Financial Counselor Training and Certification

Help your members build a strong financial future

Training can be used for:

- One-on-one counseling
- Community seminars
- Enhancing member interactions
- Enhancing lending and collections

For all credit union staff

- Branch management
- Member service
- Lending/collections
- Community educators

REAL Solutions training provided with funding from the Michigan Credit Union Foundation

**Become a Certified Credit Union Financial Counselor.
180 Michigan credit union professionals have attended this program in 2010 and 2011.**

This unique financial counseling training program for credit union staff that combines the lower cost and convenience of a self-study program with the group hands-on learning and networking of a live CUNA school.

> ### Introductory Webinar April 4, 2012 at 10:00 a.m.
> ### Register by April 23, 2012 to attend the
> ### Guided Self-Study Training Program.
>
> The 2012 program runs from May to October.
> Contact MCUL Financial Education Coordinator Beth Troost at (800)262-6285, ext.453 or at Beth.Troost@mcul.org.

CUNA's Financial Counseling Certification Program

FiCEP Part I   Guided self-study

- Introduction to Financial Counseling
- Financial Counseling Essentials
- Special Issues in Financial Counseling
- Using Communication Skills During Financial Counseling

FiCEP Part II   Guided self-study

- Taxes, Insurance, and Investments
- Controlling Living Expenses and Understanding Consumer Credit
- Matching Values to Money
- Retirement and Special Issues

REAL Solutions and MCUL Group training, testing and support

➢ Bi-Weekly Group conference calls to help you stay on track and ask questions as you study each module.

➢ Live group Training Sessions in Michigan for Part I & Part II:
  - Hands-on training with experienced counselors
  - Network and share best practices
  - Proctored testing as a group or individually

➢ Ongoing networking and support with group communication to help you put your new skills into practice.