



AFSA University Course List

As of 5/1/2019

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

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

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

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

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

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

OPERATIONS (OPS) Division		
Active Listening Basics	OPS1082	20

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

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

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

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

Lesson Name	Lesson ID	Module Duration (minutes)
Teller Training – Basic Teller Transactions	DEP1047	15
Teller Training – Basic Teller Transactions (Flash)	DEP1039	15
Teller Training – Cash Drawer Balancing	DEP1049	15
Teller Training – Cash Drawer Balancing (Flash)	DEP1044	15
Teller Training – Check Fraud Awareness	DEP1050	15
Teller Training – Check Fraud Awareness (Flash)	DEP1040	15
Teller Training – Check Holds	DEP1048	30
Teller Training – Check Holds (Flash)	DEP1041	30
Teller Training – Handling Money	DEP1053	30
Teller Training – Handling Money (Flash)	DEP1042	30
Teller Training – Negotiable Instruments	DEP1054	30
Teller Training – Negotiable Instruments (Flash)	DEP1043	30

BRANCH OPERATIONS BASICS (BOB) Division

BOB: Welcome to the Consumer Finance Industry	BOB1001	N/A
BOB: Customer Service	BOB1002	N/A
BOB: Marketing and Sales	BOB1003	N/A
BOB: Making a Good Loan	BOB1004	N/A
BOB: Collection Skills	BOB1005	N/A

OTHER FINANCIAL SERVICES (OFS) Division

Prepaid Rule 1: Pre-Acquisition and Access Device Disclosures	OFS1009	45
Prepaid Rule 2: Initial	OFS1010	25
Prepaid Rule 3: Change in Terms Notices and Periodic Statements	OFS1011	20
Prepaid Rule 4: Error Resolution and Limitations on	OFS1012	40
Prepaid Rule 5: Prepaid Account Agreements	OFS1013	40
Prepaid Rule 6: Overdraft Credit Features	OFS1014	20

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

* 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.