

Frequently Asked Questions: CFTEA Certifications

- Why new certifications?
 - CFTEA is looking at the needs of our students and providing nationally recognized certifications that support continued education. As many organizations transition away from the traditional teller position, the creation of new, relevant educational career paths allow for a modern relevance. CFTEA is currently working with the Institute for Credentialing Excellence and ABA for certification recognition.

- How do the new certifications relate to positions within the banking world?
 - The Modern Banking Representative Certification is aimed at the employee new or newer to the banking world or organization as a foundation. *It is currently available.*
 - The Modern Branch Certification is aimed as a high quality Universal Banker module for an employee that has been in the branch for a period of time covering positions up to new assistant managers. *It will be available Fall 2019.*
 - The Modern Manager Certification is a high quality manager training created by educators from Harvard and M.I.T. as an interactive experience navigating modern challenges in the business world and is recognized by SHRM. This certification is fully online. *It is currently available.*
 - The Modern Classroom Certified Trainer meets the changing environment of those in Learning and Development to cover synchronous and asynchronous training best practices and is recognized by Credly. *It is currently available.*

- What if I have already taken one of the classes included in Modern Banking Representative Certification or Modern Branch Certification? Do I have to take them again?
 - The material covered for the certification has been updated this year. However, if a student is confident that they can pass the exam they can take the certification exam without taking the new material.
 - If a student has passed their Certified Teller, they can take the Modern Banking Representative Certification exam without completing all the new materials. The test fee will apply, pass or fail. Organizations or students looking to study new material included in this certification can purchase one book and share without taking the course. The cost will just be for the book. The course would not be added to their transcript since it was not officially taken, but would provide them access to materials included in the Modern Banking Representative certification.
 - If a student has taken courses that contribute to the Modern Branch Certification in the past, do they have to take them again? It would be best to contact the CFTEA office to discuss the length of time between when the course was taken and the newly updated material in 2019. If the time is short and the student feels confident they know the material for the exam, it is not encouraged to take the course again. If the time has been long since the course was taken or it is completely new material, it is encouraged to take the course or purchase a copy of the new book to aid in studying for the exam.

- Can the courses in these certifications be taught in-house?
 - The majority of courses can be taught in-house. Any online courses are chosen to save organizations money and access uniquely engaging, high level of educational material. The Certification document identifies which ones are available in-house or online.
- Why does certification last only three or five years?
 - The majority of nationally recognized certifications are held for a few years and require proof of continuing education to ensure the credibility of the certification. This evidence proves those certified are staying current with a changing business world. Most students take additional classes with CFTEA and students have the choice of re-taking the exam for a nominal fee of \$25 to extend certification or any additional CFTEA class can be taken in that five year period to extend the certification for additional five years.
- Why is there no review session for these certifications?
 - The CFTEA office has provided Learning Outcomes to all instructors teaching courses live to assist in pinpointing material that will be on the exam. Additionally, the exam has been reimagined and the quiz sets, mid-terms and finals all contribute to the knowledge required for the exam.
- How is the exam administered?
 - The exam is completed online at your location. It must be proctored by having a responsible manager overseeing the exam process. The exam is timed and the grade will be provided to the students upon completion of the exam. There will be no waiting for the grade! There are no trick questions. The exams feature True and False as well as multiple choice. In some instances, like the Modern Manager Certification a Capstone project is required to complete certification.
- What other certifications are being developed by CFTEA?
 - To match CFTEA's goal to support educational career paths, certifications are coming for Deposit Operations and Loan Systems/Servicing.

Additional questions, please reach out to Andrew at Andrew@cftea.org or call at 1-888-366-3242/