May 14, 2022

Course Updates & Changes

The following document outlines:

- New courses released
- Regulation updates and affected courses
- Maintenance updates
- Retired courses

Please review and update your customized courseware, training programs, and LMS as applicable.

New Releases:

Rockstar Recruiting Series

Series description: Hiring the right talent is a challenging task. It impacts your present and future business. Make the wrong choice and you could sink your company – make the right choice and you could elevate it to new heights. From creating the right timeline to executing your plan, the Rockstar Recruiting Series will help you nail the planning process and land top talent for your organization.

Introduction to Recruiting

Description: Recruiting is expensive. The time and cost associated with it need to be justified by the result – hiring and retaining top talent. Mastering this skill helps your organization recruit to not only replace, but to grow.

Selling Top Talent

Description: Most companies underestimate the importance of selling a candidate on the benefits of their workplace. Top recruits have many options, so you must show them why your organization is the best home for their talent. What are the best tools and resources you can use to sell? When in the interview process should you sell the candidate? These questions must be answered when preparing to sell a strong candidate into a role.

Creating a Process

Description: The three core areas of recruiting – finding candidates, onboarding new hires, and retaining talent – require a logical, reproduceable process. This course covers creating a recruitment process that will help your team achieve excellent results.

Playing the Numbers

Description: Sourcing candidates can often be a struggle, and it comes from not creating a large enough funnel. This skill breaks down tactics to help you work through this while recognizing the end ideal profile for hire goal. Understanding how the tactics work, the speed in which to respond, and how to move candidates to the next step are all part of the process.

Identifying Rock Stars

Description: Finding rock stars starts with planning and identifying the competencies you value. Once you know your ideal competencies, you can break the role down further and decide between “preferences” and “deal breakers.” Knowing all this in advance will help you discover your organization’s next rock star.

Behavioral Interviewing

Description: Attracting and retaining top talent starts with strong interview skills. This skill can be the underlying factor in the best hiring decisions. It is important to measure candidates’ past behavior and not what they say they plan to do. Focus on the skill of creating and completing a behavioral analysis when interviewing to create the perfect recruiting process.

Recruiting for Retention

Description: Path creation refers to an individual’s path to being successful in a role. Often, this is attached to performance meetings and year end reviews. The key is to prioritize path creation to ensure the employee or partner feels a strong sense of direction and is aligned with the organization on where they will receive their personal development.

Summary of Recruiting

Description: Recruiting rock stars is a skill that can be learned. Through applying intentionality and purpose to marketing, the candidate pipeline, interview skills, and employee retention, you can control the outcome and work alongside top talent on a consistent basis.

Directors Education Series

2204 - Risk Management on Power of Attorneys – 209240

Description: How many power of attorney documents do you have on file? How much money is dictated by the action of an attorney-in-fact or agent? The risk of these fiduciary accounts is real. Do you have to take the document in your state? If so, how do you ensure employees are not letting agents act outside the document's scope? The risk of managing these documents with different laws in every state is real.

Core Compliance Suite

Quarterly Compliance Briefing - April 2022 – 212977

Description: A bi-monthly update to help you keep up with changes and deadlines in the compliance area in a quick and easy format.

Wealth Management Series

Series description: This series is designed to provide wealth management personnel training on regulatory compliance, ethical issues, types of products, and more.

Wealth Management: Annuities & Pensions - E3 – 206459

Description: This course provides an overview of pension plans and annuities. You will learn how pensions work, the different types of annuities, and the benefits and issues of using annuities as a source of retirement income.

Wealth Management: Asset Titling - E3 – 206564

Description: This course provides an overview of the different types of property ownership and the importance of titling assets in estate planning.

Wealth Management: BSA for Wealth Management Personnel - E3 – 213153

Description: This course provides an overview of the Bank Secrecy Act (BSA) as it pertains to wealth management personnel.

Wealth Management: Education Savings Accounts - E3 – 213154

Description: This course provides an overview of the different options available for education savings accounts. You will learn how these accounts work, as well as the benefits and features of Coverdell education savings accounts and 529 savings plans.

Wealth Management: Estate Tax - E3 – 213155

Description: This course provides an overview of estate tax and the differences between estate tax and other types of taxes.

Wealth Management: Ethical Issues - E3 – 213156

Description: This course discusses the ethical issues facing wealth management personnel, the differences between fees and commissions, and the consequences of unethical behavior.

Wealth Management: Investment Products - E3 – 213157

Description: This course provides an overview of non-deposit investment products (NDIPs) and the compliance requirements around these types of products.

Wealth Management: Legacy & Estate Planning - E3 – 213158

Description: This course provides an overview of non-deposit investment products (NDIPs) and the compliance requirements around these types of products.

Wealth Management: Turnkey Asset Management Programs - E3 – 213159

Description: This course provides an overview of turnkey asset management programs (TAMPs). You will learn about the different types of TAMPs, the advantages and disadvantages of TAMPs, and special considerations that should be made when choosing a TAMP.

Wealth Management: Wills - E3 – 206959

Description: This course provides an overview of the different types of wills, what is covered in a will, the differences between wills and trusts, and the compliance requirements associated with wills.

Adaptive Learning Series

Series description: We are further personalizing the student's e-learning experience through our new, adaptable courseware. This courseware adapts to the student's knowledge proficiency and puts a laser focus on areas of opportunity. These adaptive courses have all the elements of our effective, efficient, and engaging (E3) courseware, so you can be sure your students are receiving the highest caliber of content.

Anti-Money Laundering (AML)/Bank Secrecy Act – E3 Adaptive Course

Description: This course explains the money laundering process and how to prevent money laundering at your financial institution. The Bank Secrecy Act (BSA) helps the United States government combat money laundering and other illegal financial activity. Within the framework of the BSA, this course also discusses the key elements of an anti-money laundering (AML) compliance program, which is required for all financial institutions.

Deposit Compliance – E3 Adaptive Course

Description: Learn about the rules and regulations that govern deposit accounts. Topics include customer identity verification, account information disclosure, consumer reporting agency notices, deposited funds availability, electronic funds transfer, and the amount of money kept in reserves.

Elder Financial Abuse – E3 Adaptive Course

Description: This course explains elder financial abuse by teaching how to recognize the different types of abuse, who the typical perpetrators of abuse are, and how to identify the victims of abuse. The course also illustrates ways that you can detect and prevent elder financial abuse in your institution. The appropriate response to financial abuse is demonstrated through illustrations and case examples.

Fair Lending Overview – E3 Adaptive Course

Description: This course provides an overview of fair lending concepts by explaining the fair lending laws and the penalties for breaking these laws.

Regulation Updates:

The following courses have been updated:

There are no regulation updates this month.

Maintenance Updates:

The following courses have been updated:

Equal Credit Opportunity Act - Regulation B – 66737

CU - Equal Credit Opportunity Act - Regulation B – 67280

Content update: *Evaluation, Notification, and Recordkeeping > Application Evaluation > Evaluating Loan Applications*

Clarification – Added “Race/color/ethnicity” and “Religion” to bulleted list.

Community Reinvestment Act (CRA) for Large Institutions - E3 – 175659

Question feedback issue: *CRA Ratings and Performance Standards > CRA Ratings and Performance Standards > Knowledge Check 1*

Old version – Correct answer marked incorrect.

New version – The correct answer changed to "The Lending Test.”

Handling Stop Payments – 166

CU - Handling Stop Payments – 17187

Content update: *Stop Payment Order Basics > What Is a Stop Payment? > Stop Payment Orders*

Clarification – "Important” section removed.

CU - Bank Secrecy Act – 67363

(1) Removed old link: *Reporting and Recordkeeping > Currency Transaction Reports > ctr form d*

Old version – “Click here to see the Getting Started with BSA E-Filing System.”

New version – Link was deleted.

(2) Updated old link: *Member Identification Program > Member Due Diligence Rule > p4*

Old version – “http://www.fincen.gov/sites/default/files/shared/CDD_Rev6.7_Sept_2017_Certificate.pdf”

New version – https://www.fincen.gov/resources/filing-information

Servicemembers Civil Relief Act (SCRA) - E3 – 146502

Content update: *Language was updated throughout the course.*

Clarification – Multiple instances of “30 days or more” changed to “more than 30 days,” and “active duty” changed to “active-duty” when needed.

Understanding SBA Loans – 1901

(1) Typo: *Application Documentation > Bring It on Home > Knowledge Check 3*

Old version – “The documentation includes submission of a Resident [[*ALIENT*]] Card to be verified with the Immigration and Naturalization Service.”

New version – “The documentation includes submission of a Resident [[*ALIEN*]] Card to be verified with the Immigration and Naturalization Service.”

(2) Typo: *Application Documentation > Bring It on Home > Knowledge Check 4*

Old version – Applicants answering "Yes" to the criminal history questions should submit paperwork related to that history – and possibly a [[*FINGERPRINTt*]] card.

New version – Applicants answering "Yes" to the criminal history questions should submit paperwork related to that history – and possibly a [[*FINGERPRINT*]] card.

Wire Transfers – 102

CU - Wire Transfers – 171195

FBO - Wire Transfers – 171195

Image link update: *Watch Out for Wires > Basic Concerns > p2-rollover*

Clarification – Image linked to old directory was linked to new directory.

Anti-Money Laundering (AML) / Bank Secrecy Act (BSA) - E3 – 135222

Question update: *Pre- and Post-Test Q2*

Clarification – Removed “All of the above” as a distractor option. The correct answer remains the same.

Mortgage Course Updates:

The following course(s) have been updated in the OCL Artisan environment:

TILA-RESPA Integrated Disclosure (TRID) – 12609

Question deletion: *TRID > Introduction > New Question Page 4*

Clarification – Fill-in-the-blank question deleted.

Telemarketing Consumer Fraud and Abuse Prevention Act – 12622

Question update: *The Telemarketing Consumer Fraud and Abuse Prevention Act > Do-Not-Call Review > Q3*

Clarification – Correct answer changed from $42,517 to $46,517 to reflect the penalty for this year.

Retired Courses:

There are no courses being retired this month.