



Development Program 2024

Program	Duration/Date	Target Audience	Objective	Cost
FEBRUARY				
Delinquency Management & Collections	8 th 1 day	Credit Committee Members, Managers (CEOs), Delinquency Managers/Officers, Credit Managers, Loan Officers/Clerks	<ul style="list-style-type: none">•Understanding proper loan underwriting.•Understanding loan provisioning.•Learning how to analyze a delinquency report.•Identifying and discussing the process of delinquency control.•Understanding the collection process.	US\$280
Credit Administration	20 th , 22 nd 27 th	Credit Officers/Managers. Loan managers, Delinquency Officers, Front line staff, Credit Committee Members	<ul style="list-style-type: none">• To provide participants with the necessary oversight of all activities related to the credit process.	UDS297



Big Data Analytics for Financial Services	21 st – 22 nd 2 days	Data/Business Analyst; Economist, IT Professionals, Business Leaders, Marketing Professionals, Finance Managers	This program aims to enhance participants' theoretical knowledge and practical experience in leveraging big data analytics for financial services.	US\$ TBD
Women In Finance	29 th 2 hours	Mid-Senior level managers from the financial services sector.	To promote growth and enhancement of women in the financial sector; To explore challenges and opportunities of women in their careers along with smart networking journey.	
MARCH				
CaribDE – Jamaica	10 th – 16 th			
Certified Credit Professional (CCP) - Certified by the Chartered Banker Institute Scotland - Credits towards Chartered Banker MBA	13 th – 14 th 9 months	Persons involved in the credit process or those who have an interest in the area.	To develop professional competence in making good credit decisions.	US\$3,750



Enterprise Risk Management	13 th – 14 th 2 days	Directors, General Managers, Internal Auditors, Risk Managers/Officers.	<ul style="list-style-type: none"> •Understanding the nature of risk. •Knowing the relevance of risk management in credit union operations. •Becoming familiar with ERM and its components. •Knowing how to develop action steps for the implementation of key components of the ERM framework. •Becoming familiar with these steps to develop a risk register. •Understanding risk tolerance and risk appetite. 	US\$280 per day
APRIL				
Certified International Risk Manager (CIRM) (Certified by the Chartered Banker Institute – Scotland) Credits towards Chartered Banker MBA	10 th – 11 th	Risk Managers, Financial Managers, Fund Administrators, Operations Managers, Insurance Advisors/Brokers, Real Estate Agents/Brokers	To provide participants with the tools to analyze a variety of Enterprise-Wide Risk towards reaching sound risk mitigation decisions.	US\$4,500
Customer Service Management	17 th – 18 th	All Staff	•State what customer service means in relation to all internal and external customers.	US\$280 per day



			<ul style="list-style-type: none"> •Recognize how your attitude affects customer service. •Identify your customers' needs •Use outstanding customer service to generate return business •Build goodwill through in-person customer service •Provide outstanding customer service over the phone <ul style="list-style-type: none"> •Connect with customers through online tools •Deal with difficult customers 	
Managing ESG in Financial Services (NEW WORKSHOP)	24 th – 25 th & 30 th	Investment Managers Risk Managers Compliance Officers ESG Analysts Financial Regulators Portfolio Managers Corporate Bankers	This workshop will examine ESG investment from a corporate, lending and investment perspective, considering the principles that are applied and the metrics that will drive this area. It addresses the reporting requirements and considers the actions that a firm needs to take to comply with these demanding requirements.	US \$750
MAY				
Certified International Financial Planner (CIFP) (Certified by the Chartered Banker Institute-Scotland)	1 st – 2 nd	Financial Planners, Account Executives or anyone who has interest in this area.	To develop financial needs analysis skills and relationship management in order to	US\$4500



Credits towards Chartered Banker MBA “Approved by the Financial Services Commission (FSC); satisfies the requirements of Regulation under section 2(1)(a)(iii) of The Securities (Licensing and Registration) Regulations.”			construct accurate financial profile of clients.	
Regulatory Compliance – The Risk Based Approach	9 th	Compliance Officers, Risk Officers	To assist participants with the design and implementation of the Risk Based approach in the area of regulatory compliance, taking into consideration the national legal and regulatory framework.	
ACI FX Global Code Certification Programme	TBD	Players in the FX market	To ensure understanding of the principles of best practices in foreign exchange markets.	US\$700
Loan Securities Documentation	22 nd – 23 rd	Staff involved in taking, perfecting and registering securities documents. This includes Lending Officers for corporate and personal loans, securities officers, supervisors and	To secure the well-being of the Institution by ensuring that the securities held are legally correct and enforceable, providing adequate protection.	



managers of securities
department

**The Co-operative Credit Union League of Trinidad and Tobago
24th Annual International Leadership Conference- May 30th – June 2nd, 2024**

JUNE

Understanding Financial Statements	5 th – 6 th	Persons who would like to improve their working knowledge in interpreting financial statements.	To assist participants in mastering the fundamentals of financial statements and develop a clear understanding of how they work, learn how to interpret them accurately and discover how to use the information to make more effective, better-informed business decisions.	
Audit Techniques	12 th – 13 th	Supervisory Committee Members, Internal Auditors, Risk Managers/Officers	<ul style="list-style-type: none"> •Understand how to conduct operational audits using the Business Process Audit Methodology •Understand what a Business Process is and the typical Business Processes you can expect to see in the Credit Union. •Understand the keys to doing a Business Process Risk Assessment •Identify the Framework for illustrating risks and controls 	US\$280



THE CARIBBEAN
CONFEDERATION
OF CREDIT UNIONS

For Further Information Contact: Tel: (869)466-9453

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			<ul style="list-style-type: none"> •Understand, and be able to apply, essential interviewing skills for gathering, processing and controlling information •Understand the keys to documenting audit work with greater efficiency 	
Forensic Document Examination	19 th – 20 th	Persons who have the responsibility for evaluating documents for validity.	This two-day workshop will dive deeper into the fascinating world of handwriting identification with emphasis on digital signatures. It will assist participants	

CCCU ANNUAL INTERNATIONAL CONVENTION – JUNE 21ST - 26th

JULY

Anti-Fraud Hybrid Seminar	11 th	Operations personnel, Security Officers, IT Professionals, Internal/External Auditors, Fraud Examiners, Risk/Compliance Officers	To create awareness of new developments and seek to provide mitigation strategies to combat fraud.	
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WORLD COUNCIL CONVENTION – JULY 23rd – 26th

SEPTEMBER



Implementing/Managing Ethics and Culture Risk in Financial Institutions (NEW WORKSHOP)	16 th -17 th & 19 th	Executive Directors, Operations Managers and other individuals in charge of business operations.	To provide a comprehensive understanding of risk management principles and practices within organizations.	US\$750
OCTOBER				
JBA/JIFS 12th Annual AML/CFT Hybrid Conference	14 th – 15 th	Compliance practitioners, comprising officers of financial institutions who are legally responsible for AML/CFT matters; attorneys at law; front-line staff and internal and external auditors from the local and regional financial sectors	To raise awareness of the risks that money laundering and terrorist financing pose to the financial sectors, and to promote effective co-operation at the highest levels among member institutions on compliance matters common to the industry; To identify emerging money laundering trends and typologies and to share information and best practices	
Chartered Banker MBA Financial Crimes & Compliance MBA Offered by Bangor University (Module also Available as short courses)		Ambitious individuals in banks and other financial services firms, or those seeking to join the industry, who wish to extend their knowledge and understanding and to acquire the skills to	To learn practical and contemporary principles which aid management and executives in making sense of the holistic nature of bank management. Be exposed to high level of intensive learning experiences,	



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		cope with change in the ever-changing industry.	<p>combining generic MBA disciplines (marketing, HR & corporate strategy) with more specialist ones (risk management, credit and lending professional ethics and regulation)</p> <p>To facilitate continuous development of knowledge, skills and experience for career enhancement.</p>	
Governance training for Caribbean - Credit Unions	9 th , 16 th , 23 rd	Board of Directors, CEOs, Risk Managers, Credit Committee Members, Supervisory Committee members, Loans Officer	To share a comprehensive introduction to the principles and practices of Credit Union governance.	FREE DEVELOPMENTAL WORKSHOP
Effective Debt Collections Techniques	24 th – 25 th	Credit officers, relationship managers, sales manager or any professional involved in the area of credit and related products.	For businesses to survive and grow it is important to institute measures to ensure a healthy cash flow. Participant will be able to use the information gained from this workshop to improve his/her ability to handle collection situations and make appropriate responses.	

INTERNATIONAL CREDIT UNION DAY – 19th



NOVEMBER

NOVEMBER				
Credit Assessment Techniques	6 th – 7 th	Credit officers, relationship managers and any professional involved in the area of credit and related products.	To provide more awareness on how to perform effective credit and financial analysis for lending and valuation purposes. Participants will demonstrate improved understanding skills in commercial lending, use various models to assess the suitability of credit applications, identify risk factors which could potentially lead to non-performance, assess the financial health of a company.	
Corporate Credit Scoring Modeling (NEW WORKSHOP!)	20 th – 21 st & 25 th	Lending Managers, Heads of Departments in financial institutions, Credit Analysts, Risk Managers, Financial Regulators, Credit Modelers, and IT professionals. Or others with interest in this area.	This course is designed to provide Lending Managers, Heads of Departments and other staff with the key skills needed to implement or improve their credit scored based lending policies using the optimum combination – for them – of automation and hands on techniques. The emphasis is on the practical as well as the theoretical so that delegates can pool their experiences and learn from both mistakes and successes.	US\$750



			The issues relating to the impact of historic data in the Covid 19 era will also be addressed.	
DECEMBER				
Hybrid Seminar: Identity & Document Authentication	5 th	Front line staff, operations personnel, compliance officers, fraud investigators, HR officers, Risk Officers, Credit Officers, Internal/External auditors	To address the threats posed by false documentation and identification as well as explore vulnerabilities and techniques necessary for effective fraud detection	

For those interested in certified courses please see below CERTIFICATION PROGRAMMES

<p>Certified by the Chartered Banker Institute in Scotland (CBI)</p> <p>Certified Financial Planner (CFP) – 9 months</p> <p>Certified International Risk Manager Programme (CIRM) – 9 months</p> <p>Certified Credit Professional Programme – (CCP) – 9 months</p>	<p>Collaboration with International Compliance Association:</p> <p>International Advanced Certificate in Financial Crimes & Compliance - 9 Months</p> <p>International Diploma in Compliance (12 months)</p> <p>International Diploma in Anti-Money Laundering (12 months)</p> <p>International Diploma in Financial Crime Prevention (12 months)</p>
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Chartered Banker Institute – Certificate Programmes **NEW**

Professional Banker Certificate

Certificate in Green & Sustainable Finance

Certificate in Climate Risk

CHARTERED BANKER MBA (University of Bangor and Chartered Institute of Bankers) (Scotland) *Intake for Chartered Banker MBA Programme – April and October of each year.

ShiftED Academy Inc. – Online Presentation Secrets workshop.

ACI FX Global Code – in Association Cambsite Internationale (ACI) Financial Markets

Wiley Efficient Learning
CFA Examination Prep, et al

NB: DATES AND COSTS ARE SUBJECT TO CHANGE WITHOUT NOTICE