

Your Employees Are Your Competitive Advantage

Start Them Off Here...

Members and potential members carry with them an image of your credit union based on what they see, hear and experience. Your Member Service Representatives are your brand ambassadors. Give them a stellar start with the MSR Start Series.

This guided learning series is a solution for credit unions who want to implement a ready-made program for MSRs. It also enhances existing orientation programs and helps credit unions standardize their processes and reduce their overall cost per hire.

The MSR Start Series helps your employees learn the appropriate skills, behaviours, policies and practices, from the first day up to the first two years on the job, in an efficient, cost effective way.

Value of the on-line MSR Start Series

- › Provides a broad level of knowledge at the MSR level
- › Offers consistent learning experience
- › Allows for effective use of your already stretched training resources
- › Easily fits into and enhances existing orientation programs
- › Provides a launch for further development

To stay ahead of the curve
visit www.cusource.ca

Contact Information

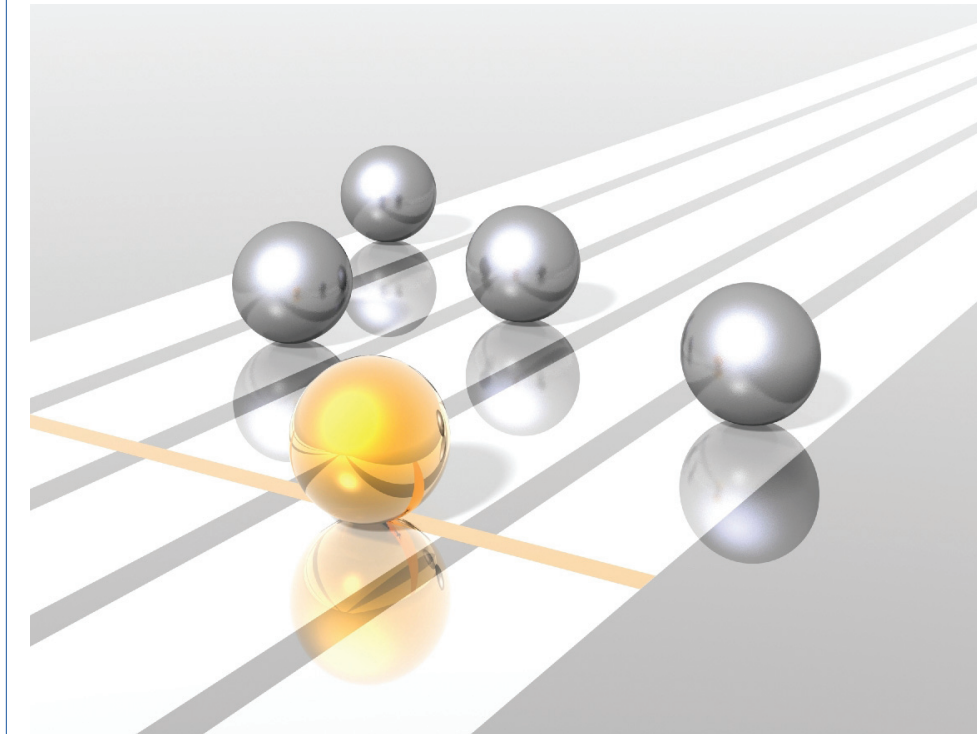
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YOUR GUIDE TO ›

MSR
Start



MSR Start Series

Excellence in job performance begins here with the MSR Start Series. Each of the six courses in the series expands on technical “know-how”, product knowledge, risk management and service fundamentals.

COURSE 1 ›

MSR Orientation

Gain a fundamental understanding of the financial services industry; learn about the credit union difference, how credit unions are governed, as well as about significant workplace policies such as the importance of confidentiality.

COURSE 2 ›

Cash and Basic Transactions

Learn to perform all basic transactions at your credit union including cash handling, balancing and custody; learn common transactions such as certified and traveler’s cheques and stop payments.

COURSE 3 ›

Cheque Negotiation, Security and Risk Management

Learn about the nine elements of cheque negotiation, and risk management of items such as drafts, personal and business cheques, and more. Focus on safeguarding assets against loss, theft and fraud. Prepare for critical incidents including robbery.

COURSE 4 ›

Electronic Banking Transactions

Cover the many types of electronic transactions available to credit union members, from telephone banking to electronic bill payments and automatic transfers. Learn about the impact of changing technology on the way in which financial services are delivered to consumers.

COURSE 5 ›

Core Product Knowledge

Gain a fundamental understanding of core products and services offered by credit unions, from borrowing, credit and debit cards, to money orders and transfers.

COURSE 6 ›

Advanced Product Knowledge

Focus on more advanced or complex products and services offered by credit unions, including mortgages, investments and credit products.

Performance Excellence Starts Here

The MSR Start Series is robust enough to use as a stand alone program. Alternatively, you can integrate it into your credit union’s existing orientation program. The courses can be purchased individually, or as the entire series.

The On-Boarding Roadmap

When you purchase all six courses of the MSR Start Series, you get more than an on-line program. Supported with customizable manager and employee guides, included are:

- › A suggested new MSR orientation program with checklists
- › An MSR learning roadmap that starts with the first 15 days on the job, up to the first two years of learning activities
- › Observation and evaluation tools
- › On-the-job checkpoint activities that allow MSRs to transfer the information learned in the MSR Start Series to your credit union’s policies, procedures and practices



Employability
Promotability
Credibility

Your brand ambassadors.

MSR
Start

