

AFSA University Course List

As of 5/1/2019

Lesson Name	Lesson ID	Module Duration	Test Duration	Total mins.
LENDING (LEND) Division				
General				
Awareness: Fair Debt Collection Practices For Creditors	LEND1188	30	10	40
Director's Suite: Fair Lending (Non-Bank)	LEND1177	30	10	40
Fair and Responsible Lending (Flash)	LEND1104	30	10	40
Fair and Responsible Lending (Non-Bank)	LEND1179	30	10	40
Fair Lending (Flash)- Video	LEND1180	45	10	55
Fair Lending (Flash)-Video	LEND1223	45	10	55
Fair Lending Refresher (Non-Bank)	LEND1178	30	10	40
FCRA Risk-Based Pricing Notice	LEND1230	30	10	40
Financial Service Centers: Collections	LEND1238	45	10	55
Financial Service Centers: Collections (Flash)	LEND5005	30	10	40
Financial Service Centers: Fair Lending	LEND5008	30	10	40
Financial Service Centers: Fair Lending (Flash)	LEND5006	30	10	40
Financial Service Centers: Front Office Lending Staff	LEND1265	60	10	70
Financial Service Centers: Front Office Lending Staff (Flash)	LEND5007	60	10	70
Lending to Servicemembers (Flash)- Video	LEND1225	30	10	40
Lending to Servicemembers - Video	LEND1232	30	10	40
Marketing Mayhem: Lending Products	LEND1217	45	10	55
Regulation B (Updated with CFPB rules)	LEND1227	60	10	70
Regulation B: Non-Bank Lending	LEND1189	60	10	70
Regulation M: Consumer Leasing	LEND1185	30	10	40
Regulation Z: Advertising	LEND1187	45	10	55

Lesson Name	Lesson ID	Module Duration	Test Duration	Total mins.
Regulation Z: Non-Bank Lending	LEND1190	30	10	40
Servicemember Civil Relief Act: Non-Bank Lending	LEND1175	30	10	40
Protecting Tenants at Foreclosure Act (Microlearning)	LEND1270	7		
Vendor Management	AFSA1001	30	10	40
Auto Lending				
Motor Vehicle Lending: Equal Credit Opportunity Act (Flash)	LEND1125	30	10	40
Motor Vehicle Lending: Fair Credit Reporting Act (Flash)	LEND1127	20	5	25
Motor Vehicle Lending: GLBA Privacy Notice (Flash)	LEND1130	15	5	20
Motor Vehicle Lending: Truth in Lending Act (Flash)	LEND1128	45	10	55
Motor Vehicle Lending: UDAAP	LEND1183	30	10	40
Motor Vehicle Lending: UDAAP (Flash)	LEND1129	30	10	40
Installment Lending				
Installment Lending: Back Office	LEND1237	25	10	35
Installment Lending: Collections	LEND1267	30	10	40
Installment Lending: Compliance and Internal Audit	LEND1193	45	10	55
Installment Lending: Customer Service	LEND1239	40	10	50
Installment Lending: Front Office Lending Staff	LEND1240	30	10	40
Installment Lending: Servicemembers Civil Relief Act	LEND1181	30	10	40
Payment Cards				
CARD Act – HELOC	LEND1257	40	10	50
Banking				
Principles of Banking: Lending	LEND1233	30	10	40
Principles of Banking: Regulatory Overview – Lending (Flash) (Updated with 2016 Mortgage Servicing)	LEND1213	60	10	70
Principles of Banking: Regulatory Overview – Lending (Updated with 2016 Mortgage Servicing)	LEND1231	60	10	70

Lesson Name	Lesson ID	Module Duration	Test Duration	Total mins.
Mortgage Lending				
Flood Insurance (Updated with 2016 Requirements)	LEND1221	60	10	70
Flood Insurance (Flash) (Updated with 2016 Requirements)	LEND1219	60	10	70
Flood Insurance: Force Placement (Microlearning)	LEND1271	7	n/a	n/a
Flood Insurance : How Much is Required? (Microlearning)	LEND1269	7	n/a	n/a
Flood Insurance: Private Flood Insurance (Microlearning)	LEND1275	7	n/a	n/a
Flood Insurance: When Is It Required? (Microlearning)	LEND1268	7	n/a	n/a
Government Monitoring Information	LEND1263	30	10	40
HMDA Data Collection (2015 HMDA Final Rule)	LEND1261	60	10	70
HMDA: Data Collection (2015 HMDA Final Rule) (Flash)	LEND1243	60	10	70
HMDA: Institutional Coverage, Reporting, & Disclosure (2015 HMDA Final Rule)	LEND1259	20	5	25
HMDA: Institutional Coverage, Reporting, & Disclosure (2015 HMDA Final Rule) (Flash)	LEND1241	20	5	25
HMDA: Transactional Coverage (2015 HMDA Final Rule)	LEND1260	20	5	25
HMDA: Transactional Coverage (2015 HMDA Final Rule) (Flash)	LEND1242	20	5	25
Home Equity Lines of Credit	LEND1184	60	10	70
Military Permanent Change of Station Orders	LEND1262	15	5	20
Purchase Money Loans 1: Application Stage (Updated for TRID)	LEND1201	30	10	40
Purchase Money Loans 3: Closing Stage (Updated for TRID)	LEND1202	30	10	40
Purchase Money Loans 4: Post-Closing Stage (Updated with 2016 Mortgage Servicing Rules)	LEND1203	60	10	70
Refinance Loans 1: Application Stage (Updated for TRID)	LEND1204	25	10	35
Refinance Loans 3: Closing Stage (Updated for TRID)	LEND1205	55	10	65
Refinance Loans 4: Post-Closing Stage (Updated for 2016 Mortgage Servicing Rules)	LEND1206	60	10	70
Second Mortgage 1: Application Stage (Updated for TRID)	LEND1207	25	10	35
Second Mortgage 3: Closing Stage (Updated for TRID)	LEND1208	50	10	60

Lesson Name	Lesson ID	Module Duration	Test Duration	Total mins.
Second Mortgage 4: Post-Closing Stage (Updated With 2016 Mortgage Servicing Rules)	LEND1209	60	10	70
Mortgage Acts & Practices - Advertising Rule	LEND1264	20	5	25
Mortgage Acts & Practices - Advertising Rule (Flash)	LEND1236	20	5	25
Mortgage Servicing: Collections (Flash) (Updated with 2016 Mortgage Servicing Rules)	LEND1247	30	10	40
Mortgage Servicing: Collections (Flash) (Updated with 2016 Mortgage Servicing Rules)	LEND1253	30	10	40
Mortgage Servicing: Credit Reporting	LEND1222	30	10	40
Mortgage Servicing: Customer Inquiries and Complaints (Flash) (Updaed with 2016 Mortgage Servicing Rules)	LEND1249	45	10	55
Mortgage Servicing: Customer Inquiries and Complaints (Updaed with 2016 Mortgage Servicing Rules)	LEND1255	45	10	55
Mortgage Servicing: Early Intervention (Flash) (Updated with 2016 Servicing Rules)	LEND1246	30	10	40
Mortgage Servicing: Early Intervention (Updated with 2016 Servicing Rules)	LEND1273	30	10	40
Mortgage Servicing: Escrow Accounts & Force-Placed Insurance (Flash) (Updated with 2016 Mortgage Servicing Rules)	LEND1248	45	10	55
Mortgage Servicing: Escrow Accounts & Force-Placed Insurance (Updated with 2016 Mortgage Servicing Rules)	LEND1256	45	10	55
Mortgage Servicing: Information Sharing & Privacy	LEND1192	30	10	40
Mortgage Servicing: Introduction (Flash) (Updated 2016 Mortgage Servicing Rules)	LEND1250	30	10	40
Mortgage Servicing: Introduction (Updated 2016 Mortgage Servicing Rules)	LEND1254	30	10	40
Mortgage Servicing: Loss Mitigation & Foreclosure (Flash) (Updated with 2016 Mortgage Servicing Rules)	LEND1244	60	10	70
Mortgage Servicing: Loss Mitigation & Foreclosure (Updated with 2016 Mortgage Servicing Rules)	LEND1272	60	10	70

Lesson Name	Lesson ID	Module Duration	Test Duration	Total mins.
Mortgage Servicing: Payment Processing & Account Maintenance (Flash) (Updated WITH 2016 Mortgage Servicing Rules)	LEND1245	60	10	70
Mortgage Servicing: Payment Processing & Account Maintenance (Updated WITH 2016 Mortgage Servicing Rules)	LEND1252	60	10	70
Mortgage Servicing: Transfers (Flash) (Updated for TRID)	LEND1212	20	5	25
Mortgage Servicing: Transfers (Updated for TRID)	LEND1211	20	5	25
Regulation Z: Ability-to-Repay & Qualified Mortgage Rules	LEND1176	90	10	100
Regulation Z: High-Cost Mortgages (2013 HOEPA Rule)	LEND1186	60	10	70
RESPA for Mortgage Lenders (Updated with 2016 Mortgage Servicing Rules)	LEND1251	45	10	55
RESPA: Escrow (Updated for TRID)	LEND1218	60	10	70
RESPA: Escrow (Flash) (Updated for TRID)	LEND1214	60	10	70
Reverse Mortgages (Flash) (Updated for TRID)	LEND1215	60	10	70
Reverse Mortgages (Updated for TRID)	LEND1229	60	10	70
TILA Closed-End for Mortgage Lenders (Updated with 2016 Mortgage Servicing Rules)	LEND1198	60	10	70
TILA-RESPA Integrated Disclosure Rule- Closing Disclosure	LEND1200	N/A	N/A	N/A
TILA-RESPA Integrated Disclosure Rule- Closing Disclosure (Flash)	LEND1196	60	10	70
TILA-RESPA Integrated Disclosure Rule- Construction Loans	LEND1274	30	10	40
TILA-RESPA Integrated Disclosure Rule-Loan Estimate	LEND1199	90	10	100
TILA-RESPA Integrated Disclosure Rule-Loan Estimate (Flash)	LEND1195	90	10	100
TILA-RESPA Integrated Disclosure Rule - Overview	LEND1194	60	10	70

[1] See also Director's Suite: [Compliance Risk Management \(Non-Bank\) OPS1081](#) under the Operations Division.

OPERATIONS (OPS) Division				
Active Listening Basics	OPS1082	20	5	25

Lesson Name	Lesson ID	Module Duration	Test Duration	Total mins.
Active Shooter: What You Can Do	OPS1206	15	5	20
Antitrust and Anti-Tying Basics	OPS1084	40	10	50
Authentication in an Internet Banking Environment	OPS1104	45	10	55
Awareness: Community Reinvestment Act	OPS1091	20	5	25
Awareness: Cybersecurity	OPS1202	30	10	40
Awareness: Federal Benefit Garnishment Rules	OPS1094	30	10	40
Awareness: Remote Deposit Capture	OPS1088	20	10	30
Bank Robbery (Microlearning)	OPS1029	10	5	20
Bankruptcy	OPS1080	30	10	40
Bankruptcy (Flash)	OPS1077	30	10	40
Basic Sales Skills	OPS1112	20	5	25
Bullying in the Workplace	OPS1109	30	10	40
Business Email Etiquette	OPS1086	20	5	25
Cybersecurity: Phishing	OPS1205	7	n/a	n/a
Director's Suite: Compliance Risk Management (Non-Bank)	OPS1081	30	10	40
Disclosure of Financial Exploitation of Senior Citizens	OPS1208	30	10	40
Disclosure of Financial Exploitation of Senior Citizens- Overview (Microlearning)	OPS1207	10	5	20
Diversity in the Workplace	OPS1078	20	5	25
Ethics (Flash)- Video	OPS1099	30	10	40
Ethics- Video	OPS1108	30	10	40
Financial Service Centers: UDAAP	OPS1201	30	10	40
Financial Service Centers: UDAAP (Flash)	OPS5004	30	10	40
Foreign Account Tax Compliance Act	OPS1103	30	10	40
Foreign Account Tax Compliance Act (Flash)	OPS1079	30	10	40
Handling Conflict in the Workplace	OPS1093	20	5	25
Interstate Land Sales Full Disclosure Act	OPS1111	30	10	40
Networking Basics	OPS1204	25	10	35
New York Sexual Harassment- Employees	OPS1211	45	10	55

Lesson Name	Lesson ID	Module Duration	Test Duration	Total mins.
New York Sexual Harassment- Supervisors	OPS1210	45	10	55
Payment Systems Risk	OPS1083	45	10	55
Physical Security (Flash)- Video	OPS1100	45	10	55
Physical Security - Video	OPS1107	45	10	55
Principles of Banking: Overview of Banking	OPS1106	20	5	25
Professional Etiquette	OPS1090	30	10	40
Providers of Prepaid Access: Complaint Management	OPS1095	25	10	35
Providers of Prepaid Access: UDAAP	OPS1200	30	10	40
Regulation E: Remittance Transfers	OPS1085	60	10	70
Reporting Elder Financial Abuse – Connecticut	OPS1087	20	10	30
Reporting Elder Financial Abuse - Texas	OPS1203	25	5	30
SAFECATCH Bank Robbery Procedures	OPS1113	30	10	40
Team Building	OPS1102	20	5	25
Telephone Etiquette	OPS1089	20	5	25
UDAAP (Flash) - Video	OPS1098	30	10	40
UDAAP - Video	OPS1110	30	10	40
Violence in the Workplace	OPS1097	20	5	25
<i>PRIVACY (PRIV) Division</i>				
Affiliate Marketing Rule	PRIV1031	30	10	40
Awareness: Contacting Customers	PRIV9000	30	10	40
Awareness: Information Security (Flash) - Video	PRIV1025	30	10	40
Awareness: Information Security (Updated)	PRIV1029	30	10	40
GLBA Privacy Notice (Flash)	PRIV1033	15	5	20
GLBA Privacy Notice- Video	PRIV1036	15	5	20
GLBA Security Branch Notice	PRIV1014	30	10	40
ID Theft: Address Changes and Discrepancies	PRIV1030	15	10	25
ID Theft: Red Flags Rule (Flash)	PRIV32	30	10	40

Lesson Name	Lesson ID	Module Duration	Test Duration	Total mins.
ID Theft: Red Flags Rule	PRIV38	30	10	40
Identity Theft (Mystery Shopper) (Flash)	PRIV1039	45	10	55
Information Security (Flash)- Video	PRIV1034	30	10	40
Information Security-Video	PRIV1035	30	10	40
Privacy and Information Security	PRIV1040	30	10	40
Providers of Prepaid Access: GLBA	PRIV1037	15	10	25
BANK SECRECY ACT (BSA) Division				
AML – MLO Compliance	BSA1037	45	10	55
AML – Non-Bank SAR Reporting	BSA5004	30	10	40
BSA/AML – Awareness (Flash) - Video	BSA1034	45	10	55
BSA/AML – Awareness	BSA1044	45	10	55
BSA/AML – Awareness - Video	BSA1043	45	10	55
BSA/AML - Scenarios	BSA3046	20	5	25
BSA/AML - Scenarios (Flash) - Video	BSA1035	20	5	25
BSA/AML - Scenarios (New for 2019)	BSA1045	20	5	25
BSA/AML – Scenarios for Business Bankers	BSA3050	20	5	25
BSA/AML- Scenarios for Business Bankers (New for 2019)	BSA1046	20	5	25
BSA/AML – Scenarios for Commercial Lenders	BSA1041	20	5	25
BSA/AML – Scenarios for Consumer Lenders (New for 2019)	BSA1047	20	5	25
BSA/AML – Scenarios for Consumer Lenders	BSA3045	20	5	25
BSA/AML- Scenarios for Consumer Lenders (New for 2019)	BSA1048	20	5	25
BSA/AML – Scenarios for Insurance Personnel	BSA1039	20	5	25
BSA/AML- Scenarios for Insurance Personnel (New for 2019)	BSA1049	20	5	25
BSA/AML – Scenarios for Mortgage Lenders	BSA3044	20	5	25
BSA/AML – Scenarios for Mortgage Lenders (New for 2019)	BSA1050	20	5	25
BSA/AML – Scenarios for Personal Bankers	BSA3051	20	5	25
BSA/AML – Scenarios for Personal Bankers (New for 2019)	BSA1051	20	5	25

Lesson Name	Lesson ID	Module Duration	Test Duration	Total mins.
BSA/AML- Scenarios for Private Bankers	BSA3052	20	5	25
BSA/AML- Scenarios for Private Bankers (New for 2019)	BSA1052	20	5	25
BSA/AML – Scenarios for Telephone and Online Bankers	BSA3053	20	5	25
BSA/AML- Scenarios for Telephone and Online Bankers New for 2019)	BSA1053	20	5	25
BSA/AML – Scenarios for Tellers	BSA3048	20	5	25
BSA/AML- Scenarios for Tellers (New for 2019)	BSA1054	20	5	25
BSA/AML -Scenarios for Trust Officers	BSA3049	20	5	25
BSA/AML- Scenarios for Trust Officers (New for 2019)	BSA1055	20	5	25
BSA/AML - Scenarios for Wire Transfer Personnel	BSA3047	20	5	25
BSA/AML- Scenarios for Wire Transfer Personnel (New for 2019)	BSA1056	20	5	25
BSA/AML- Scenarios- Video	BSA1038	20	5	25
CTR Exemptions	BSA1040	30	10	40
Customer Due Diligence Rule - Identifying and Verifying Beneficial Owners	BSA1042	15	5	20
Financial Service Centers: BSA/AML	BSA1036	60	10	70
Financial Service Centers: BSA/AML (Flash)	BSA5003	60	10	70
Providers of Prepaid Access: Suspicious Activity Reporting	BSA5203	30	10	40
DEPOSITS (DEP) Division				
Electronic Fund Transfers: Account Opening/Disclosures (Flash)	DEP1046	30	10	40
Electronic Fund Transfers: Account Opening/Disclosures (Non-Bank)	DEP1052	30	10	40
Marketing Mayhem: Deposit Products	DEP1032	45	15	60
Principles of Banking: Deposits (Flash)	DEP1037	30	10	40
Principles of Banking: Electronic Banking	DEP1036	20	5	25
Reg CC: Check Collection	DEP1051	30	10	40
Reg CC: Funds Availability- Video	DEP1045	45	15	60
Reg CC: Funds Availability (Flash) - Video	DEP1035	45	15	60

Lesson Name	Lesson ID	Module Duration	Test Duration	Total mins.
Teller Training – Basic Teller Transactions	DEP1047	15	5	20
Teller Training – Basic Teller Transactions (Flash)	DEP1039	15	5	20
Teller Training – Cash Drawer Balancing	DEP1049	15	5	20
Teller Training – Cash Drawer Balancing (Flash)	DEP1044	15	5	20
Teller Training – Check Fraud Awareness	DEP1050	15	5	20
Teller Training – Check Fraud Awareness (Flash)	DEP1040	15	5	20
Teller Training – Check Holds	DEP1048	30	10	40
Teller Training – Check Holds (Flash)	DEP1041	30	10	40
Teller Training – Handling Money	DEP1053	30	10	40
Teller Training – Handling Money (Flash)	DEP1042	30	10	40
Teller Training – Negotiable Instruments	DEP1054	30	10	40
Teller Training – Negotiable Instruments (Flash)	DEP1043	30	10	40
BRANCH OPERATIONS BASICS (BOB) Division				
BOB: Welcome to the Consumer Finance Industry	BOB1001	N/A	N/A	N/A
BOB: Customer Service	BOB1002	N/A	N/A	N/A
BOB: Marketing and Sales	BOB1003	N/A	N/A	N/A
BOB: Making a Good Loan	BOB1004	N/A	N/A	N/A
BOB: Collection Skills	BOB1005	N/A	N/A	N/A
OTHER FINANCIAL SERVICES (OFS) Division				
Prepaid Rule 1: Pre-Acquisition and Access Device Disclosures	OFS1009	45	10	55
Prepaid Rule 2: Initial	OFS1010	25	10	35
Prepaid Rule 3: Change in Terms Notices and Periodic Statements	OFS1011	20	5	30
Prepaid Rule 4: Error Resolution and Limitations on	OFS1012	40	10	50
Prepaid Rule 5: Prepaid Account Agreements	OFS1013	40	10	50
Prepaid Rule 6: Overdraft Credit Features	OFS1014	20	5	30

Lesson Name	Lesson ID	Module Duration	Test Duration	Total mins.
Regulation E: Gift Cards	OFS1008	30	10	40
Trusts and Fiduciary Duties – Basic Course (Flash)	OFS1005	30	10	40
Volcker Rule Overview (>\$10B and <\$50B)	OFS1006	30	10	40

* Lessons listed twice have identical content, but are offered in both Flash, and HTML.

Unless otherwise noted, all lessons are in HTML format. The HTML lesson content can be customized by the

AFSA member company. "Flash" lessons are in Adobe Flash format, and have the same content as HTML

lessons, but offer a more interactive experience.

Please contact Philip Bohi at pbohi@afsamail.org for more information.