

MICHIGAN ENHANCED FINANCIAL COUNSELOR TRAINING PROGRAM

ENHANCEMENTS PROVIDED BY MCUF

Designed to enhance the self-study Financial Counseling Certification Program (FiCEP) offered by the Credit Union National Association, the Michigan Enhanced Financial Counselor Training Program uses the CUNA FiCEP edition 6 textbook as a learning foundation and adds elements to help participants grasp and retain counseling concepts and knowledge, as well as "Next Steps" and empathy training to help recently certified counselors in their new role.

Free Enhancements Provided by MCUF

The Michigan Credit Union Foundation funds the program enhancements which include:

- A web portal containing 8 interactive, on-demand webinars that recap, highlight and expound on textbook materials.
- Study resources including a pre-recorded exam preparation video that highlights textbook areas to focus on.
- A live, instructor-led, interactive Zoom exam preparation session.
- A tool kit of resources including conversation starters, spending plans, tracking templates and much more!
- A supplemental virtual group training session led by FiCEP instructors to expand your knowledge and provide hands-on practice with experienced counselors.
- Supplemental virtual group empathy training session led by the National Credit Union Foundation to help new counselors practice empathy and feel comfortable in supporting others.
- One online proctored testing session.
- Access to "Counselors Corner," a networking portal for certified counselors to connect, ask questions, share tips, and ideas as well as contribute to and access the vast library of resource materials.

MCUF Funding Makes Training Affordable or Free

2024 Program Charges:

- No charge for credit unions that subscribe to the CUNA Training Bundle
- No charge for first 20 small credit unions to register (assets <\$200M)
- \$484 discounted CUNA FiCEP curriculum cost for all other participants

Training enhancements are made possible, FREE of charge for all participants, with funding provided by the Michigan Credit Union Foundation (MCUF).

Help your members build a strong financial future.

Training can be used for:

- One-on-one counseling
- Member & Community Education
- Enhancing member interactions
- Enhancing lending and collections

For all credit union staff:

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

2024 program begins in April with testing in July. Recommended study time is approx. 2 hours per week/section with 8 total sections.

Questions? Contact Andrea Tucker
Andrea.Tucker@mcuf.org
(734) 793.3534



Register by March 15th to participate in the 2024 Michigan Enhanced Financial Counselor Training Program.

Contact: Andrea Tucker (734) 793.3435 | Andrea.Tucker@mcuf.org





Michigan Enhanced Financial Counselor Training Program Registration

Program Components:

- **CUNA FiCEP Edition 6 Curriculum in your choice of book or PDF format.**
- **MCUF program enhancements in the Michigan Financial Counselor Training Website Portal:**
 - Eight tutorial webinars, study guides, and pre-recorded exam prep video
 - Tool Kit with resource materials, counseling documents, program guides, and more
- **MCUF Live Exam Prep:** Interactive, virtual (Zoom) exam preparation session using anonymous polling and group discussion.
- **Two Virtual Supplemental Training Sessions:**
 - One interactive training session with FiCEP program instructors featuring additional counseling training, hands-on practice, and group networking
 - One interactive training session lead by the National Credit Union Foundation, to help new counselors practice empathy and feel comfortable in supporting others.
- **Certification testing:** To earn the Certified Credit Union Financial Counselor (CCUFC) designation, you must pass the CUNA exam. One online exam testing session will be offered in conjunction with the Michigan Enhanced Financial Counselor Training Program. Participants may also elect to test separately with a CUNA approved proctor.
- **Counselors Corner:** Online networking portal for certified counselors to connect, ask questions, share tips, and ideas as well as contribute to and access a vast library of resource materials.

Curriculum Order and Cost: Choose one option below:

- No charge for credit unions that have purchased a subscription to the CUNA Training Bundle. If you need to confirm that your credit union subscribes, contact CUNA at hello@cuna.coop or call 800.356.9655.
- No charge for the first 20 small credit unions to register (assets <\$200M). Please contact Andrea Tucker at Andrea.Tucker@mcuf.org to determine eligibility.
 - Please send me the PDF version of the curriculum electronically
 - Please ship me the curriculum in print/book format
- \$484 discounted CUNA curriculum cost for all other participants:
 - Please send me the PDF version of the curriculum electronically
 - Please ship me the curriculum in print/book format (additional shipping costs will apply)
- Yes! I would like to opt in to receive the free enhancements provided by MCUF:** (\$375 value): The Michigan Credit Union Foundation covers the costs of the training and networking portal, study resources, webinars, test prep sessions, live training sessions, and testing session. Therefore, there will be no additional participation fee to credit unions for these program enhancements. Participation in these training enhancements is strongly recommended, but not mandatory for certification.

Participant Name: _____ Title: _____

Credit Union: _____ Phone: _____

Email: _____

Shipping Address (if requesting print/book format):

The **Michigan Credit Union Foundation** is proud to support your credit union's participation in the Enhanced FiCEP Training. By participating in this program, you acknowledge this MCUF funding and agree that your credit union's name may be used in MCUL & Affiliates and MCUF publications and marketing.

Signature: _____ Date: _____

Please return this registration form to Andrea Tucker (Andrea.Tucker@mcuf.org) by March 15, 2024.