

## CU Learning: Credit

### Credit Training

Credit unions seek to deliver exceptional member service to gain their members' loyalty in return. A well-trained staff helps reduce the risks of potential mishaps during day-to-day tasks within the credit union, making staff more productive and conditioned to give their best service to all members.

PSCU's CU Learning offers Credit Training that can be needed for a variety of reasons. Perhaps you've hired new staff that needs to be brought up to speed, or staff members who are changing positions who need to learn their new role. Maybe existing employees could simply use a boost in overall job performance. Our CU Learning Team offers Credit Courses in a variety of formats to suit your needs.

### The Power of Progressive Training

**Productivity Gains** — Improve the overall level of service and support offered to your members with a more informed staff. That means less time spent on fixing mistakes, more time to focus on members and other important operational duties.

**Increased Member Satisfaction** — Trained staff know how to solve member problems and handle member inquiries more quickly and with a greater success rate.

### Solution Summary

*CU Learning Credit Training provides Member-Owner Credit Unions a wide variety of courses and training resources that are effective in enhancing the performance, and productivity of credit union staff.*

- *Credit Card Operations Courses:*
  - *Evolve Business Card*
  - *Evolve Inquiry Basics*
  - *Evolve System Administration*
  - *Evolve Intermediate & Advanced*
  - *Collections*
  - *Credit Card Reissue*
  - *Pre/Post Conversion Training*
  - *Product Control File Seminar*
  - *Reports Seminar*
  - *ROWnet*
- *Credit Risk Management Training Courses:*
  - *Credit Card Risk Management*
  - *Credit Card Lost/Stolen Processing*
  - *Credit Card Disputes Seminar*
- *Adjustment and Settlement Training Courses:*
  - *Adjustments*
  - *VIEW Automated Settlement*
  - *Settlement Reports*
  - *Settlement Balancing*

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**Improved Staff Morale** — The more engaged and involved your staff are in working for the credit union's overall success, the more nurtured and motivated they feel.

**Return on Investment** — Staff with the right skills will use systems to the fullest potential and optimize the credit union's investment.

## Effective Training to Suit Your Needs

The credit courses and training resources within CU Learning are effective in enhancing the performance of credit union staff. Several forms of training are available to choose from.

- **Self-paced Learning Modules:** Self-paced learning modules are digital forms of content delivery that are voice enhanced, interactive, and highly engaging for all learners. Self-paced learning modules can be accessed 24/7 through PSCU's credit union learning portal, Momentum.
- **Instructor-led Virtual Training Sessions:** These training sessions, also referred to as Distance Learning, are led interactively by an instructor and take place over the Internet. Virtual training sessions eliminate the need for travel and can easily be scheduled to meet a credit union's learning needs.

- **Face-to-Face Instructor-led Training:** Face-to-Face training sessions are scheduled regularly around the country at host credit unions and at both of PSCU's Florida and Arizona Service Centers. Additionally, PSCU learning professionals are available to visit credit union facilities for customized training needs, when available.

## Become a Training Host Site

The CU Learning team is always looking for credit unions willing to host training sessions for other Member-Owner Credit Unions. This provides an opportunity to have more staff members attend the training and to network with other members in your area to share best practices.

## CU Learning Professionals Make a Difference

Our certified learning professionals are specially trained to help you meet business challenges and grow. With an average tenure of 12 years, our CU Learning professionals have provided training to over 600 Member-Owner Credit Unions across the country; receiving an average staff satisfaction rating of 4.5 out of 5.0 stars.