate legal advice.

Program contains 1 module(s).

Team Problem Solving (P5946EN)

Problem-solving as a team can lead to exceptional results - or it can be a disaster! As a team leader, you have the responsibility to make sure your team finds the best solution. Learn the strategies and tips that will get you there.

Program contains 1 module(s).

Time Management (P4273EN)

This course addresses the nuts and bolts of time management and includes tools for setting goals, keeping logs, and planning your time. It includes methods for identifying low pay-off activities and time-wasters, along with suggestions for getting rid of them. It provides tips for organizing your materials and your surroundings for more efficiency, and has other practical suggestions for taking control of your time and your life with simple, tried-and-true tools and techniques

Program contains 1 module(s).

Time Management - Strategies for Sales Success (P4278EN)

Do you feel there's never enough time to do the things you want to – and have to – do? If so, you're not alone, but this time crunch is avoidable. Effective time management can help you lower stress, reduce waste, improve balance, enhance productivity, and make time for all the things you should be doing at work and in your personal life. This self-evaluation course will guide you through a series of exercises designed to help you define a plan to manage your time and energy more effectively.

The exercises in the course are in PDF format. Save the PDFs in a folder on your desktop and print them out in order to complete each exercise by hand. Target Audience:
Outside Sales Reps, Marketing Reps, Inside Sale Reps or Account Executives

Program contains 1 module(s).

Time Management - Strategies for Success (P4274EN)

Do you feel there's never enough time to do the things you want to – and have to – do? If so, you're not alone, but this time crunch is avoidable. Effective time management can help you lower stress, reduce waste, improve balance, enhance productivity, and make time for all the things you should be doing at work and in your personal life. This self-evaluation course will guide you through a series of exercises designed to help you define a plan to manage your time and energy more effectively.

The exercises in the course are in PDF format. Save the PDFs in a folder on your desktop and print them out in order to complete each exercise by hand.

Program contains 1 module(s).

Time Management for Employees (P4283EN)

You can lower stress, reduce waste, improve balance, enhance productivity, and make time for all the things you should be doing at work and in your personal life. The secret is time management. This course is designed for employees who want to use their time more effectively to become more productive. Tools and techniques will help you change the way you do things. You'll learn how to get more done without adding more stress to your life, and have time to do all the things you need to do.

Program contains 1 module(s).

Train-the-Trainer (P1157EN)

Train-the-Trainer is a three module series designed to provide managers with the information they need to create and conduct results-oriented training. There is a final test. With successful completion of the test, you will receive a Certificate of Completion.

Target Audience:
Business managers, consultants, trainers, and human resource professionals.

Program contains 3 module(s).

Union Free: A Guide for Managers and Supervisors (P2130EN)

Today's union movement is drastically different from what it was historically. Companies need to be prepared, and as a supervisor or manager, you have an important role to play. This module is designed to familiarize you with union organizing tactics, positive employee relations, and union do's and don'ts.

This program includes an exam.

Program contains 1 module(s).

Wage and Hour [US] (P2742EN)

In this course, you will learn about U.S. laws relating to employee pay. We refer to these as 'wage and hour' laws because they cover the wages paid to employees for their hours worked; specifically, the correct amount of wages in exchange for what count as 'working hours' for which the company must pay its employees.

The module has a test. With successful completion of the test, you will receive a Certificate of Completion.

Program contains 1 module(s).

Work Process Basics (P5869EN)

Every work process is part of a larger process that may be made up of smaller ones. Understanding the process flow and scope is the key to establishing 100 percent conformance in a work process. This course will analyze work as a process by identifying the requirements necessary to produce quality work, defining process flow and scope, and looking at inputs and

outputs. The course will also show you how to keep quality number one, and examine listening skills to ensure that customer requirements are met.

Program contains 1 module(s).

Insurance Sector

Aviation [Individual Video] (P3385EN)

This module looks at the various aviation exposures commercial clients may have, the coverage available to protect them and the underwriting information you will need to submit an application to an underwriter.

Program contains 1 module(s).

Boiler and Machinery [Individual Video] (P3391EN)

Students will learn to identify boiler and machinery exposures, understand the coverage available and the basic underwriting information required to plane this coverage.

Program contains 1 module(s).

Bonding [Individual Video] (P3386EN)

This module looks at the complex and interesting world of bonding. Students will learn from a bond specialist what information is required to set up bond accounts for contractors, the important financial parameters considered by underwriters and the working relationship of the various contractors on a job.

Program contains 1 module(s).

Builders Risk [Individual Video] (P3389EN)

Students will learn the basics of COPE 'Construction, Occupancy, Protection and Exposures', the underwriting information why it is important and how to gather it effectively to ensure you get the best possible rate for you client.

Program contains 1 module(s).

Business Interruption [Individual Video] (P3393EN)

Students will learn the various forms of business interruption available including ALS, Earning, Profits and Started Amount, Participants will e walked through how to assist the client in setting the limits of coverage and how to identify the right form of coverage for their various clients.

Program contains 1 module(s).

Commercial Auto [Individual Video] (P3382EN)

This module will help you identify the various ways an SPF #1 can be modified to suit a commercial lines client, including a 21A and B, 30 and 30A, and a number of other SEF's that are suited to commercial lines clients.

Program contains 1 module(s).

Commercial Farm [Individual Video] (P3387EN)

Commercial farms, too large to be insured by traditional farm markets, require commercial wording. This module will help you understand the nature of these large businesses and how to assemble a wide variety of commercial coverage to provide adequate protection for your clients.

Program contains 1 module(s).

Commercial General Liability Policy (P3481EN)

This online seminar is designed to give insurance brokers the information they need about the Commercial General Liability (CGL) policy. This policy protects businesses of all types, from 'mom-and-pop' stores to the most complex commercial enterprises, against the financial consequences of their legal liability for bodily injury, personal injury and or property damage arising from their business activities. It is adoptable to the many and diverse risks inherent in the operation of a business. The 'General' in the CGL signifies that it takes over where the specific liability policies stop.

During this seminar, we will study these topics as related to the Commercial General Liability policy: Incurring 'Legal Liability'; The Meaning of Damages; Managing the Liability Risk and CGL Forms; Analysis of the CGL Policy; Coverages A, B, C and D; Common Exclusions and Supplementary Payments; The Insured and Limits of Insurance; and Commercial General Liability Conditions.

The objectives of this seminar are to: Discuss basic legal concepts as they relate to liability insurance. Discuss the ways in which liability may be incurred. Discuss alternatives for managing the liability risk. Analyze in detail the Commercial General Liability policy.

Program contains 1 module(s).

Commercial Insurance Stand Alone Policies Today [Individual Video] (P3394EN)

The evolving world requires evolving insurance programs and this module looks at some of the stand alone coverage available in today's market including Kidnap and Ransom, Credit Insurance, Outbreak/ Contamination, Cyber Crime Coverage, Legal Expense, Rip and Tear.

Program contains 1 module(s).

Commercial Liability - Part 1 [Individual Video] (P3380EN)

A look at the legal perspective of liability in Canada, with Paul Stein, a lawyer with Gowlings Canada. Some of the most common misconceptions clients often have about the Canadian court system. A walk through a sample wording with one of Canada's leading liability specialist, Julie Vaillancourt with RSA.

Program contains 1 module(s).

Commercial Liability including D&O [Individual Video] (P3381EN)

A look at liability insurance from a broker's perspective. Learn to identify exposures and match with various coverages and endorsements. Davie Mayor of Axa Pacific, an underwriter with more than 35 years experience in casualty, will help student under at how and why policies are not issued with standard wording.

The D&O section of this module will help identify the types of clients who require this coverage, the most common errors made by Directors & Officers, and the benefits of this coverage. Christ Tucker, an Alberta broker, will provide his insights on these matters.

Program contains 1 module(s).

Commercial Lines Full Video Series - Part 1 (P3370EN)

The Commercial Lines Video Series are specifically developed by the Insurance Brokers Association of Alberta to provide practical, hands-on information and bring technical information to life. The modules include interviews with adjusters and underwriters, and sales tips.

Program contains 8 module(s).

Commercial Lines Full Video Series - Part 2 (P3371EN)

The Commercial Lines Video Series are specifically developed by the Insurance Brokers Association of Alberta to provide practical, hands-on information and bring technical information to life. The modules include interviews with adjusters and underwriters, and sales tips.

Program contains 7 module(s).

Commercial Property [Individual Video] (P3388EN)

Students will learn the basic wording available in the market and the various endorsements broker should be aware of when writing commercial property accounts.

Program contains 1 module(s).

Crime Insurance [Individual Video] (P3392EN)

Students will learn the exposures their client's face, the coverage available to reduce the risk and understand how to identify various safes in use in commercial clients businesses and how to assist the client in setting the appropriate limits of coverage.

Program contains 1 module(s).

Garage Auto [Individual Video] (P3383EN)

Program contains 1 module(s).

Insurance Needs of Home Based Business Owners (P3483EN)

Home Based Business is one of the fastest growing business trends in Canada. Insuring Home Based Businesses is challenging and interesting. No two businesses are alike. By following the steps in this seminar you will learn how to assess a home based business and make coverage recommendations to your client, the business owner. The course includes an evaluation and certificate of completion.

Program contains 1 module(s).

Marine [Individual Video] (P3384EN)

Marine Insurance will be presented by Jim Ball, President of Pacific Marine Underwriting Managers. This module will help you identify marine risks, set up coverages for clients with ocean going vessels and marine cargo insurance, and understand the underwriting information financial parameters considered by underwriters and the working relationship of the various contractors on a job.

Program contains 1 module(s).

Miscellaneous Commercial Property [Individual Video] (P3390EN)

There are many ancillary coverage that brokers must offer their clients in addition to the basic building, stock and equipment. This module looks at some of the common policies client often need including sign floater, tool floater, contractors, equipment floater, installation floater, salesman's floater, valuable papers and glass coverage.

Program contains 1 module(s).

Personal Farm Insurance [Individual Video] (P3373EN)

A comprehensive walk through all sections of a farm policy. Information includes coverage available, underwriting considerations, claims examples, sales tips, and E&O avoidance suggestions.

Program contains 1 module(s).

Personal Liability Insurance and Personal Umbrellas [Individual Video] (P3374EN)

A detailed look at who in insured, under what circumstances claims may occur, and options for better coverage. A lawyer presents the legal elements, while a broker presents policy review.

Program contains 1 module(s).

Personal Lines Full Video Series (P3369EN)

The Personal Lines Video Series are specifically developed by the Insurance Brokers Association of Alberta to provide practical, hands-on information and bring technical information to life. The modules include interviews with adjusters and underwriters, and sales tips.

Program contains 9 module(s).

Personal Lines Today [Individual Video] (P3377EN)

Brokers will learn about new coverage available in personal lines, claims trends, and methods to keep current in a busy office.

Program contains 1 module(s).

Personal Property: Homeowner [Individual Video] (P3375EN)

A look at the structure of typical home insurance policies so that you can understand the dwelling, contents, and liability offered. Review the three common types of coverage available – basic broad, and comprehensive – as well as limitations and exclusions in typical policies.

Program contains 1 module(s).

Personal Property: Other than Home [Individual Video] (P3376EN)

An introduction to the types of personal property common in Canada including rental homes, seasonal dwelling, mobile homes, condominiums, and tenant occupied property. Review the structure of various policies available and the range of coverage options available.

Program contains 1 module(s).

Professionalism and Ethics [Individual Video] (P3378EN)

Hear how experienced broker view the importance of ethical and professional behavior for brokers as well as guidance on how to manage a difficult situation that challenges your ethical actions.

Program contains 1 module(s).

The Law and Government: An Introduction [Individual Video] (P3372EN)

Learn the origins of the statutory conditions, the role of government in ensuring fair practices for the insurance industry, and the impact of the rules of law on insureds. A lawyer walks you through the important statutory conditions.

Program contains 1 module(s).

Travel Insurance [Individual Video] (P3379EN)

Understand why Canadians need travel insurance; learn what a travel policy covers and how claims are handled.

Program contains 1 module(s).

Mining Sector

Towards Sustainable Mining [8 modules] (P2678EN)

The Mining Association of Canada's (MAC) Towards Sustainable Mining (TSM) Self-Assessment Workshop is now available in an e-learning format. This online program consists of eight courses that will prepare participants to consistently complete a TSM self-assessment for their company's facilities using the TSM assessment protocols and will understand the process for external verification.

Upon completion of the online training program, participants will: • Understand the TSM initiative, including its objectives, history, accomplishments and future priorities. • Be able to consistently apply the assessment protocols at their own facility(ies) following good assessment practice. • Be able to address some of the common issues or challenges encountered during the self-assessment process. • Understand the external verification process including methodology, timing, and how to prepare.

Understanding TSM does not have an exam. Applying the TSM Protocols and the six protocol modules have exams. There is no final exam with this program.

Program contains 8 module(s).

Personal Development & Wellness

Clear Mind, Bright Future (P1147EN)

Goal Setting with Focus, Energy, and Achievement.

You will identify your top personal and professional goals and have a complete system in place for creating the life you desire.
* Uses revitalizing exercises, guided visualizations, and brainstorm writing.
* Based on the ancient 'Master Formula of Attainment,' and updated for today's fast-paced world.
* Perfect, whether you are an analytical thinker who thrives on details or a more creative, global, open thinker.
* Brain-friendly to make the process enjoyable and immensely beneficial.

For best results, do the six lessons/modules in one session. It will take two to three hours.

Be prepared to print a pdf file of worksheets, have a stack of writing paper, or use a note pad on your computer.

Get ready to clear your mind and create a bright future.

Click on module title below when you are ready to do a step.

Program contains 7 module(s).

Conquer Your Anxiety (P2218EN)

Conquer Your Anxiety is the second in a library of Computerized Cognitive Behavioral Courses (CCBC) created specifically to help you assess and manage your anxiety.

Once you have completed this module you will have learned the basics of what anxiety is and how you can affect it. You will then be ready to use subsequent modules which will provide you with an actual course of treatment.

Program contains 1 module(s).

Essence of Caring for Health Care (P1039EN)

This series provides a structured approach to improving health care service. With its focus on making people feel better about their work and their lives, The Essence of Caring will have a powerful effect on patient care, employee satisfaction, and organizational success.

Program contains 6 module(s).

IMLS Course System Program (P2030EN)

International Medical Life Support (IMLS) is an accredited, interactive course for aspiring and certified EMS professionals and is a leader in engaging online EMS Education. The six IMLS modules provide the learner with a deeper understanding of the medical emergencies that EMS professionals face daily. Each module contains professional voice-over, medical charts, diagrams, interactive questions and animations. Topics covered include anatomy and physiology, pathophysiology, assessment, differential diagnosis, and pre-hospital management. This course is accredited by CECBEMS for 9 CEHs.

Program contains 6 module(s).

Interior Decorating Program (P1223EN)

Are you tired of looking at your home or living space, and feeling that it could look and make you feel better? Not sure how to go about redecorating your home or living space to get the best possible look. We have the solution for you. The Introduction to Interior Decorating Program is here to help you.

The aim of our Introduction to Interior Decorating Program is to help learners overcome the basic challenges people face when trying to decorate their home or living space.

The Introduction to Interior Decorating Program will be of interest to individuals who want to be able to…

- Understand and apply the basic, interior decorating concepts;
- Work with an interior decorator and understand what they are saying and trying to do;
- Decorate their own homes or living spaces, for their own personal enjoyment.

A nicely decorated space is a great place to come home to and homeowners will benefit from added the fact that the day they decide to put their home on the market, it will sell more quickly and perhaps for more money. Don't wait to make your home or living space look good for the day you will sell your home. If you're a renter, you still owe it to yourself to make your living space more pleasing to the eye. If you move, all you have to leave behind is the paint you put up on the walls. Learn how to decorate and enjoy the rewards of a nicely decorated home or living space today.

Program contains 3 module(s).

Interior Decorating Program: Basic Design Principles (P1226EN)

In this course, you will learn about…

Planning a Project –
In this section, we will walk learners through a five-step process that will take you from prioritizing which room you want and can decorate, define your style, gather materials, and making final choices. This stage lays the groundwork. The next section provides you with techniques that will assist you in working through this five-step process.

Basic Design Principles –
In this section, learners will learn about the basic principles of pattern, texture, balance, emphasis, scale and proportion, rhythm and harmony. Each one of these principles plays a role. We will demonstrate how to use principles effectively and how they interact with one another.

Furniture, Rooms, Space and Final Touches –
In this section, we will show you how to arrange furniture, create effective transitions from room to room, how to make rooms appear larger or smaller, how to work with accessories and hang artwork.

Program contains 1 module(s).

Interior Decorating Program: Basic Room Elements (P1227EN)

In this course, you will learn about…

Walls and Ceilings –
Here, we will examine the variety of treatments available for walls and ceilings, such as paint or wallpaper and discuss the advantages and disadvantages of each.

Flooring –
Here, we will examine the different types of flooring available and factors to consider in choosing one over the other. We will examine the different characteristics of wood floors and alternative treatments of wood floors, examine the variety of hard floor surfaces as well as carpeting and resilient flooring.

Lighting –
In this section, we will examine the different functions of lighting which include ambient, task, accent and decorative lighting and we will discuss applications in entries, living areas, dining rooms, kitchens, bathrooms and bedrooms. Finally we will look at the different types of lighting choices available on the market as well as operating cost considerations.

Window Treatments –
We will examine the functional purposes of window treatments, and look at various applications of different types of window treatments such as curtains, draperies, shades, shutters and blinds.

Fabric –
In this section we will examine the fibers that are used to make fabric and the advantages and disadvantages of each. We will also look at different and effective uses of fabric in the home as well as examine different types of fabric available for these applications.

Furniture –
In this section, we will examine sofa and chair characteristics as elements to consider when purchasing furniture of this kind. Finally we will look at the various types of sofas and chairs that are available on the market.

Program contains 1 module(s).

Interior Decorating Program: Color Theory (P1225EN)

In this course, you will learn about…

Color Theory and the Color Wheel –
Learners will be introduced to those who developed color theory, its basic concepts and the different characteristics of colors.

Psychological Effects of Color –
Learners will examine the different psychological effects of colors and learn how these effects can impact on your decorating projects.

Harmonious Color Combinations –
Learners will learn about the secrets to combining the right colors together effectively to achieve a pleasing, balanced look.

Making the most of Color: Design Implications –
Learners will learn about the effective use of colors in situations commonly found in home decorating projects.

Program contains 1 module(s).

Job Search for Success (P1171EN)

These days, it is not uncommon for people who have held jobs for several years to find themselves unemployed. For people who are leaving school, facing an unknown job market can be intimidating. An average worker can expect to change jobs every few years. People entering the workforce for the first time can expect to change careers two or three times before they retire. The world of employment has become increasingly uncertain, but there are steps and strategies that you can use to increase your chances of finding the job you want. Job Search for Success is a three-hour program that will help you to learn and master these skills, including taking a personal inventory, writing an effective resume and covering letter, developing a job search strategy, build a network of contacts, preparing for interviews, and preparing for employment..

Target Audience:
Job seekers

Program contains 7 module(s).

Mind Your Mood (P2217EN)

Mind Your Mood is the first in a library of Computerized Cognitive Behavioral Courses (CCBC) created specifically to help you assess and manage your mood.

Once you have completed this module you will have learned the basics of what mood is and how you can affect it. You will then be ready to use subsequent modules which will provide you with an actual course of treatment.

Program contains 1 module(s).

Negotiating for Success (P1934EN)

All of us negotiate, to some extent, every day. This program is designed to provide personnel from diverse industry sectors with an understanding of the basic process of negotiation.

The course will discuss key negotiation topics and show you how to equip yourself confidently with techniques which will help to generate success in negotiations:

• The openings • Current negotiation practices • Key negotiation phases • How to persuade people • Techniques for gathering information • How to develop solutions to problems • Negotiating more effectively with skill will improve your position and your organization's bottom line

Program contains 6 module(s).

Preparation for Childbirth (P1610EN)

Preparation for Childbirth is an e-learning program presented by HealthEast® Care System. In caring for the whole person during pregnancy and birth, it is important to create a healthy environment for mom, baby and the entire family. This series will help prospective parents prepare for pregnancy, childbirth and the time after the baby is born.

Target Audience: Prospective parents

Program contains 8 module(s).

Reading Instruction Techniques: Enhancing Learning in All Subject Areas (P1154EN)

This interactive online course is one option for teachers across the curriculum spectrum to demonstrate evidence of reading instruction techniques. Based on research, this course will introduce teachers to sound reading instructional practices applicable to all content areas. Reading specialist, speaker and trainer Sue Klund covers topics including:

- Reading research
- Learning research
- Student reading ranges
- Cloze system
- Instructional strategies

Includes blank forms that can be downloaded for use in your teaching. Plus, classroom activities are offered for any teacher wishing to apply the course material in their practice. A certificate of completion will be generated automatically upon completion of the course. The certificate can be printed for your records and your district's continuing education credit request process.

Please review your school district policies for credit request process and relicensure policy. Continuing education credit valuation is the final decision of your school district, continuing education committee or other relevant authority. We do not guarantee acceptance by your school district.

Program contains 1 module(s).

Understanding Key Warning Signs of Early-Onset Mental Illness in Children & Adolescents (P1217EN)

Successful completion of this course and assessment provides an understanding of key warning signs for early-onset mental health disorders in children and adolescents. Assessment scores of 70% and above automatically generate a Certificate of Learning that can be printed. Educators will learn the key warning signs of early-onset mental health disorders in children and adolescents. Topics include student mental health overview, key warning signs of mental health disorders, special considerations, strategies to improve student learning, information about common mental health disorders, and resources.

Professional Learning Board™ bring's educators the best in mental health education in a convenient and cost-effective medium for all teachers and schools. Please review school district policies for credit request process and relicensure policy. Continuing education credit valuation is the final decision of the school district, continuing education committee or other relevant authority. We do not guarantee acceptance by your school district.

Target Audience:
Educators K-12, those who work with children and adolescents.

Program contains 1 module(s).

Vubiz Primer on E-Learning (P1140EN)

E-learning, also called online learning, is training that is provided on a computer and delivered via the Internet, an internal intranet, or a CD-ROM. In the last five years, e-learning has grown to

account for 10-15% of government and corporate training in Canada. Over the next decade, online learning is expected to more than double its share of the training market. This module provides an introduction to e-learning in general and to the most common features used in e-learning courses.

Target Audience: Managers and staff responsible for training in public-sector and private-sector organizations of all sizes.

No evaluation or certificate of completion is available.

Program contains 1 module(s).

Workplace and Personal Skills Certificate (P1468EN)

How well do you get along at work? These concise, learner-friendly personal development modules will help you develop a positive work environment, improve your productivity, enhance your interpersonal relationships, and find a healthy balance between work, family and self. The program addresses key topics including effective communication, coping with stress, self esteem, skills for managers, and building a healthy workplace culture.

The examination for this course is now in an improved format that will allow you - upon exam completion - to review the questions and your answers. As before, you still have 3 attempts to pass the exam. If you already passed the exam in its previous format, you will now have 3 additional attempts to take the exam in its new format. All scores for all attempts on the exam in either format are on file and will display in the Assessment Report. Once you pass the exam in its new format, you will receive a printable online certificate, and you will no longer be able to access the exam.

Program contains 22 module(s).

Programs - Accredited

Community Banker Compliance Expert Certificate Program (P4243EN)

The Compliance Expert Certificate program is comprised of four key learning areas:

Area 1: Lending - Lending focuses on closed-end and open-end credit, fair lending laws and real estate lending. This includes courses on:

- Regulation Z: Closed End Credit
- Regulation Z: Open End Credit
- Regulation Z: Purpose, Coverage and Advertising
- Regulation Z: Subpart G
- The Consumer Credit Protection Act
- Regulation B: The Equal Credit Opportunity Act
- The Real Estate Settlement Procedures Act
- Appraisal Standards

Area 2: BSA - BSA provides an intensive look at the Bank Secrecy Act. You will learn about Suspicious Activity Reports, Currency Transaction Reports and Customer Identification Programs. Courses in the area include:

- The Bank Secrecy Act: Reporting and Recordkeeping
- The Bank Secrecy Act: Information Sharing
- The Bank Secrecy Act: Required Programs

Area 3: Deposits

In Area 3, we take a look at the major regulations governing deposits. Courses in this area include:

- Regulation E: The Electronic Funds Transfer Act
- Regulation D: Reserve Requirements
- Regulation DD: The Truth in Savings Act
- Regulation CC: The Expedited Funds Availability Act

Area 4: Operations

In Area 4 we focus on rules and regulations that are critical to successful bank operations. Courses in this area include:

- Understanding UDAAP
- Regulation BB: The Community Reinvestment Act for OCC, FED, and FDIC Banks
- Red Flags Identity Theft Prevention Programs
- Regulation P: The Gramm-Leach-Bliley Act

A thorough understanding of these key compliance areas will be covered in this program to ensure your bank's policies and procedures are fully compliant with major banking rules and regulations.

Learning Objectives:

- Explain the role of community bankers in bank compliance
- Identify the regulations governing community banking
- Identify the requirements of the laws governing community banking

Target Audience:

Community Bank professionals

Program contains 1 module(s).

Community Banker Management Certificate Program (P4241EN)

The Community Banker Management Certificate Program is designed to give community bankers the knowledge and skills they need to excel in a management position. This program covers four areas critical to being a successful manager in today's banking environment. Area 1: Leadership focuses on the leadership skills every successful manager needs to develop. Area 2: Managing People builds on the leadership skills explored in Area 1. Topics include motivating employees, building teams and mentoring employees. Area 3: Management Practices expands on the skills developed in Areas 1 and 2. Area 4: Issues in Banking discuss contemporary issues in banking that every manager should be aware of.

Learning Objectives:
- Develop the leadership skills every manager must have
- Manage your team to maximize their effectiveness
- Develop the management skills your organization needs to succeed in today's highly competitive business environment
- Ensure your bank has policies and procedures in place to protect customers

Course Outline:
Introduction (7564EN) – This module is an introduction to the Community Banker Management Certificate Program.
Area 1: Leadership
- Leadership (2402EN)
- Presentations That Work (8066EN)
- Communicating as a Team (2496EN)
- Delegating I (2941EN)
- Delegating II (2942EN)
- Meeting Effectiveness (2493EN)
- Ethics for Bankers (3970EN)

Area 2: Managing People
- Employee Motivation (2683EN)
- Creativity and Innovation in the Workplace (4663EN)
- Developing Diverse Teams (2344EN)
- Effective Performance Feedback (2006EN)
- Mentoring for Improved Performance (2581EN)

Area 3: Management Practices
- Enabling the Next Generation Enterprise (2304EN)
- Customer Profitability Analysis (2305EN)
- Applying the Balanced Scorecard (2306EN)
- Implementing Process Management (2307EN)
- Strategic Partnering (2308EN)
- Implementing Self-Directed Work Teams (2309EN)

Area 4 Issues in Banking
- Understanding UDAAP (6287EN)
- Elder Financial Abuse (6282EN)
- Children's Online Privacy Protection Act for Banks (7624EN)
- Managing Mobile Devices for Banks (7972EN)

Community Banker Management Certificate Exam (7981EN

Target Audience:
Community Bank Managers and Management Track Employees

Program contains 1 module(s).

Community Banker Marketing and Sales Certificate Program (P4242EN)

==some marketing basics==, how to identify opportunities, how marketing intersects with customer service and how to use social media to market products. Area 2 offers a systematic approach to the sales process. Area 3 examines sales in terms of customer relationships. Area 4 takes an in-depth look at customer service. The program includes a final exam.

Learning Objectives:
- Identify marketing opportunities
- Use social media to market products and services
- Apply professional selling techniques to sales opportunities
- Promote sales by expanding existing relationships with customers
- Increase sales by improving customer service

Course Outline:

Introduction (7984EN) – This module is an introduction to the Community Banker Marketing and Sales Certificate Program.

Area 1: Marketing
- Marketing Basics (0248EN)
- Marketing Opportunities (0249EN)
- The Marketing Mix (0308EN)
- Marketing and Customer Service (0307EN)
- Social Media Marketing (4661EN)

Area 2: Systematic Selling
- Module 1 Getting the Appointment (0601EN)
- Module 2 Planning the Call (0602EN)
- Module 3 Establishing Rapport (0603EN)
- Module 4 Identifying Objectives (0604EN)
- Module 5 Making a Recommendation (0721EN)
- Module 6 Handling Obstacles (0722EN)
- Module 7 Gaining Commitment and Following Up (0723EN)

Area 3: Sales and Customer Relationships
- Expanding Customer Services (0808EN)
- We Have What They Need (0809EN)
- A Minute Can Matter (0810EN)
- Focus on Customer Needs (0811EN)
- Meeting Customer Needs with Teamwork (0812EN)
- Exceeding Customer Expectations (0813EN)

Area 4 Customer Service
- Providing Service Excellence (9715EN)
- Creating Valuable Customer Relationships (9716EN)
- Telephone Skills (9717EN)
- Creating Winning First Impressions (9718EN)
- Helping and Keeping Clients (9719EN)
- Diffusing Tense Situations (9720EN)
- Body Language On and Off the Phone (9721EN)
- Practice Active Listening (9722EN)
- Providing Quality Service (9723EN)
- Communication Styles (9724EN)
- Essential Multicultural Communication (9725EN)
- Introduction to the Sales Process (9726EN)

Community Banker Marketing and Sales Certificate Exam (7980EN)
Target Audience:
Community bank managers, management track employees, sales and marketing staff

Program contains 1 module(s).

Human Resources Generalist Certificate [California-oriented, 9-module program, plus final exam worth 16 HRCI credits] (P5536EN)

The nine modules in Employers Group's Human Resources Generalist Certificate program represent the body of knowledge you need to serve effectively in a generalist role.

To earn the Human Resources Generalist Certificate, you must complete the nine modules in the program, pass an examination after each module, and pass a final comprehensive examination.

You must score 80% or higher to pass each exam. If you do not pass the first time, you may attempt the exam again. If you do not pass on the second attempt, you will have to repeat the module.

The information in this program is provided for general purposes only and should not be construed as legal advice. Employers should seek appropriate legal counsel as required.

Note that there is an end-of-module exam for all modules other than the first (overview) module. There is also a final exam for the entire program.

This program is worth 16 HRCI credits.

Program contains 1 module(s).

Human Resources Generalist Certificate [Federal, 8-module program, plus final exam worth 14 HRCI credits] (P5537EN)

The nine modules in Employers Group's Human Resources Generalist Certificate program represent the body of knowledge you need to serve effectively in a generalist role.

To earn the Human Resources Generalist Certificate, you must complete the introductory module, the eight modules in the program, pass an examination after each of these eight modules, and pass a final comprehensive examination.

You must score 80% or higher to pass each exam. If you do not pass the first time, you may attempt the exam again. If you do not pass on the second attempt, you will have to repeat the module.

The information in this program is provided for general purposes only and should not be construed as legal advice. Employers should seek appropriate legal counsel as required.

Note that there is an end-of-module exam for all modules other than the first (overview) module. There is also a final exam for the entire program.

This program is worth 14 HRCI credits.

Program contains 1 module(s).

Human Resources Generalist Certificate Final Exam [Federal] (P2786EN)

Program contains 1 module(s).

ICBA Auditing Certificate Program (P4230EN)

The ICBA Auditing Certificate program equips internal auditors with the knowledge and tools needed to successfully conduct and perform the internal audit function in their bank. This certificate program consists of an introductory module and four critical learning areas. Each learning area includes a comprehensive exam. Upon successful completion of all four learning areas, the learner is awarded a certificate.

Introduction to the Program: This short module provides the learner with an overview of the certificate program.

Area 1: Introduction to Community Bank Auditing – 16 CPE Credits
- Core Course: Auditing: The Basics (7271EN)
- Introduction to Financial Statements (0411EN)
- Presentation Skills (2692EN)
- Basics of Budgeting (4662EN)
- The Evolving Role of the Finance Function (7046EN)
- Core Course: Internal Auditing Working Papers (7273EN)
- Sarbanes-Oxley Act Primer (5588EN)
- Introduction to Risk Management (0960EN)
- Business Writing: Reports and Proposals (2572EN)

Area 2: Operating and Compliance Auditing – 13 CPE Credits
- Core Course: Regulatory Accounting and Operational Auditing (7272EN)
- Compliance Primer (4567EN)
- Regulatory Examination Preparation (7177EN)
- Report Organization and Presentation (2498EN)
- Quality Management Refresher (2551EN)
- Core Course: Auditing: Fraud (5534EN)
- Consumer Lending Fraud (6288EN)
- Business Writing: Preparation (2573EN)
- Red Flags Overview (7174EN)
- Fraud Awareness and Detection (5537EN)

Area 3: Auditing Assets and Liabilities – 13 CPE Credits
- Core Course: Auditing Assets (7277EN)
- Truth in Lending Act: Regulation Z (4570EN)
- Communicating Proactively (2579EN)
- Appraisal Standards (4723EN)
- Mortgage Fraud (4568EN)
- Core Course: Auditing Liabilities and Other Activities (6291EN)
- Regulation E: The Electronic Funds Transfer Act (4720EN)
- Business Writing: Being Effective (2574EN)
- Deposits 101 (4561EN)

Area 4: Bank Information Systems – 8 CPE Credits
- Core Course: Bank Information System Auditing (7274EN)
- IT Security for Banks (5528EN)
- IT Security Primer (5529EN)
- Communicating Persuasively (2499EN)
- Gramm-Leach Bliley Act Privacy Policy (4285EN)
- Cloud Computing: An Introduction (6544EN)
- Crisis Management and Emergency Response Planning (4294EN)

Total Courses: 35

Program contains 1 module(s).

ICBA Teller Specialist Certificate Program (P3045EN)

The ICBA Teller Specialist Certificate Program equips today's bank teller with the knowledge and tools needed to meet the demanding requirements of the frontline banking environment. This certificate program consists of four critical learning areas, each designed to maximize the learner's ability to perform the teller function. Each area includes a comprehensive exam. Upon successful completion of all four learning areas, the learner is awarded a certificate. Introduction to the Program: This short module provides the learner with an overview of the certificate program.

Area 1: Teller 101 - 5 CPE Credits
- Teller Basics
- Handling Money
- Deposits 101
- Currency 101
- Balancing 101

Area 2: Customer Service - 5 CPE Credits
- Telephone Basics
- Expanding Customer Service
- We Have What They Need
- A Minute Can Matter
- Focus on Customer Needs
- Meeting Customer Needs with Teamwork
- Exceeding Customer Expectations

Area 3: All About Checks - 3 CPE Credits
- Checks 101
- Understanding Endorsements
- Check Processing

Area 4: Compliance for Tellers - 4 CPE Credits
- Compliance for Tellers
- Red Flags Overview
- BSA for Frontline Staff
- Elder Financial Abuse

Module (s):
8246EN

Program contains 1 module(s).

Small Business Health and Safety Certificate Program (SBHS) (P9602EN)

This comprehensive program provides managers, supervisors and workplace health and safety champions in small business with an in-depth understanding of health and safety in Canada. Participants will learn about their rights under health and safety legislation, how to meet their regulatory compliance responsibilities, and how to foster a health and safety culture by systematically addressing common health and safety concerns in their workplaces.

The program includes 21 hours of online training in 11 courses, each with an exam. All course exams must be passed to achieve an overall certificate of completion for the program.

There are eleven areas of training.

- Health and Safety for Managers and Supervisors
- Workplace Inspections
- Accident Investigation
- Developing an Occupational Health & Safety Program
- Violence in the Workplace: Establish a Prevention Program
- Hazard Identification and Risk Assessment
- Health and Safety Committees
- WHMIS for Managers and Supervisors
- Office Ergonomics
- Manual Materials Handling
- MusculoSkeletal Disorders [MSDs]: Prevention

Program contains 1 module(s).

Small Business Human Resources Certificate Program (SBHR) - Canada (P9601EN)

The Human Resources Certificate program offers around 25 hours of online learning for small business, addressing key topics such as recruitment, staff compensation and benefits, leadership, performance development and team building to name a few.
There are four areas of training.
Area 1: Recruitment
- Job Candidate Interviewing
- Selecting Top Talent
- Hiring, Managing and Terminating

Area 2: Compensation and Benefits
- Compensation and Benefits Planning for Small Business

Area 3: Training and Development
- Introduction to Leadership
- Personal Leadership
- The Vision of Leadership
- Leading Your Resources
- Empowering Your People
- Effective Performance Feedback
- Delivering Effective Feedback
- Doing Performance Reviews

- Delegation
- Establishing Performance Goals and Expectations
- Mentoring for Improved Performance
- Delegating I
- Introduction to Training
- How Adults Learn
- Training Tips & Techniques

Area 4: Employee Relations
- Conflict Management
- Running Effective Teams
- Problem Solving: The 5 Steps
- Communicating as a Team
- Harassment Prevention Training for Managers and Supervisors
- Your Exit Strategy
- Valuing Your Business
- Getting the Most for Your Business

Program contains 1 module(s).

Small Business Human Resources Certificate Program (SBHR) - US (P9604EN)

The Human Resources Certificate program offers around 25 hours of online learning for small business, addressing key topics such as recruitment, staff compensation and benefits, leadership, performance development and team building to name a few.

There are four areas of training.

Area 1: Recruitment
- Job Candidate Interviewing
- Selecting Top Talent
- Hiring, Managing and Terminating

Area 2: Compensation and Benefits
- Compensation and Benefits Planning for Small Business

Area 3: Training and Development
- Introduction to Leadership
- Personal Leadership
- The Vision of Leadership
- Leading Your Resources
- Empowering Your People
- Effective Performance Feedback
- Delivering Effective Feedback
- Doing Performance Reviews
- Delegation
- Establishing Performance Goals and Expectations
- Mentoring for Improved Performance
- Delegating I
- Introduction to Training
- How Adults Learn
- Training Tips & Techniques

Area 4: Employee Relations
- Conflict Management
- Running Effective Teams
- Problem Solving: The 5 Steps
- Communicating as a Team

- Harassment Prevention Training for Managers and Supervisors
- Your Exit Strategy
- Valuing Your Business
- Getting the Most for Your Business

Program contains 1 module(s).

Small Business Management Certificate Program (SBMC) (P9600EN)

This unique Small Business Management Certificate program offers around 20 hours of online learning, addressing key topics such as finance, marketing, customer service, operations, leadership, performance development and team building to name a few.
There are four areas of training.
1. Focus on the Basics
Basic Business Finance (3 modules)
•Managing Your Cash
•Financing Your Business
•Basics of Business Finance "Understanding Financial Statements"
Marketing (1 module)
•Marketing Basics

2. Focus on the Customer
Marketing (3 modules)
•Marketing Opportunities
•The Marketing Mix
•Marketing and Customer Service
Customer Service (6 modules)
•Introduction
•Understanding Why People Do What They Do
•Feelings: Customer Care - Part One
•Understanding the Effects of Positive and Negative Communications
•Feelings: Customer Care - Part Two
•The Art of Satisfying Customers

3. Focus on Management
Strategic Management (2 modules)
•Enabling the Next Generation Enterprise
•Implementing Self-Directed Work Teams

Management of Information and Operations (2 modules)
•Introduction to IT Consulting
•Introduction to Operations Management

4. Focus on Business Issues
Privacy (1 module)
•Primer on Privacy
Going Global (2 modules)
•Primer on International Trade
•An Introduction to International Trade
Series on Work Skills (4 modules)
•Effective Communication

• Effective Leadership
• Delegating I
• Delegating II
Each area of learning contains an exam. Once you achieve the passing grade of 70% for each of the four exams, you will receive the Small Business Management (SBMC) Certificate.

Program contains 1 module(s).

Small Business Marketing and Sales Certificate Program (P9603EN)

This 20.5 hour small business program offers a wide scope of information, ranging from Internet basics to both fundamental and complex marketing concepts, teaching you how to properly research and target your e-marketing initiatives. It addresses selling and communication techniques to help grow your prospect base and teaches you how to sustain and improve your valuable customer relationships. You will also learn about commonly-used Social Media platforms and the significance of each in a marketing context.
There are three areas of training.
Section 1: Marketing
Marketing
The program will provide a fundamental understanding of marketing, including the basic marketing concepts and a working definition of marketing, then go on to explore in detail marketing opportunities, the marketing mix or the four Ps (price, product, promotion, and place), market research, target marketing, and customer service.
Social Media Marketing
In this online course we will discuss Social Media and the role of Social Media Marketing; we will identify commonly-used Social Media platforms and explain the significance of
each in a marketing context; and we will discuss the various aspects of developing a Social Media Marketing plan.
Fundamentals of Web-Based Marketing
Learn the basics of online marketing so you can properly promote your products or services and increase traffic to your web site.
Creating Valuable Customer Relationships
Good customer relations are a key success factor in any business. This module will help you discover the advantages to you and your customers of reaching out to each other
and communicating openly.
Section 2: Sales
Sales Skills
Successful sales begin and end with the basic essentials! Topics include sales basics and cold calls, business finance basics, goal setting and how to recognize and avoid burnout so you can achieve a balance and stay on track.
Section 3: Personal Skills Development
Personal Skills
Personal qualities such as empathy and enthusiasm and personal skills such as communication are as important to your success as any sales techniques. With this in mind, we include this third section of training called Personal Skills Development

Program contains 1 module(s).

Universal Banker Certificate Program (P4425EN)

Retail branch banking has undergone a dramatic transformation in recent years. Branch traffic is down and electronic transactions are up. Complex technologies are becoming the norm in the workplace and regulatory requirements are changing.
Frontline employees need to meet the challenges presented by these changes and continue to provide the exceptional service customers have come to expect from their local branches.
The Universal Banker role has emerged as a solution to these seismic shifts in retail branch banking.
This comprehensive certificate program arms current and prospective frontline staff with the tools and skills they need to be Universal Bankers.
This course includes an examination.

Learning Objectives:
This certificate program will ensure you:
·   Develop the skills required to meet the needs of all bank customers
·   Ensure all customer encounters and follow through meet regulatory standards
·   Use teamwork to meet customer needs
·   Understand contemporary issues in bank frontline customer service

Course Outline:
·   Becoming a Universal Banker
·   Developing Strong Customer Relationships
·   Introduction to Consumer Lending
·   Deposits 101
·   High Performance Teams
·   Meeting Customer Needs With Teamwork
·   Ethics for Bankers
·   Fair Lending (FHA, CRA, Reg. B, HMDA)
·   We Have What They Need
·   Presentations That Work
·   Exceeding Customer Expectations
·   Credit Cards and Debit Cards
·   New Accounts: Regulatory Requirements
·   New Accounts: Product Knowledge and Cross Selling
·   Elder Financial Abuse
·   The Bank Secrecy Act for Frontline Staff
·   Universal Banker Certificate Program Exam
Duration:
20 hours
Features:
Hybrid, Audio, Video
Module(s):
40018EN

Program contains 1 module(s).