



# intouch

LEARNING... SIMPLY PART OF YOUR DAY

## Your CUSOURCE® GPS now includes a Branch Manager Roadmap!

Looking for a route that cuts through the training maze to where you want to go? CUSOURCE® position roadmaps will get you there.

A well trained, competent workforce is a key asset for every business. And the feeling of top performance is so satisfying personally. Recognizing this, CUSOURCE Knowledge Network is pleased to announce the first of its series of position roadmaps... the Branch Manager Roadmap.

“These roadmaps are designed to give employees and their managers a route or path for acquiring the knowledge and skills they need to be successful in a particular role,” explains Cheryl Byrne, CEO of CUSOURCE Knowledge Network.

New to your position? Growing in your position?

The Branch Manager Roadmap is divided into three stages covering a 24-month period and identifies the technical and behavioural knowledge and skills needed to advance to each development stage.

This roadmap points to the learning opportunities that help you develop the required competencies. It also allows you to take ownership, direction and control of the level of professional development that you need to achieve.

“Branch managers or those heading to that position, can self-evaluate, determine their knowledge gaps, then use the guide to map out how to fill those gaps,” says Cheryl.

Using a CUSOURCE position roadmap is as easy as “Ready Set Go!”

<b>Ready</b>	Evaluate where you are,
<b>Set</b>	Highlight your route based on the competencies you want to target, then
<b>Go!</b>	Choose the learning activities that take you where you want to go.

You’ve just chosen your own route!  
Contact Client Solutions to discover more about CUSOURCE Position Roadmaps.

**CUSOURCE Knowledge Network – cutting through the training maze!**



## A CUIC® Credential – You May be Closer Than you Think

**If you have...**

- completed a Credit Union Institute of Canada (CUIC®) course, for example, *The Credit Union System* (CU00-200); *Products & Services* (CU00-185);
- completed any of these online courses: *Introduction to Profitability*, *Understanding Your Credit Union’s Financial Statements* or *Fundamentals of Capital Adequacy & Liquidity*;
- attended a CUSOURCE® facilitated “applied” or “advanced” retail or commercial lending course;

- obtained a Bachelor of Commerce or Business Administration degree;
  - a college or university business diploma;
  - professional accounting or human resources designation (for example, CGA or CHRP respectively) and are in a senior management position; and
  - acquired a mutual funds course, a CFP or PFP designation; then
- You may be closer than you think to a CUIC® professional designation or accreditation.

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# A CUIC® Credential – You May be Closer Than you Think

CUIC Inc., the professional designation/accreditation body for CUSOURCE Credit Union Knowledge Network offers system employees five professional development programs...roadmaps, if you will...that lead you to nationally recognized credentials. These standards of professional achievement are jointly awarded with Dalhousie University located in Halifax, Nova Scotia.

Check them out at [www.cusource.ca](http://www.cusource.ca). Click on **Your Knowledge > Accreditations**.

Set your CUIC® GPS for your accreditation destination, then use the program check lists to guide your route. Before you know it, you'll be sending us your Request to Graduate which says – "I've arrived"!

## Why a CUIC® Credential?

The Credit Union Institute of Canada has been involved in the professional development of credit union employees since 1972. That's a long history. As a result, both the CUIC credential and its growing list of programs are well known and respected across the system. Many credit unions have a CUIC credential embedded in position requirements. They look for those

credentials and/or evidence that position candidates are working toward them in their new hires or when considering candidates for internal promotions.

## Leverage your Learning

Have a B.B.A. or B. Comm.? A business diploma or working toward one? If so, chances are that you will receive "instant credit" for the general business courses in the General Business Studies and Management Studies programs! That's just one way in which you can leverage your other learning. The introductory points on page 1 highlight some others.

Whether you're working in a branch or contact centre, you can apply your accumulated experience and other training towards the MSR Accreditation. The only pre-requisite to enrolling is that your supervisor/manager be trained on that accreditation program.

## Why a CUIC® Accreditation?

Here's how Gregory J.E. Wacholtz, B.Comm., FCUIC, ACUIC, Branch Manager, Bulkley Valley Credit Union answered that question:

*I started my career with the credit union system nearly 16 years ago as a lending clerk, and then progressed into lending in a short period of time. I started the designation programs at the suggestion of my first manager, as he and I shared a belief in continuous learning and he told me the CUIC® programs were very beneficial. I truly believe in the CUIC program and courses, and I encourage my staff to include this program in their career plans.*

More information about these programs is available by visiting [www.cusource.ca](http://www.cusource.ca) and in our CUIC® Guide available upon request from Client Solutions or electronically in the LMS.



### Program

Member Service Representative Accreditation  
For MSRs/FSOs with a minimum of 18 - 24 months experience

Consumer & Residential Mortgage Lender Accreditation

Commercial Lender Administrator Accreditation

Commercial Lender Accreditation

General Business Studies Program (GSP)

Management Studies Program (MSP)

### Accreditation/Designation

Accredited Member Service Representative

Accredited Consumer & Residential Mortgage Lender

Accredited Commercial Loan Administrator

Accredited Commercial Lender

Fellow of the Credit Union Institute of Canada (FCUIC)

Associate of the Credit Union Institute of Canada (ACUIC)

## Harvard ManageMentor offers Just-in-time Management Development

“HMM gives our management team what they need, when they need it,” explains Karen Craig, senior manager, corporate learning at Coast Capital Savings Credit Union (Coast Capital) when asked about the credit union’s decision to use Harvard ManageMentor (HMM). “We started with a pilot group of our managers then expanded access to HMM to our full leadership team. It provides scenarios, tools, and worksheets so that (depending on the topic) managers learn how to easily apply the information.”

Whether the task at hand is coaching, change management, running a meeting, negotiating or preparing a business plan, HMM offers just-in-time performance support in over 42 management areas. “It’s one more development opportunity, accessible to them 24 hours-a-day, seven days a week,” says Karen. This comprehensive eLibrary provides a combination of theory and practical information that will improve the way managers approach their day-to-day responsibilities – from budgeting, performance measurement and recruitment to time management, delegation and crisis handling.

With the latest ‘best practice’ techniques and over 500 tried and tested tools, worksheets and step-by-step guides, HMM enables managers to develop and apply valuable skills and make an immediate improvement to business performance.

In December 2008, Coast Capital purchased 250 licenses of HMM. The product was piloted in 2009 and this year, they have moved full steam ahead with a total of 550 licenses.

Over the course of 2008, Coast Capital’s corporate learning team reviewed a variety of products that would provide an additional tool for management skill development. “We wanted a tool that managers in a variety of positions across our 50 branch network could access easily and help improve business performance. We needed something that met a number of criteria.” Some of the criteria that Karen and her team defined included:

- Ease of access;
- Cost efficient;
- Provide useful knowledge and skills that are transferable to the job, and
- A menu of management-related topics from which managers could select based on their personal development needs or a particular challenge.

### How is Coast Capital using the product?

Karen explains that they are integrating HMM in a number of ways with their managers day-to-day. “We incorporate the HMM workshops and cafés into our leadership and development programs, and our HR team incorporates HMM in its interactions with our branch manage-

ment teams. We have also built a page on our internal site specifically for HMM that answers questions that staff have about the system.”

When asked what she would say to others about this product, Karen sums up by saying, “It’s a tool that can build on what you are already doing, and can easily be linked into your leadership development programs.”

HMM has provided us with a solid foundation to build a blended learning solution for our leaders as part of leadership development at Vancity. The HMM modules provide a broad range of relevant topics, presented in a user friendly manner for our busy leaders and are a great springboard for discussion. We’ve supplemented the online HMM program with facilitated peer learning sessions, a conference call, as well as kick-off and wrap up events, increasing application of the theory and improved cross-functional integration.

Teresa Shepherd, OD Consultant, Vancity

CUSOURCE Knowledge Network – leveraging its national buying power to bring you high value, affordable resources you can use. Contact Client Solutions to learn more about Harvard ManageMentor.

### Product Benefits

**Immediate On-The-Job Application.** Steps, tips and tools offer relevant and immediate on-the-job application of tried and tested practices.

**Proven Business Concepts.** With expert advice from world-renowned business leaders, your workforce will acquire and hone a broad base of management skills.

**Engaging Immersion.** Interactive exercises encourage active participation, plus video elements and audio downloads deepen immersion for stronger retention.



## ACCREDITED CANADIAN CREDIT UNION DIRECTORS



BC  
Jeff Holm  
Interior Savings



BC  
Michelle Swalwell  
Williams Lake



MB  
Sandy Wallace  
CUCMB



NB  
Heather Brown  
Progressive



NS  
Joel Bowen  
St. Joseph's



PE  
Sharon Honisch  
Metro

## Theresa Dergousoff, Champion of Learning and Development



As a huge supporter of the credit union system who values continuous learning and development, Theresa Dergousoff wasted no time in taking advantage of

the resources available through the system. In fact today, she is a vocal advocate for other board directors to do the same.

Theresa, a Chartered Accountant, became involved in the credit union system over 15 years ago when Grand Forks Credit Union (BC) contracted her as an internal auditor. That was the beginning of a long relationship. In 1999, Theresa transitioned from internal auditor to Board Director when Grand Forks Credit Union asked Theresa to fill the remaining term of a vacancy. Serving out the term was such a rewarding experience that she ran for the board again. "I'm in my 11th year now and loving it!" she told us recently. "Right away, I wanted to grow my learning so, I was one of the first directors in the credit union system who went through the computer-based *CUDA*® Program for Level A in 2001."

Not only did Theresa go on to complete the remaining levels of the core *CUDA* Program, she also participated in courses that currently make up the Continuing Development section of the program. Then, as if by design, a change was introduced that enabled Theresa to take her governance background to the next level.

In fall 2007, graduates of the *CUDA* Program were invited to distinguish themselves by becoming an **Accredited Canadian Credit Union Director** – an accreditation that recognizes individuals who demonstrate a thorough understanding of board governance and principles. "I wrote the first accreditation exam in 2007 with twelve other people across Canada. I met Sanford Olser (North Shore Credit Union, BC) at one of the prep courses and we became study buddies. Being the first to write the exam, we all felt like deer in the headlights," chuckled Theresa. "Exams can be scary and stressful, especially when you haven't written an exam in over 20 years. This is why I recommend that anyone who plans to write the exam has a study buddy."

### Message to Employees

Commenting on the whole exam experience, Theresa avidly reflects, "The exam was a great way to bring everything I'd learned in the various *CUDA* courses together. There were 50 people from the credit union system in the room, some writing a loan officer exam and various employees in differing roles within the system. Being in that room gave me first-hand knowledge of how our employees feel when they are going through the process. Plus, I felt a personal challenge. I wanted to see if I could write the exam and I wanted to show staff that their board is supportive of continuous learning and development. What we require of them, we need to require of ourselves, too. For me, that's an important part of being a leader."

### Why Would You?

Why would you want to become an accredited director? Why would you subject yourself to something that already requires so much of our time and resources? These are two of those frequently asked questions Theresa often receives and is happy to answer.

"Being accredited does three things," explained this dynamic director. "It serves to encourage *self-scrutiny*, to advance *academic quality* and to *demonstrate accountability*. We have a large and complicated system" she continued, "but it is not unreasonable to expect us to create consensus standards for preparation and practice. The public's confidence in our work can only be enhanced as we communicate consensus on important standards of practice. We owe it to the community to ensure consistent preparation and standards of practice by supporting and participating in professional accreditation. So much is shouldered by directors. It's great that we have CUSOURCE Knowledge Network to help us keep up to date."

Currently, 25 individuals have earned the Canadian Credit Union Director accreditation which is awarded jointly by Dalhousie University and CUSOURCE Knowledge Network. To learn more about the *CUDA* Program and the accreditation, visit [www.cusource.ca](http://www.cusource.ca) or contact Client Solutions.

## ACCREDITED COMMERCIAL LENDERS



BC  
Michelle Challe  
First



BC  
Niki Fallahi  
Westminster



BC  
Ken Watson  
Coastal Community



MB  
Gene Pielechaty  
SunRise

CONGRATULATIONS TO ALL THE GRADUATES PICTURED AND TO:

MB  
Evy Rosteski  
Westoba

## ACCREDITED COMMERCIAL LENDING ADMINISTRATORS

CONGRATULATIONS TO THE GRADUATES LISTED BELOW:

BC  
Terry Wrathall  
Northern Savings

MB  
Susan Steinmetz  
Gimli

### CUSOURCE® TIP

#### What's in Your Profile!

Has your email address changed because your credit union recently went through a merger? Has the contact information in your profile changed? If so, please, tell us by updating the details in Profile on the CUSOURCE® LMS.

To do this, log in to [www.cusource.ca](http://www.cusource.ca); click on **Profile** located in the navigation bar located at the top right of the screen. Here you can update any information; then click **OK** at the bottom of the screen.

This is the information that we use to keep you current on CUSOURCE® program and course offerings.

We need this information to stay in touch with you.

### Say It Out Loud

Is there something you would like to see in In Touch?

If you have any suggestions or would like to contribute information, please direct your comments to:  
[info@cusource.ca](mailto:info@cusource.ca)

## ACCREDITED CONSUMER & RESIDENTIAL MORTGAGE LENDERS



BC  
**Marlana Lineham**  
Lake View



MB  
**Janice Bellisle**  
La Salle



ON  
**Susan Maloney**  
Kawartha

### CONGRATULATIONS TO ALL THE GRADUATES PICTURED AND TO:

BC  
**Mildred Kress**  
North Peace

BC  
**Shaleen West**  
North Peace

SK  
**Rena Ohrt**  
Affinity

ON  
**Daniel McNamee**  
Kawartha

ON  
**Melissa Coghlan**  
Kawartha

ON  
**Darlene Weales**  
Kawartha

ON  
**Richelle Harwood**  
Kawartha

PE  
**John Smallwood**  
Consolidated

## My Story, Roseann Sweet, Motivated for Success

The first *CUIC*<sup>®</sup> lending Course I completed was *CUIC 210 Consumer and Residential*

*Mortgage Lending*. At this time, I wasn't considering a designation – I was simply looking

for additional knowledge and resources to become a lender if a position became available. United Communities Credit Union offers all staff an educational assistance program and I eagerly took advantage



of this benefit. Within three years, I completed a number of the required courses and was on a path towards a lending accreditation.

My motivation was personal. I had not completed a post-secondary education and wanted to achieve success in my professional development. I had many mentors and encouragement from both my credit union and CUSOURCE Credit Union Knowledge Network.

Achieving the *Consumer & Residential Mortgage Lenders* accreditation has helped me transition from retail lending into a small business account manager role where my

members receive commercial and retail lending, investment and wealth management guidance.

Currently, I am working on my Personal Financial Planning (PFP) designation.

One of my managers once told me that your career is an ongoing learning process. If you are stagnant, then you are not fulfilling the needs of your membership. Knowledge and integrity are of the most importance in our roles as financial service officers and I am proud to be part of this.

### Did you know that...

You can use your credit for CUIC 240 – *Fundamentals of Personal Financial Planning* course for 2 course credits in the CSI's Personal Financial Planner (PFP<sup>®</sup>) program and the Certified Financial Planner (CFP<sup>®</sup>) Program offered by the Canadian Institute of Financial Planning.

This means that: 1 CUIC 240 = 2 course credits in the PFP program and in the Certified Financial Planning program.

### Want to become an Accredited Consumer & Residential Mortgage Lender?

Here is the 7-course map that will get you there.

CU00-185	Products and Services
CU00-200	The Credit Union System
CU00-210	Consumer and Residential Mortgage Lending
CU01-FCAL	Fundamentals of Capital Adequacy and Liquidity
CU02-CLP	Applied Consumer Lending
CU02-RMLP	Applied Residential Mortgage Lending
CU02-DCSR	Delinquency, Collections and Security Realization

## ACCREDITED MEMBER SERVICE REPRESENTATIVES



BC  
Megan Jones  
Salmon Arm



AB  
Debra Nissen  
Wainwright



MB  
Christina Moffat  
Westoba



MB  
Dana Boryskiewich  
Vanguard



MB  
Robin Lenton  
Westoba



MB  
Stephie Pilat  
North Winnipeg



ON  
Molly Horbanuik  
United Communities



ON  
Stacie Blakey  
Hald Nor

### CUSOURCE® TIP

#### Process for Retiring Users

Retiring users on the CUSOURCE® LMS is as easy as 1. Disable, 2. Deactivate, and 3. Retire.

The Manager/Admin Mode not only allows you to retire users, you can update profiles, change users' managers, and more.

To retire a user, Log in to CUSOURCE LMS > select Administrator mode, on the menu bar, click Manager, then select Users, enter the user's Name in the search field and click Go.

The rest is as easy as 1, 2, 3.

### CONGRATULATIONS TO ALL THE GRADUATES PICTURED ABOVE AND TO:

MB  
Brenda Wilkinson  
Westoba

MB  
Carola Wiebe  
Westoba

MB  
Deb Robinson  
Westoba

MB  
Heather Binda  
Gimli

MB  
Janet Onsowich  
Sunova

MB  
Kellie Gould Addison  
Westoba

MB  
Kirsten Josephson  
Gimli

MB  
Lacey Levin  
Sunova

MB  
Laurel Winter  
Westoba

MB  
Marie McKean  
Westoba

MB  
Michelle Kilford  
Vanguard

MB  
Phyllis Armour  
Westoba

MB  
Robyn Dulac  
Westoba

MB  
Sara Wilkinson  
Westoba

MB  
Sarah Smith  
Westoba

MB  
Trudy Martin  
Westoba

MB  
Vanessa Timmerman  
Westoba

ON  
Elizabeth McGuigan  
Teachers

ON  
Erin Martin  
Sudbury

NB  
Brandie Retson  
Advance Savings

NB  
Donna Thompson-Dalling  
Advance Savings

NB  
Tracy Henderson  
Advance Savings

## CUIC® FELLOW DESIGNATES



BC  
Chris Canilanza,  
FCUIC  
Credit Administrator  
G & F Financial



BC  
Donnie L. Knox,  
FCUIC  
Accountant Trainee  
North Peace



BC  
Jacqueline Erickson,  
FCUIC  
Manager Financial  
Services  
Salmon Arm



BC  
Valerie Kelly,  
FCUIC  
Supervisor, Member  
Services  
Grand Forks



BC  
W. Paul Johnson,  
FCUIC  
Sr. Mgr., Project  
Management &  
Corp. Secretary  
Coastal Community



AB  
Chad Sewter,  
FCUIC  
Support Services  
Officer  
Wainwright



SK  
Chad Gartner,  
FCUIC  
District Manager  
Innovation



SK  
Cris Richer,  
FCUIC  
Account Manager  
Diamond North



SK  
Crystal Harron,  
FCUIC  
Agricultural Account  
Manager  
Spectra



SK  
Judith Husby,  
FCUIC  
formerly with  
Prairie Centre



SK  
Michelle Corbett,  
FCUIC  
Commercial &  
Agricultural Loan  
Clerk  
Spectra



SK  
Natalia Osypenko,  
FCUIC  
Relationship  
Manager  
Conexus



SK  
Randi McKerricher,  
FCUIC  
Team Leader  
Radius



SK  
Shelly Kay,  
FCUIC  
Manager, Sales &  
Marketing  
Cypress



MB  
Janet Morgenstern,  
FCUIC  
Personal Lender  
Dauphin Plains



MB  
Melissa Skjaerlund,  
FCUIC  
Financial Services  
Officer  
Niverville



MB  
Monica Dueck,  
FCUIC  
Clearing Supervisor  
Westoba



MB  
Rene Ritchot,  
FCUIC  
Manager of Lending  
Community  
(MB)

## CUIC® FELLOW DESIGNATES (Continued)



ON  
**Gary Bure,**  
 FCUIC  
 Operations Analyst  
 CUSOURCE  
 Knowledge Network



NB  
**Dariusz Szweda,**  
 FCUIC  
 Electronic Services  
 Administrator  
 Bayview



NL  
**Dana Thompson,**  
 FCUIC  
 Ass't Manager,  
 Member Service  
 Newfoundland &  
 Labrador



NS  
**Francis Robichaud,**  
 FCUIC  
 Marketing  
 Coordinator  
 CP de Clare



NS  
**Venessa Comeau,**  
 FCUIC  
 Financial Services  
 Officer  
 CP de Clare

### CONGRATULATIONS TO ALL THE GRADUATES PICTURED AND TO:

BC  
**Shamus Wong,**  
 FCUIC  
 Van City

BC  
**Tara Keirn,**  
 FCUIC  
 Nelson

BC  
**Selena Stockley,**  
 FCUIC  
 Coastal Community

AB  
**Dan Hautzinger,**  
 FCUIC  
 Battle River

AB  
**Dara Campbell,**  
 FCUIC  
 Servus

AB  
**Mark Nikota,**  
 FCUIC  
 Chinook

AB  
**Bonnie Lavigne,**  
 FCUIC  
 Mountain View

SK  
**Anita Simon,**  
 FCUIC  
 Innovation

SK  
**Janique Grimard,**  
 FCUIC  
 Conexus

SK  
**Jennifer Soucy,**  
 FCUIC  
 Innovation

SK  
**Krista Hayward,**  
 FCUIC  
 Weyburn

SK  
**Mike O'Donnell,**  
 FCUIC  
 Innovation

SK  
**Tony Gill,**  
 FCUIC  
 Weyburn

SK  
**Zachary Moskal,**  
 FCUIC  
 Advantage

SK  
**Erin Hordichuk,**  
 FCUIC  
 Conexus

MB  
**Roberta Saretsky,**  
 FCUIC  
 Gimli

MB  
**Crystal Walker,**  
 FCUIC  
 Weyburn

ON  
**Brian Unrau,**  
 FCUIC  
 Mennonite

NB  
**Mark Gorman,**  
 FCUIC  
 New Brunswick  
 Teachers

NL  
**Dana Thompson,**  
 FCUIC  
 Newfoundland &  
 Labrador

NL  
**Debbie Joyce,**  
 FCUIC  
 Newfoundland &  
 Labrador

NS  
**Phemie Horvath,**  
 FCUIC  
 Community

## CUIC® ASSOCIATE DESIGNATES



BC  
Kimberly Liptak,  
ACUIC  
Branch Manager  
Sunshine Coast



BC  
Tammara Kennelly,  
ACUIC  
formerly with  
Coastal Community



BC  
Shannon Smith,  
FCUIC, ACUIC  
Member Service  
Officer  
Aldergrove



SK  
Angelo Minier,  
FCUIC, ACUIC  
Commercial Sales  
Supervisor  
Conexus



MB  
Monica Dueck,  
FCUIC, ACUIC  
Member Service  
Supervisor  
Westoba



ON  
Roderik Stevula,  
FCUIC, ACUIC  
formerly with  
Libro Financial



PE  
Shane MacKinnon,  
FCUIC, ACUIC  
Operations Manager  
Consolidated

### CUIC® ASSOCIATES WITH HONOURS

Congratulations to Tammara Kennelly, ACUIC; Shannon Smith, FCUIC, ACUIC.

### CUIC® ASSOCIATES WITH HONOURS AND SPECIALTY IN LENDING STUDIES

Congratulations to Kimberly Liptak, ACUIC; Shane MacKinnon, ACUIC;  
Angelo Minier, FCUIC, ACUIC.

## Build Business Literacy with These 3 Online Courses

These popular courses are ideal for both new and experienced employees.

- *An Introduction to Profitability;*
- *Understanding Your Credit Union's Financial Statements; and*
- *The Fundamentals of Capital Adequacy & Liquidity*

They are also useful resources for managers and supervisors to assist them as they train and coach their staff.

Whether the courses are taken as standalone courses or in preparation for, or companions to, CUIC professional designation courses, the goal is to build an understanding of the credit union business.

*An Introduction to Profitability (CU01-IP):* uses a real-life example to explain how your credit union makes money, the factors that impact its profitability and how daily activity is reflected on the income statement. Cost: \$45 p/p.

*Understanding Your Credit Union's Financial Statements (CU01-UFS):* builds on the concepts introduced in "Profitability" by developing both the income statement and balance sheet on a line-by-line basis. The goals of this course are to de-mystify your credit union's financial statements, and to help you understand the story behind the numbers.

The result – when a member/owner asks a fundamental question, you can answer with confidence. Cost: \$45 p/p.

*The Fundamentals of Capital Adequacy & Liquidity (CU01-FCAL):* uses case studies and interactive activities to teach you about two key concepts for a deposit-taking intermediary: "capital adequacy" and "liquidity." Essential for those in lending, finance and management, but also valuable for other employees. Cost: \$95 p/p.

To register, search for the courses in the Catalogue by code under By Topic > General Business.

## Where To Go, To Be In The Know

Want to Know	Where to Go	What to Click
<b>CUIC® Exam Dates</b>	Log in to the <i>CUSOURCE</i> ® LMS at <a href="http://www.cusource.ca">www.cusource.ca</a>	Click on the purple <i>CUIC</i> icon. Scroll down to the document titled "2010/2011 Exam Calendar"
<b>CUIC® Cohorts</b> (online learning groups)	Log in to the <i>CUSOURCE</i> LMS at <a href="http://www.cusource.ca">www.cusource.ca</a>	Click on the purple <i>CUIC</i> icon. Scroll down to the document titled: " <i>CUIC</i> Activity Calendar"  To register: Search for course cohort. Example: Enter "210 cohort" in the Catalogue Search field.
<b>CUDA® Exam Prep – webinars</b>	<a href="http://www.cusource.ca">www.cusource.ca</a>	Your Tools > Webinars
<b>PowerHour Webinar Schedule</b>	<a href="http://www.cusource.ca">www.cusource.ca</a>	Your Tools > Webinars
<b>Schedule for:</b> <i>Supervisor Orientation to the MSR Accreditation Program</i>	Log in to the <i>CUSOURCE</i> LMS at <a href="http://www.cusource.ca">www.cusource.ca</a>	Click on the purple <i>CUIC</i> icon. Scroll down to the document titled: <i>CUIC</i> Activity Calendar  To register: Enter "supervisor orientation*" in the Catalogue Search field.
<b>"Discussion &amp; Debriefs" for 4 Commercial eCase Studies:</b> <ul style="list-style-type: none"> <li>• Dream Sauces</li> <li>• Tilley Toys</li> <li>• Road Runner Bridge &amp; Repair Company</li> <li>• Quality Home Health Care</li> </ul>	<a href="http://www.cusource.ca">www.cusource.ca</a>	Your Tools > Webinars  To register: Log in to the <i>CUSOURCE</i> LMS  Enter "dream sauces" in the Catalogue Search field.

## CUIC and CUDA November 2010 Exam Dates:

Registration opens:  
September 3, 2010

Submission closes  
for exam challenge  
applications:  
October 4, 2010

Registration closes:  
October 15, 2010

Deadline to cancel  
without penalty:  
October 22, 2010

Exam day:  
November 17, 2010

## CUSOURCE Courses Get a "Makeover" – Coming this Fall!

### You asked. We listened.

In our continued effort to enhance course content, we have used your feedback to implement some exciting changes to a selection of our courses.

This fall will unveil a radical makeover to a number of the signature courses for CUSOURCE Knowledge Network.

### So what courses are going through a "makeover"?

Courses such as *Applied Consumer Lending*, *Applied Residential Mortgage Lending* as well as *CUDA® Level B – Strategic Planning*, to name a few.

But wait there's more... Expect to see some updates to *CUIC* courses such as *Consumer and Residential Mortgage Lending (CUIC-210)*, *The Credit Union System (CUIC 200)*, and *Financial Management (CUIC 225)*.

### The makeover. The difference.

All of the above courses and others will showcase new material that will reflect the reality and needs of today. In addition to the new material, the two applied courses and the strategic planning course will also have a new look and feel.

This is just a sneak peak of what's to come this fall. All of these changes have been made to ensure that you receive an enriched learning experience.

*Watch for the official announcements about these courses and more this fall!*

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