



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 CUNA Certified Credit Union Financial Counselor. Join the 367 Michigan credit union professionals that have participated in this program in the last five years.

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

**Register by April 15 to participate in the 2016
Guided Self-Study Training Program**

The 2016 program runs from June to November
Contact MCUL Financial Education Manager 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 & Affiliates 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.