

Credit Union Directors Competency Course

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Preface

REASONS AND GOALS FOR THIS SOLUTION



Involvement and active Board of Directors ensures the delivery of excellent services to members by the credit unions. The quality of their leadership is the most important factor in credit union sustainability.

Board and Committees are volunteers and elected from the general membership. Unlike management and staff, members mostly elect the Board based on how they trust and respect them but not necessarily because of their competence. However, the credit union system in Asia does not have compulsory training to ensure that board and committees are able to perform their duties with full competence.

Part of the Strategic Plan of ACCU, the Credit Union Directors Competency Course (CUDCC) for elected officers of the credit union is directly linked to the Changing Leadership Competency Strategy. The program will ensure that elected leaders of the credit union are competent in carrying out responsibilities.

This CUDCC manual is developed by the Association of Asian Confederation of Credit Unions considering the diversity of directors' educational background, experience, and culture in Asia. The manual is a complete trainers' guide that provides critical knowledge and competencies needed to develop active and involved boards. We trust that the trainers of the national federation would be able to deliver the course with minimum supervision. The manual includes Lesson Plans, PowerPoint and Handouts with pre-course and post-course project work. The course combines elements of pre and post-course projects, presentations, group discussion, case study examination and syndicate/team exercises.

We are anticipating that our member organizations will adopt the program as a new service offering to their affiliate credit unions on a fee for service basis.

ACKNOWLEDGMENTS

We would first like to thank the Canadian Co-operative Association (CCA) for providing us the opportunity to implement the project Credit Union Benchmarking Service (CUBSEA). This Trainer's Manual on Credit Union Directors Competency Course is the output of this project.

ACCU appreciates the contribution of Mr. Bill Field, Deputy Chairman of the Credit Union Foundation Australia, Chairman of the WAW Credit Union, a Development Educators and an active member of the Asian Leaders and Managers' Institute (ALMI) for providing valuable inputs in developing this manual. His commitment in supporting the initiatives of ACCU and development of credit unions in Asia is exemplary.

We want to thank all ACCU's member organizations for their support and cooperation. They provided us with valuable learning experience and continually challenged us to develop innovative programs that delivered results.



INTRODUCTION

CREDIT UNION DIRECTORS' COMPETENCY COURSE (CUDCC)

Knowledgeable, skilled directors better understand their roles and are better able to effectively serve. These directors are more likely to have a professional and productive relationship with management and other directors.

Credit unions deserve -- and should always expect -- to have a very participative board that, no matter how hands-on they are at first, also attend to major decisions about the organization.

For the credit unions to grow and remain healthy, board members must grow in their roles to become more of a "governing board". Completion of this module will ensure that your board has the necessary components, policies and practices in place from which to develop a healthy governing board.

The CUDCC is very useful tool for all directors. Directors who lack experience and ability can lessen the time needed to gain the pertinent knowledge and skills for being an effective director by completing the CUDCC. And experienced directors, who certainly can use improvement in some areas, can accurately pinpoint weaknesses to address. Whether the board is new or a veteran, they will find something in this course to enrich their contributions to the credit union. That, in turn, will increase the satisfaction they will gain from the service to the credit union. This module helps the learner to round out the board of directors and ensure they are fully functioning for the credit union.

The course focuses on the overall changes in the market environment that somehow puts pressure to the operation of the credit unions. Attending this module would enhance the understanding of the board on the challenges that conceivably apparent. The course would also examine in detail the general responsibilities of directors. This exercise would validate whether the board are translating their responsibilities for the growth and viability of their credit unions. Certainly, the goal of the credit union is the same: *helping people help themselves*.

The CUDCC can greatly enhance the development of the credit union boards by continuing to involve board members in discussions about topics and questions posed before and after this program. The participants are required to complete the pre and post course assignments which require the participation of the other board and General Manager or CEO. The post assignment (Credit Union) projects are to be submitted for assessment to the Registrar of the Credit Union Directors Competency Program.

People Helping People Help Themselves

As a director, you help determine how your credit union translates this abstract ideal into real-world financial services.

PROGRAM OBJECTIVES:

1. To strengthen the credit union system by offering effective director development
2. To enhance the knowledge, skills and abilities of credit union directors
3. To assist credit union boards to direct the affairs of credit unions
4. To assist credit union boards and managers to develop effective board/management terms.

PROGRAM DESIGN

Modules	Course Program and Electives	Duration (hours)
1	Credit Unions in the Marketplace	3
2	Board Duties and Responsibilities	4
3	Strategic Planning	4
4	Marketing Credit Union Services	2
5	Financial Management and Analysis 1	4
6	Human Resource Management	3.5
7	Legislative Compliance and Board's Responsibilities	2
8	Credit Management	4
9	Good Cooperative Governance	3.5
10	Board Assessment and Development	2.5
	Total Required Hours	32.5
Electives		
1	Customer Relations Management	4
2	Financial Management and Analysis 2	4