

August 18, 2023

# 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:

### Directors Education Series

[2308 - Crypto Basics for the Board – 245219](#)

**Description:** This Director's Education Series webinar discusses the basics of cryptocurrency. It explains what cryptocurrency is, the types of cryptocurrencies, and the role of your customers. It also discusses risks for financial institutions in accepting cryptocurrency and real-life examples of illicit uses of cryptocurrency.

### Deposit Compliance Series

[Overdraft Protection Guidelines and Regulations - E3 – 246628](#)

**Description:** This course provides an overview of the important regulations and regulatory guidance concerning overdraft practices, both discretionary overdraft programs as well as automated overdraft programs operated by all types of financial institutions. The course also discusses the elements of a good overdraft program.

## Enterprise Risk Management and Compliance Series

### Safeguarding Customer Information - Gramm-Leach-Bliley - E3 – 247378

**Description:** Laws and federal rules governing the confidentiality of consumer information include the steps financial institutions must follow in the event of a security breach. Fraudsters breach security, gain confidential information, and scam financial institutions by using pretext calling and social engineering. This course teaches countermeasures to those scams and how to reduce the likelihood of successful fraud.

## Retail Banking Series

### Cash Handling Skills - E3 – 247583

**Description:** This course provides an overview of the denominations of U.S. money, reviews some basic accounting principles involved in balancing a cash drawer, and describes the policies and procedures for the beginning and end of each day.

## State-Specific Sexual Harassment Series

### US Workplace Harassment and Discrimination: Chicago Manager

**Description:** Given continued challenges with disrespectful conduct in business at work, Workplace Harassment (6th Ed.), focuses on sexual and other harassing conduct. Through scenario and motion graphics videos, it addresses the importance of respectful conduct toward co-workers and benefits that preventing and addressing harassment can provide. The training focuses on the ways that individuals are subject to or engage in questionable conduct and the harm this causes to a workplace culture. It also presents ways that everyone can raise concerns or otherwise address this conduct in a responsible manner. It includes exercises to promote learning and building skills for recognizing and responding to improper behaviors and supporting a workplace that promotes respectful conduct. This version is designed for managers in Chicago. This course allows learners to select US English or Latin American Spanish.

### US Workplace Harassment and Discrimination: Chicago Non-Manager

**Description:** Given continued challenges with disrespectful conduct in the workplace, Workplace Harassment (6th Ed.) focuses on sexual and other harassing conduct. Through scenario and motion graphics videos, it addresses the importance of respectful conduct toward co-workers and benefits that preventing and addressing harassment can provide. The training focuses on the ways that individuals are subject to or engage in questionable conduct and the harm this causes to a workplace culture. It also presents ways that everyone can

raise concerns or otherwise address this conduct in a responsible manner. It includes exercises to promote learning and building skills for recognizing and responding to improper behaviors and supporting a workplace that promotes respectful conduct. This version is designed for non-managers in Chicago. This course allows learners to select US English or Latin American Spanish.

### Bystander Intervention and Awareness for Chicago

**Description:** This training for Chicago, Illinois, expands upon the requirements of a Chicago Human Rights Ordinance. This course teaches safe and positive actions a person or a group of people may take to prevent harm or intervene where there is a risk or perceived risk of sexual harassment to another.

### US Workplace Harassment and Discrimination: Washington Manager

**Description:** Given continued challenges with disrespectful conduct in business at work, Workplace Harassment (5th Ed.) focuses on sexual and other harassing conduct. Through scenario and motion graphics videos, it addresses the importance of respectful conduct toward co-workers and benefits that preventing and addressing harassment can provide. The training focuses on the ways that individuals are subject to or engage in questionable conduct and the harm this causes to a workplace culture. It also presents ways that everyone can raise concerns or otherwise address this conduct in a responsible manner. It includes exercises to promote learning and building skills for recognizing and responding to improper behaviors and supporting a workplace that promotes respectful conduct. This version is designed for managers in Washington.

### US Workplace Harassment and Discrimination: Washington Non-Manager

**Description:** Given continued challenges with disrespectful conduct in business at work, Workplace Harassment (5th Ed.) focuses on sexual and other harassing conduct. Through scenario and motion graphics videos, it addresses the importance of respectful conduct toward co-workers and benefits that preventing and addressing harassment can provide. The training focuses on the ways that individuals are subject to or engage in questionable conduct and the harm this causes to a workplace culture. It also presents ways that everyone can raise concerns or otherwise address this conduct in a responsible manner. It includes exercises to promote learning and building skills for recognizing and responding to improper behaviors and supporting a workplace that promotes respectful conduct. This version is designed for non-managers in Washington.

# Regulation Updates:

There are no regulation updates this month.

# Maintenance Updates:

## The following courses have been updated:

### The Importance of Third-Party Vendor Management – 14805

**Maintenance updates:** *Updates made throughout course*

**Clarification** – Knowledge Checks, Pre- and Post-Test questions, and language updated throughout course.

### BOD - Bank Secrecy Act for Directors and Senior Management – 51

**Maintenance updates:** *Updates made throughout course*

**Clarification** – Knowledge Checks, Pre- and Post-Test questions, and language updated throughout course.

### Unfair, Deceptive, or Abusive Acts or Practices for the Financial Institution – 2815

### CU - Unfair, Deceptive, or Abusive Acts or Practices for the Credit Union – 67482

**Maintenance updates:** *Pre- and Post-Test Q17*

**Clarification** – Answer feedback changed to: “Correct answer is ‘True.’”

### Fair Housing Act - E3 – 178264

**Maintenance updates:** *Fair Housing Act Basics > The FHA’s Purpose and Function*

**Clarification** – Added “including gender identity and sexual orientation” to the slide’s narration.

## Unfair, Deceptive, or Abusive Acts or Practices for the Financial Institution - E3 – 159285

### **(1) Maintenance updates:** *Introduction to UDAAP > Prohibition on Acts or Practices*

**Old version** – To clarify the scope and meaning of the abusive standard, the Consumer Financial Protection Bureau (CFPB) issued a Statement of Policy Regarding Prohibition on Abusive Acts or Practices on January 24, 2020.

This statement explains the CFPB's supervision and enforcement of the abuse standard.

Beginning January 24, 2020, the CFPB:

- Will cite conduct as abusive if the CFPB concludes that its harm to consumers outweighs its benefits;
- Will not also conclude that conduct is abusive if the conduct has already been established as unfair or deceptive; and
- Will not generally seek monetary relief for abusive violations if the violator made a good-faith effort to comply with the abusiveness standard.

**New version** – In April 2023, the CFPB issued a Policy Statement to summarize the actions of the CFPB to condemn abusive conduct and how the CFPB analyzes the elements of abusiveness through relevant examples.

Under the Consumer Financial Protection Act of 2010, there are two abusiveness prohibitions. An abusive act or practice:

- Materially interferes with the ability of a consumer to understand a term or condition of a consumer financial product or service; or
- Takes unreasonable advantage of:
  - A lack of understanding on the part of the consumer of the material risks, costs, or conditions of the product or service;
  - The inability of the consumer to protect the interests of the consumer in selecting or using a consumer financial product or service; or
  - The reasonable reliance by the consumer on an institution to act in the interests of the consumer.

Your financial institution is prohibited from obscuring important features of a product or service or use certain circumstances to take an unreasonable advantage. Congress generally set forth in the statutory text circumstances that concern gaps in understanding, unequal bargaining power, and consumer reliance.

The in-depth analysis by the CFPB can be further explored here.

### **(2) Assessment question removed:** *Pre- and Post-Test Q5*

**Clarification** – Question 5 removed from Pre- and Post-Tests.

## BOD - Bank Secrecy Act for Directors and Senior Management – 19895

**Maintenance updates:** *Updates made throughout course*

**Clarification** – Knowledge Checks, Pre- and Post-Test questions, and language updated throughout course.

## Bank Secrecy Act Refresher – 2737

### CU - Bank Secrecy Act Refresher – 124129

**Content update:** *Customer Due Diligence > Customer Due Diligence > CDD and Beneficial Owners*

**Old version** – A valid authorized signer for the legal entity that has met all CIP identification and verification requirements must certify in writing to the best of his or her knowledge who the beneficial owners of the legal entity are prior to account opening.

**New version** – The person opening the account on behalf of the legal entity must certify in writing to the best of their knowledge who the beneficial owners of the legal entity are.

## [SS Eth] Ethical Behavior of Consumers – 88464

**Assessment questions removed:** *Pre- and Post-Test Q2, Q3, Q4, Q8, Q9, and Q10*

**Clarification** – Questions 2, 3, 4, 8, 9, and 10 removed from the Pre- and Post-Tests.

## CU - BOD – Volunteers for Credit Unions – 19895

**Assessment questions removed:** *Pre- and Post-Test questions 31 and 32*

**Clarification** – Questions 31 and 32 removed from Pre- and Post-Tests.

# Mortgage Course Updates:

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

There are no mortgage course updates this month.

## Retired Courses:

- Unplugged: Identity Theft Red Flags
- Unplugged: OFAC
- Unplugged: Phishing