



AFSA University

Indirect Vehicle Financing Curriculum Guide

AFSA's suggested curriculum for Vehicle Finance Companies helps AFSA members identify mandatory and suggested assignments based on job responsibilities and federal regulatory requirements. It does not replace the judgment and experience of your institution's compliance and training professionals and it is not completely tailored to your institution's specific job duties or unique needs. Please consult your company's legal counsel when formulating a compliance training program specific to your company.

Auto Loan Processors/Closers (Includes Leasing)					In Minutes	
Course Name:	Lesson ID	Lesson Time	Test Time	Total Time	Credit and Funding Staff:	
Active Shooter: What You Can Do	OPS1206	15	5	20	includes back office staff who help prepare and process loans by verifying and analyzing application information, verifying documents, making and receiving phone calls, copying, filing and faxing documents.	
Awareness: Cybersecurity	OPS1202	30	5	35		
California Sexual Harassment - Non-Supervisors (as applicable)	OPS1213	60	10	70		
California Sexual Harassment - Supervisors (as applicable)	OPS1212	120	10	130		
Cybersecurity: Phishing	OPS1205	7	3	10		
Fair and Responsible Lending (Non-Bank)	LEND1179	30	10	40		
ID Theft Red Flags Rule - Video	PRIV1038	30	5	35		
Illinois Sexual Harassment - Non-Supervisors (as applicable)	OPS1225	60	10	70		
Illinois Sexual Harassment - Supervisors (as applicable)	OPS1224	90	10	100		
Information Security - Video	PRIV1035	30	10	40		
Motor Vehicle Lending: Equal Credit Opportunity Act	LEND1046	30	10	40		
Motor Vehicle Lending: Fair Credit Reporting Act	LEND1047	20	10	30		
Motor Vehicle Lending: Gramm-Leach-Bliley Act	LEND1048	30	10	40		
Motor Vehicle Lending: Truth in Lending Act	LEND1049	45	10	55		
Motor Vehicle Lending: UDAAP	LEND1183	30	10	40		
New York Sexual Harassment - Employees (as applicable)	OPS1211	45	10	55		
New York Sexual Harassment - Supervisors (as applicable)	OPS1210	60	10	70		
Regulation M: Consumer Leasing	LEND1185	30	10	40		
Reporting Elder Financial Abuse (if required by state law)	OPS1028	20	5	25		
Servicemembers Civil Relief Act: Non-Bank Lending	LEND1175	30	10	40		
Sexual Harassment - Employees (as applicable)	OPS1219	20	10	30		
Sexual Harassment - Managers (as applicable)	OPS1038	60	10	70		
Sexual Harassment Case Studies - Managers (as applicable)	OPS1039	60	10	70		
Collections Staff					In Minutes	
Course Name	Lesson ID	Lesson Time	Test Time	Total Time	Collections Staff:	
Active Shooter: What You Can Do	OPS1206	15	5	20	locate and contact consumers to collect payments on past due accounts; determine the most effective and economical payment plan for each account.	
Awareness: Contacting Customers	PRIV9000	30	10	40		
Awareness: Cybersecurity	OPS1202	30	5	35		
Awareness: Fair Debt Collection Practices for Creditors	LEND1188	30	10	40		
Bankruptcy	OPS1080	30	10	40		
California Sexual Harassment - Non-Supervisors (as applicable)	OPS1213	60	10	70		
California Sexual Harassment - Supervisors (as applicable)	OPS1212	120	10	130		
Cybersecurity: Phishing	OPS1205	7	3	10		

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Fair and Responsible Lending (Non-Bank)	LEND1179	30	10	40
ID Theft Red Flags Rule - Video	PRIV1038	30	5	35
Illinois Sexual Harassment - Non-Supervisors (as applicable)	OPS1225	60	10	70
Illinois Sexual Harassment - Supervisors (as applicable)	OPS1224	90	10	100
Information Security - Video	PRIV1035	30	10	40
Motor Vehicle Lending: Equal Credit Opportunity Act	LEND1046	30	10	40
Motor Vehicle Lending: Gramm-Leach-Bliley Act	LEND1048	30	10	40
Motor Vehicle Lending: Truth in Lending Act	LEND1049	45	10	55
Motor Vehicle Lending: UDAAP	LEND1183	30	10	40
New York Sexual Harassment - Employees (as applicable)	OPS1211	45	10	55
New York Sexual Harassment - Supervisors (as applicable)	OPS1210	60	10	70
Regulation M: Consumer Leasing	LEND1185	30	10	40
Reporting Elder Financial Abuse (if required by state law)	OPS1028	20	5	25
Servicemembers Civil Relief Act: Non-Bank Lending	LEND1175	30	10	40
Sexual Harassment - Employees (as applicable)	OPS1219	20	10	30
Sexual Harassment - Managers (as applicable)	OPS1038	60	10	70
Sexual Harassment Case Studies - Managers (as applicable)	OPS1039	60	10	70
Telephone Consumer Protection Act	PRIV1006	40	10	50

Customer Service Representative					In Minutes	Customer Service Reps:
Course Name	Lesson ID	Lesson Time	Test Time	Total Time		
Active Shooter: What You Can Do	OPS1206	15	5	20	serve customers by providing product and service information, resolving problems, answering questions, and fulfilling requests.	
Awareness: Contacting Customers	PRIV9000	30	10	40		
Awareness: Cybersecurity	OPS1202	30	5	35		
Awareness: Fair Debt Collection Practices for Creditors	LEND1188	30	10	40		
Bankruptcy	OPS1080	30	10	40		
California Sexual Harassment - Non-Supervisors (as applicable)	OPS1213	60	10	70		
California Sexual Harassment - Supervisors (as applicable)	OPS1212	120	10	130		
Cybersecurity: Phishing	OPS1205	7	3	10		
Fair and Responsible Lending (Non-Bank)	LEND1179	30	10	40		
FCRA for Information Furnishers - Basics	OPS1114	30	10	40		
GLBA Security Breach Notice	PRIV1014	20	10	30		
ID Theft Red Flags Rule - Video	PRIV1038	30	5	35		
Illinois Sexual Harassment - Non-Supervisors (as applicable)	OPS1225	60	10	70		
Illinois Sexual Harassment - Supervisors (as applicable)	OPS1224	90	10	100		
Information Security - Video	PRIV1035	30	10	40		
Motor Vehicle Lending: Equal Credit Opportunity Act	LEND1046	30	10	40		
Motor Vehicle Lending: Fair Credit Reporting Act	LEND1047	20	10	30		
Motor Vehicle Lending: Gramm-Leach-Bliley Act	LEND1048	30	10	40		
Motor Vehicle Lending: Truth in Lending Act	LEND1049	45	10	55		
Motor Vehicle Lending: UDAAP	LEND1183	30	10	40		
New York Sexual Harassment - Employees (as applicable)	OPS1211	45	10	55		
New York Sexual Harassment - Supervisors (as applicable)	OPS1210	60	10	70		
Regulation M: Consumer Leasing	LEND1185	30	10	40		
Reporting Elder Financial Abuse (if required by state law)	OPS1028	20	5	25		
Servicemembers Civil Relief Act: Non-Bank Lending	LEND1175	30	10	40		
Sexual Harassment - Employees (as applicable)	OPS1219	20	10	30		
Sexual Harassment - Managers (as applicable)	OPS1038	60	10	70		

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Sexual Harassment Case Studies - Managers (as applicable)	OPS1039	60	10	70	
Telephone Consumer Protection Act	PRIV1006	40	10	50	
Lender (Includes Leasing)				In Minutes	
Course Name	Lesson ID	Lesson Time	Test Time	Total Time	Auto Consumer Lender:
Active Shooter: What You Can Do	OPS1206	15	5	20	accepts applications and interviews applicants to determine financial eligibility for loans.
Awareness: Cybersecurity	OPS1202	30	5	35	
California Sexual Harassment - Non-Supervisors (as applicable)	OPS1213	60	10	70	
California Sexual Harassment - Supervisors (as applicable)	OPS1212	120	10	130	
Cybersecurity: Phishing	OPS1205	7	3	10	
Fair and Responsible Lending (Non-Bank)	LEND1179	30	10	40	
ID Theft Red Flags Rule - Video	PRIV1038	30	5	35	
Illinois Sexual Harassment - Non-Supervisors (as applicable)	OPS1225	60	10	70	
Illinois Sexual Harassment - Supervisors (as applicable)	OPS1224	90	10	100	
Information Security - Video	PRIV1035	30	10	40	
Motor Vehicle Lending: Equal Credit Opportunity Act	LEND1046	30	10	40	
Motor Vehicle Lending: Fair Credit Reporting Act	LEND1047	20	10	30	
Motor Vehicle Lending: Gramm-Leach-Bliley Act	LEND1048	30	10	40	
Motor Vehicle Lending: Truth in Lending Act	LEND1049	45	10	55	
Motor Vehicle Lending: UDAAP	LEND1183	30	10	40	
New York Sexual Harassment - Employees (as applicable)	OPS1211	45	10	55	
New York Sexual Harassment - Supervisors (as applicable)	OPS1210	60	10	70	
Regulation M: Consumer Leasing	LEND1185	30	10	40	
Reporting Elder Financial Abuse (if required by state law)	OPS1028	20	5	25	
Servicemembers Civil Relief Act: Non-Bank Lending	LEND1175	30	10	40	
Sexual Harassment - Employees (as applicable)	OPS1219	20	10	30	
Sexual Harassment - Managers (as applicable)	OPS1038	60	10	70	
Sexual Harassment Case Studies - Managers (as applicable)	OPS1039	60	10	70	
Front-Line Managers				In Minutes	
Course Name	Lesson ID	Lesson	Test	Total	Front-Line Managers:
Active Shooter: What You Can Do	OPS1206	15	5	20	include Branch Managers and Supervisors. Front-Line Managers report to Middle-Level Managers, directly supervise employees, and are involved in day to day operational activities.
Awareness: Cybersecurity	OPS1202	30	5	35	
California Sexual Harassment - Supervisors (as applicable)	OPS1212	120	10	130	
Cybersecurity: Phishing	OPS1205	7	3	10	
Fair and Responsible Lending (Non-Bank)	LEND1179	30	10	40	
GLBA Security Breach Notice	PRIV1014	20	10	30	
ID Theft Red Flags Rule - Video	PRIV1038	30	5	35	
Illinois Sexual Harassment - Supervisors (as applicable)	OPS1224	90	10	100	
Information Security - Video	PRIV1035	30	10	40	
Motor Vehicle Lending: Equal Credit Opportunity Act	LEND1046	30	10	40	
Motor Vehicle Lending: Fair Credit Reporting Act	LEND1047	20	10	30	
Motor Vehicle Lending: Gramm-Leach-Bliley Act	LEND1048	30	10	40	
Motor Vehicle Lending: Truth in Lending Act	LEND1049	45	10	55	
Motor Vehicle Lending: UDAAP	LEND1183	30	10	40	
New York Sexual Harassment - Supervisors (as applicable)	OPS1210	60	10	70	
Regulation M: Consumer Leasing	LEND1185	30	10	40	
Reporting Elder Financial Abuse (if required by state law)	OPS1028	20	5	25	
Servicemembers Civil Relief Act: Non-Bank Lending	LEND1175	30	10	40	

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Sexual Harassment - Managers (as applicable)	OPS1038	60	10	70	
Sexual Harassment Case Studies - Managers (as applicable)	OPS1039	60	10	70	
Vendor Management	AFSA1001	30	10	40	
Middle-Level Managers					In Minutes
Course Name	Lesson ID	Lesson Time	Test Time	Total Time	Middle-Level Managers:
Active Shooter: What You Can Do	OPS1206	15	5	20	Middle-Level Managers include Divisional Vice Presidents and Departmental Vice Presidents. Middle-Level Managers report to Top-Level Managers and oversee Front-Line Managers.
Awareness: Cybersecurity	OPS1202	30	5	35	
California Sexual Harassment - Supervisors (as applicable)	OPS1212	120	10	130	
Cybersecurity: Phishing	OPS1205	7	3	10	
Fair and Responsible Lending (Non-Bank)	LEND1179	30	10	40	
GLBA Security Breach Notice	PRIV1014	20	10	30	
ID Theft Red Flags Rule - Video	PRIV1038	30	5	35	
Illinois Sexual Harassment - Supervisors (as applicable)	OPS1224	90	10	100	
Information Security - Video	PRIV1035	30	10	40	
Motor Vehicle Lending: Equal Credit Opportunity Act	LEND1046	30	10	40	
Motor Vehicle Lending: Fair Credit Reporting Act	LEND1047	20	10	30	
Motor Vehicle Lending: Gramm-Leach-Bliley Act	LEND1048	30	10	40	
Motor Vehicle Lending: Truth in Lending Act	LEND1049	45	10	55	
Motor Vehicle Lending: UDAAP	LEND1183	30	10	40	
New York Sexual Harassment - Supervisors (as applicable)	OPS1210	60	10	70	
Regulation M: Consumer Leasing	LEND1185	30	10	40	
Reporting Elder Financial Abuse (if required by state law)	OPS1028	20	5	25	
Sexual Harassment - Managers (as applicable)	OPS1038	60	10	70	
Sexual Harassment Case Studies - Managers (as applicable)	OPS1039	60	10	70	
Vendor Management	AFSA1001	30	10	40	
Top-Level Managers					In Minutes
Course Name	Lesson ID	Lesson Time	Test Time	Total Time	Top-Level Managers:
Active Shooter: What You Can Do	OPS1206	15	5	20	e.g. Board of Directors, CEO, CFO, COO, and EVP. Responsible for overseeing and controlling the entire organization.
Awareness: Cybersecurity	OPS1202	30	5	35	
California Sexual Harassment - Supervisors (as applicable)	OPS1212	120	10	130	
Cybersecurity: Phishing	OPS1205	7	3	10	
Director's Suite: Compliance Risk Management (Non-Bank)	OPS1081	30	10	40	
Director's Suite: Fair Lending (Non-Bank)	LEND1177	30	10	40	
Illinois Sexual Harassment - Supervisors (as applicable)	OPS1224	90	10	100	
Information Security - Video	PRIV1035	30	10	40	
New York Sexual Harassment - Supervisors (as applicable)	OPS1210	60	10	70	
Reporting Elder Financial Abuse (if required by state law)	OPS1028	20	5	25	
Sexual Harassment - Managers (as applicable)	OPS1038	60	10	70	
Sexual Harassment Case Studies - Managers (as applicable)	OPS1039	60	10	70	
Auditors					In Minutes
Course Name	Lesson ID	Lesson Time	Test Time	Total Time	Auditors:
Active Shooter: What You Can Do	OPS1206	15	5	20	perform examinations and reviews of the organization's
Awareness: Cybersecurity	OPS1202	30	5	35	

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Awareness: Fair Debt Collection Practices for Creditors	LEND1188	30	10	40	policies and procedures to determine if appropriate controls are in place to minimize regulatory risk.	
Bankruptcy	OPS1080	30	10	40		
California Sexual Harassment - Non-Supervisors (as applicable)	OPS1213	60	10	70		
California Sexual Harassment - Supervisors (as applicable)	OPS1212	120	10	130		
Cybersecurity: Phishing	OPS1205	7	3	10		
Fair and Responsible Lending (Non-Bank)	LEND1179	30	10	40		
FCRA for Information Furnishers - Basics - [opt 1]	OPS1114	30	10	40		
GLBA Security Breach Notice	PRIV1014	20	10	30		
ID Theft Red Flags Rule - Video	PRIV1038	30	5	35		
Illinois Sexual Harassment - Non-Supervisors (as applicable)	OPS1225	60	10	70		
Illinois Sexual Harassment - Supervisors (as applicable)	OPS1224	90	10	100		
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Motor Vehicle Lending: Equal Credit Opportunity Act	LEND1046	30	10	40		
Motor Vehicle Lending: Fair Credit Reporting Act	LEND1047	20	10	30		
Motor Vehicle Lending: Gramm-Leach-Bliley Act	LEND1048	30	10	40		
Motor Vehicle Lending: Truth in Lending Act	LEND1049	45	10	55		
Motor Vehicle Lending: UDAAP	LEND1183	30	10	40		
New York Sexual Harassment - Employees (as applicable)	OPS1211	45	10	55		
New York Sexual Harassment - Supervisors (as applicable)	OPS1210	60	10	70		
Regulation M: Consumer Leasing	LEND1185	30	10	40		
Reporting Elder Financial Abuse (if required by state law)	OPS1028	20	5	25		
Right to Financial Privacy Act	PRIV1022	30	10	40		
Servicemembers Civil Relief Act: Non-Bank Lending	LEND1175	30	10	40		
Sexual Harassment - Employees (as applicable)	OPS1219	20	10	30		
Sexual Harassment - Managers (as applicable)	OPS1038	60	10	70		
Sexual Harassment Case Studies - Managers (as applicable)	OPS1039	60	10	70		
Vendor Management	AFSA1001	30	10	40		
Compliance						In Minutes
Course Name	Lesson ID	Lesson Time	Test Time	Total Time		Compliance:
Active Shooter: What You Can Do	OPS1206	15	5	20		compliance personnel are responsible for ensuring the organization complies with all applicable state and federal regulations. They monitor, review, and evaluate the organization to identify and address any regulatory compliance issues.
Awareness: Contacting Customers	PRIV9000	30	10	40		
Awareness: Cybersecurity	OPS1202	30	5	35		
Awareness: Fair Debt Collection Practices for Creditors	LEND1188	30	10	40		
Bankruptcy	OPS1080	30	10	40		
California Sexual Harassment - Non-Supervisors (as applicable)	OPS1213	60	10	70		
California Sexual Harassment - Supervisors (as applicable)	OPS1212	120	10	130		
Cybersecurity: Phishing	OPS1205	7	3	10		
Fair and Responsible Lending (Non-Bank)	LEND1179	30	10	40		
FCRA for Information Furnishers - Basics	OPS1114	30	10	40		
GLBA Security Breach Notice	PRIV1014	20	10	30		
ID Theft Red Flags Rule - Video	PRIV1038	30	5	35		
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Illinois Sexual Harassment - Supervisors (as applicable)	OPS1224	90	10	100		
Information Security - Video	PRIV1035	30	10	40		
Motor Vehicle Lending: Equal Credit Opportunity Act	LEND1046	30	10	40		
Motor Vehicle Lending: Fair Credit Reporting Act	LEND1047	20	10	30		
Motor Vehicle Lending: Gramm-Leach-Bliley Act	LEND1048	30	10	40		

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Motor Vehicle Lending: Truth in Lending Act	LEND1049	45	10	55	
Motor Vehicle Lending: UDAAP	LEND1183	30	10	40	
New York Sexual Harassment - Employees (as applicable)	OPS1211	45	10	55	
New York Sexual Harassment - Supervisors (as applicable)	OPS1210	60	10	70	
Regulation M: Consumer Leasing	LEND1185	30	10	40	
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Sexual Harassment - Managers (as applicable)	OPS1038	60	10	70	
Sexual Harassment Case Studies - Managers (as applicable)	OPS1039	60	10	70	
Telephone Consumer Protection Act	PRIV1006	40	10	50	
Vendor Management	AFSA1001	30	10	40	
Human Resources				In Minutes	
Course Name	Lesson ID	Lesson Time	Test Time	Total Time	Human Resources (HR):
Active Shooter: What You Can Do	OPS1206	15	5	20	assists in the hiring, training, and development of employees. Also responsible for employee counseling and services, such as benefits and compensation.
Awareness: Cybersecurity	OPS1202	30	5	35	
Bullying in the Workplace	OPS1109	30	10	40	
California Sexual Harassment - Non-Supervisors (as applicable)	OPS1213	60	10	70	
California Sexual Harassment - Supervisors (as applicable)	OPS1212	120	10	130	
Cybersecurity: Phishing	OPS1205	7	3	10	
ID Theft Red Flags Rule - Video	PRIV1038	30	5	35	
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Motor Vehicle Lending: UDAAP	LEND1183	30	10	40	
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Sexual Harassment - Managers (as applicable)	OPS1038	60	10	70	
Sexual Harassment Case Studies - Managers (as applicable)	OPS1039	60	10	70	
Administrative Services				In Minutes	
Course Name	Lesson ID	Lesson Time	Test Time	Total Time	Administrative Services:
Active Shooter: What You Can Do	OPS1206	15	5	20	e.g. Mailroom Clerks and Receptionists. Clerks are responsible for ensuring that all letters and packages are properly sent and delivered. Receptionists are responsible for greeting visitors, assigning visitor badges, and notifying the appropriate personnel of the visitor's arrival
Awareness: Cybersecurity	OPS1202	30	5	35	
California Sexual Harassment - Non-Supervisors (as applicable)	OPS1213	60	10	70	
California Sexual Harassment - Supervisors (as applicable)	OPS1212	120	10	130	
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Illinois Sexual Harassment - Non-Supervisors (as applicable)	OPS1225	60	10	70	
Illinois Sexual Harassment - Supervisors (as applicable)	OPS1224	90	10	100	
Information Security - Video	PRIV1035	30	10	40	
Motor Vehicle Lending: UDAAP	LEND1183	30	10	40	

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New York Sexual Harassment - Supervisors (as applicable)	OPS1210	60	10	70		
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Sexual Harassment - Employees (as applicable)	OPS1219	20	10	30		
Sexual Harassment - Managers (as applicable)	OPS1038	60	10	70		
Sexual Harassment Case Studies - Managers (as applicable)	OPS1039	60	10	70		
Information Technology Personnel					In Minutes	
Course Name	Lesson ID	Lesson Time	Test Time	Total Time	Information Technology (IT) Personnel:	
Active Shooter: What You Can Do	OPS1206	15	5	20	help monitor and manage the organization's computer systems and network. They work with other departments and employees to help resolve computer, data, or network issues.	
Awareness: Cybersecurity	OPS1202	30	5	35		
California Sexual Harassment - Non-Supervisors (as applicable)	OPS1213	60	10	70		
California Sexual Harassment - Supervisors (as applicable)	OPS1212	120	10	130		
Cybersecurity: Phishing	OPS1205	7	3	10		
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Sexual Harassment - Managers (as applicable)	OPS1038	60	10	70		
Sexual Harassment Case Studies - Managers (as applicable)	OPS1039	60	10	70		
Administrative Services					In Minutes	
Course Name	Lesson ID	Lesson Time	Test Time	Total Time	Operations Staff:	
Active Shooter: What You Can Do	OPS1206	15	5	20	includes staff working in titles, financial processing, account termination, and lockbox administration.	
Awareness: Cybersecurity	OPS1202	30	5	35		
California Sexual Harassment - Non-Supervisors (as applicable)	OPS1213	60	10	70		
California Sexual Harassment - Supervisors (as applicable)	OPS1212	120	10	130		
Cybersecurity: Phishing	OPS1205	7	3	10		
Fair and Responsible Lending (Non-Bank)	LEND1179	30	10	40		
ID Theft Red Flags Rule - Video	PRIV1038	30	5	35		
Illinois Sexual Harassment - Non-Supervisors (as applicable)	OPS1225	60	10	70		
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Sexual Harassment - Managers (as applicable)	OPS1038	60	10	70		
Sexual Harassment Case Studies - Managers (as applicable)	OPS1039	60	10	70		