

CFTEA Brand

Category and Courses Marketing Kit

Develop the skills needed to succeed as a banking professional and grow your career in the financial services industry using CFTEA brand courses.



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I. Course Summary Descriptions

Center for Financial Training and Education Alliance

The Center for Financial Training and Education Alliance offers training for banking and financial institutions. CFTEA courses that are part of MindEdge's expanded content network are designed for those starting entry-level banking, and teach the legal and ethical responsibilities of being a banker, how to combat fraud and spot a scam, and how financial institutions affect the communities around them.

Online Certified Modern Banking Representative Certificate

As a modern certification in today's business world, the Certified Modern Banking Representative (CMBR) covers updated material that allows new, entry-level employees to develop in their careers and equips them to take on modern banking challenges with knowledge, confidence, and skill. This is an entry-level certification for banking representatives that applies to a broad group of job seekers. Certification can offer a clear pathway to employment in the banking industry. Upon successful completion of all courses in this certificate program, you can download and print a Certificate of Completion.

Learner Satisfaction: 100%

Estimated length: 18 hours

Access Time: 365 days

Credits: 1.6 IACET CEUs

Banking Today

Financial institutions are unlike any other business. To someone new to the world of banking, it can seem puzzling. However, financial institutions play a key role in maintaining thriving communities and economies. The welfare of the nation depends on the banking industry. In this course, learners will examine types of banking, customer groups, the business of banking, and the role of banks in a community.

Learner Satisfaction: 100%

Estimated length: 4 hours

Access Time: 90 days

Credits: 0.4 IACET CEUs

Certified Modern Banking Representative Exam

This course contains the Center for Financial Training & Education Alliance's (CFTEA) online exam for the Modern Banking Representative Certification (MBRC). As a modern certification in today's business world, the nationally accepted MBRC covers material designed to provide relevant knowledge to new and entry-level employees as they develop and advance in their professional careers at financial institutions..

Learner Satisfaction: 100%

Estimated length: 2 hours

Access Time: 90 days

Fighting Fraud

Banking representatives play a key role in combating financial fraud and educating consumers about potential scams. In this course, learners will become familiar with the most common types of financial fraud scams, how to identify them, and how to report them.

Learner Satisfaction: 100%

Estimated length: 2 hours

Access Time: 90 days

Credits: 0.2 IACET CEUs

Legal Foundations in Banking

As a vital part of the U.S. economy and a necessity for most Americans, the banking industry is subject to extensive regulation, and banking professionals must understand the legal and ethical responsibilities that come with their work. This course introduces learners working toward Modern Banking Representative Certification to the basics of banking law, exploring the agencies that regulate banking in the U.S. and the various federal laws that affect banking professionals' daily operations.

Learner Satisfaction: 100%

Estimated length: 4 hours

Access Time: 90 days

Credits: 0.4 IACET CEUs

Quality Service

Service representatives often act as the "face" of their organizations and play a critical role in delivering the best experience for every customer. In this course, learners will explore theories, strategies, and techniques for delivering quality service and building customer loyalty. This course is designed for service professionals with any level of experience who want to expand their knowledge, improve their skills, and increase their understanding of customer service.

Learner Satisfaction: 100%

Estimated length: 6 hours

Access Time: 90 days

Credits: 0.6 IACET CEUs