

Family First Credit Union

Training Policy

Mission Statement

The mission of Family First Credit Union is to provide quality financial services and products that are beneficial to the members, while maintaining safe and sound financial practices.

Belief Statement

To fulfill our mission, Family First Credit Union begins with the conviction that we must be proactive in human resources strategies. We believe that training can be tied to Family First Credit Union business goals and plans.

Action Statement

In order to serve our members with competitive credit union products and services, we will train and retrain our staff:

- ✓ Through training systems that are tied to our credit union business plans
- ✓ Training budget development tied to specific objectives
- ✓ Determine the most cost effective training delivery method
- ✓ Offer all staff members a dual track of professional development training opportunities

Training Standard

Management will communicate the training requirements to new and existing staff members prior to the actual training. This will include the type of training, location of training, date and time of training, along with expectations following training. Training will be related to current job tasks or for career development.

The entire staff of Family First Credit Union will be required to attend the following training classes annually:

1. Bank Secrecy Act
2. Funds Availability Act (Reg CC)
3. Security Procedures

Other training will be scheduled by the branch manager and compliance officer as needed and/or required by management. Training will include but are not limited to the following categories:

- ✓ Internal Controls
- ✓ Personnel
- ✓ Compliance
- ✓ Quality
- ✓ Sales
- ✓ Customer Service
- ✓ Systems
- ✓ Communications
- ✓ Specific Task Related
- ✓ Career Development

Training may be provided via the following:

- ✓ On-line Courses
- ✓ Conferences
- ✓ Webinars
- ✓ Manuals
- ✓ One-one-One Learning
- ✓ Videos
- ✓ Classroom

Online Training

Registration

New hires will be given a New Student Registration packet. Each new student is required to register themselves on CPD Online.

Requirements

Management or Branch Manager will schedule the mandatory training curriculum with the staff member. All staff members will be required to complete at least two classes per year. 80% is the required passing grade. Staff is allowed to re-take test to obtain the required score for completion.

Required classes will be a part of the annual performance appraisal.

Training Schedules

The training schedule for staff members will be set by the Branch Manager or Management.

Training at Home

Some on-line training will be allowed from home. Approved training time will be paid to the staff member. Staff should adhere to the guidelines established by the management.

Grade Results

Students should print their grade screen provide a copy to their immediate manager for file.

Termination of Employment

CPD Online will be notified when staff leaves employment at Family First Credit Union. CDP Online will inactivate staff upon notification and un-enroll them and ensure all credits due are applied. Staff will also be advised to not login after termination.

Adopted _____

Date _____

Reviewed _____

Date _____