2019 -2020 Training Opportunities
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About the BCCULL CU@Training Programme

The Barbados Co-operative & Credit Union League Ltd. is the trade association of the co-operative movement which supports the development of co-operatives, advocates for an enabling environment, defends the interests of co-operatives and contributes to building the profile of the movement in the eyes of the wider Barbadian community and beyond.

The League focuses on offering relevant training solutions and member education programmes. Hence, The League’s regular training programme – CU@Training provides staff and volunteers with access to courses which will assist with the Institutional strengthening/development of co-operatives. Another element of the programme is to provide general members of Co-operatives with access to information that will enhance their social and financial well-being.

Based on the feedback received from our formal and informal needs assessments, The League has formulated this co-operative Education programme to ensure that we meet our stated objectives. We invite you to review this booklet and look forward to having you register the relevant persons to attend the sessions.

Eligibility Criteria
Our regular training programmes are open to employees, committee members and individual members of co-operatives that are members of the League and annually contribute 3% of their profits to our Education Fund. Participants must be able to speak and write English clearly. Note that for all courses, except for those listed in General Member Presentations, preference will be given to employees and credit union officials. Kindly review each course for course specific entry requirements.
Registration Process
Have you seen a course that interests you? Then

1. Visit our website www.barbadoscoopleague.org
2. Go to Services, Training and Select Online Registration
3. Select the Course Title from the Course Calendar
4. Select Register
5. Complete the Registration Form and submit it for processing.
6. We will contact you using the details provided on the form to confirm if your registration has been successful.

Alternatively kindly complete a hardcopy of the registration form; which can be obtained from our office; and submit it to us via facsimile at 436-5848 or e-mail: admin1@barbadoscoopleague.org. Please note that online registration is processed quicker than manual registration.

Our maximum class size is 25 persons. Your registration confirmation is dependent on availability of space in terms of numbers and a proportional mix of Credit Unions represented. It is critical that participants provide all the requested information to ensure the successful planning of the session. Participants are reminded that when in doubt of course/exam dates, times and venues they are free to contact us at 429-7075 for this information. Pre-Course Registration is necessary for ALL courses.

Facilitators
Our team of facilitators is a dedicated group of individuals with years of technical experience. These individuals give generously of their time, professional advice and guidance to the advancement of co-operative education and development.
Venue
Unless otherwise stated the venue for courses organized by the BCCULL, will be the Training Room located on the 1st Floor, Co-operators General Insurance Co. Ltd. Upper Collymore Rock, St. Michael
Training Times
Unless otherwise stated the training times will be as follows:

½ Day Sessions: 9.00am to 12.00pm or
               1.00pm to 4.00pm

Whole Day Sessions: 9.00am to 4.00pm

Evening Sessions: 5.30pm to 8.30pm

Refreshments
For whole day sessions, i.e. sessions that are from 9.00am to 4.00pm, the League will provide a basic Break and Lunch.

For evening and ½ day sessions the League will provide a Liquid Break only.

Cancellation Policy
In the event that you can no longer attend a course for which you are registered, The League should be notified in writing no less than three (3) working days prior to the scheduled date of the training. This courtesy would allow us to adjust our administration and catering functions accordingly.

In the event that you have registered for courses and fail to notify us of non-attendance in the specified timeframe on two occasions this will result in us cancelling any other registrations we have for you in our system.
The League reserves the right to cancel or reschedule seminars/workshops/courses that are under-subscribed. In the event of low registration or a need to reschedule due to facilitator illness, natural disaster etc. the League will advise of cancellation of the course using the email address and or mobile number noted on the participant registration form.

**Assessment**
The League utilizes the following methods as a means of assessing the participant’s grasp of skill and knowledge:

- Observation
- Oral & Written Questioning
- In Class/ Online Discussion
- Scenario Analysis
- Simulated Activity/Role Plays

**Certificates**
Unless otherwise stated, the League offers either:

**Certificate of Attendance**
Presentations/courses where no formal written, oral, simulated or on the job assessments are completed or where a formal written, oral, simulated or on the job assessment is completed.

**Certificate of Participation**
Presentations/courses where formal written, oral, simulated or on the job assessments are completed and participants receive grades of **40% to 59%**. Where a participant does not meet the participation criteria no certificate is awarded. These certificates will be presented to participants on the day of the course unless otherwise stated.
Certificate of Completion
Presentations/courses where formal written, oral, simulated or on the job assessments are completed and participants receive grades of 60% to 100%. Where participants receive 80% or higher with Distinction will be added to the certificate title.

For workshops which comprise of more than one module or course, to be awarded the overall workshop certificate all modules/courses must be completed at completion level.

Certificates will be issued in soft-copy format, therefore please ensure that you provide your email address.
# Training Calendar 2019-2020

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<tr>
<th>DATE</th>
<th>TIME</th>
<th>COURSE NAME &amp; CATEGORY</th>
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<tbody>
<tr>
<td>September 19, 2019</td>
<td>9am to 12pm</td>
<td>Plugging Money Laundering Vulnerabilities in The Credit Union Movement – Module 1:</td>
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<td>International Guidance &amp; Local Regulations</td>
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<td>Category: Regulatory Compliance</td>
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<tr>
<td>September 21, 2019</td>
<td>9am to 4pm</td>
<td>Plugging Money Laundering Vulnerabilities in The Credit Union Movement – Module 2:</td>
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<td></td>
<td>Exploring Key Elements of a Robust AML Programme</td>
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<tr>
<td>September 25, 2019</td>
<td>9am to 12pm</td>
<td>Plugging Money Laundering Vulnerabilities in The Credit Union Movement – Module 3:</td>
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<td>Member Due Diligence (MDD): Client Risk Profiling</td>
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<td>Category: Regulatory Compliance</td>
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<tr>
<td>September 26, 2019</td>
<td>9am to 12pm</td>
<td>Plugging Money Laundering Vulnerabilities in The Credit Union Movement – Module 4:</td>
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<td>Transaction Monitoring: Recognizing and Reporting Unusual or Suspicious Activity</td>
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<td>Category: Regulatory Compliance</td>
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<tr>
<td>October 5, 2019</td>
<td>9am to 12pm</td>
<td>Plugging Money Laundering Vulnerabilities in The Credit Union Movement – Module 2:</td>
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<td>Exploring Key Elements of a Robust AML Programme</td>
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<tr>
<td>October 12 &amp; 19, 2019</td>
<td>9am to 4pm</td>
<td>Credit Committee Orientation</td>
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<td>Category: Governance &amp; Leadership</td>
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<tr>
<td>November 5 &amp; 11, 2019</td>
<td>9am to 12pm</td>
<td>Management Skills Development</td>
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<td>January 22 &amp; 28, 2020</td>
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<td>February 4 &amp; 11, 2020</td>
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**BREAK**
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<th>DATE</th>
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<th>COURSE NAME &amp; CATEGORY</th>
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<tr>
<td>January 18, 2020</td>
<td>9am to 12pm</td>
<td><strong>Managing Your Personal Finances</strong>&lt;br&gt;Category: Dollars &amp; Sense - Member Development Presentation</td>
</tr>
<tr>
<td>January 18, 2020</td>
<td>1pm to 4pm</td>
<td><strong>Understanding &amp; Managing Credit</strong>&lt;br&gt;Category: Dollars &amp; Sense - Member Development Presentation</td>
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<tr>
<td>January 25, 2020</td>
<td>9am to 12pm</td>
<td><strong>Home Matters: The Basics of Buying</strong>&lt;br&gt;Category: Dollars &amp; Sense - Member Development Presentation</td>
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<tr>
<td>January 25, 2020</td>
<td>1pm to 4pm</td>
<td><strong>A Golden Approach to Retirement</strong>&lt;br&gt;Category: Dollars &amp; Sense - Member Development Presentation</td>
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<tr>
<td>February 8, 2020</td>
<td>9am to 4pm</td>
<td><strong>Managing Credit Union Financial Performance Module 1: Managing Capital</strong>&lt;br&gt;Category: Finance &amp; Accounting</td>
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<tr>
<td>February 22, 2020</td>
<td>9am to 4pm</td>
<td><strong>Managing Credit Union Financial Performance Module 2: Asset &amp; Liability Management &amp; Interest Rate Risk</strong>&lt;br&gt;Category: Finance &amp; Accounting</td>
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<tr>
<td>February 29, 2020</td>
<td>9am to 4pm</td>
<td><strong>Managing Credit Union Financial Performance Module 3: Operations Management</strong>&lt;br&gt;Category: Finance &amp; Accounting</td>
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<tr>
<td>March 7, 2020</td>
<td>9am to 4pm</td>
<td><strong>Capitalising on Opportunities a Systematic Approach to Marketing Module 1: The Basics of Marketing</strong>&lt;br&gt;Category: Marketing Management</td>
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<td>March 14, 2020</td>
<td>9am to 4pm</td>
<td><strong>Capitalising on Opportunities a Systematic Approach to Marketing Module 2: Developing the Marketing Plan</strong>&lt;br&gt;Category: Marketing Management</td>
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<td>March 21, 2020</td>
<td>9am to 4pm</td>
<td><strong>Capitalising on Opportunities a Systematic Approach to Marketing Module 3: Implementing and Monitoring the Marketing Plan</strong>&lt;br&gt;Category: Marketing Management</td>
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<td>April 4, 11 &amp; 18, 2020</td>
<td>9am to 4pm</td>
<td><strong>Member Empowerment: An Introduction to Financial Counselling</strong>&lt;br&gt;Category: Member Services</td>
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<tr>
<td>May 2 &amp; 9, 2020</td>
<td>9am to 4pm</td>
<td><strong>BOD Orientation</strong>&lt;br&gt;Category: Governance &amp; Leadership</td>
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<td>June 6 &amp; 13, 2020</td>
<td>9am to 4pm</td>
<td><strong>Supervisory Committee Orientation</strong>&lt;br&gt;Category: Governance &amp; Leadership</td>
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<td>July 4 &amp; 11, 2020</td>
<td>9am to 4pm</td>
<td><strong>Credit Committee Orientation</strong>&lt;br&gt;Category: Governance &amp; Leadership</td>
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DO YOU KNOW THE CREDIT UNION DIFFERENCE?

At the heart of what we do is the concept of human development and brotherhood.

PHILOSOPHY
People working together to achieve a better life for themselves and their community.

VALUES

GOVERNANCE
Member Elected Volunteers.

CU@TRAINING

Credit Unions are not-for-profit, member-owned co-operatives distinguished by our 10 OPERATING PRINCIPLES:

1. Cooperative Structure
   - Member Owned

2. Member Controlled

3. Democratic Control

4. Service to Members
   - Financial Inclusion

5. Financial Sustainability

6. Maximizing Member Economic Benefit

7. Social Responsibility
   - Financial Literacy

8. Network Cooperation

9. Community Responsibility

10. Global Vision

Call Us: (246) 429-7075
www.barbadoscoopleague.org
OUR DREAM TREE: “PEOPLE HELPING PEOPLE”
Credit Unions are not-for-profit financial co-operatives where the member-owners work together to help each other achieve financial freedom.

We utilise various Financial Tools to help our members along their wealth creation journey.

We ensure that our Credit Union branches are performance driven by democratically electing competent members, hiring the right people and implementing Credit Union specific Policies & Procedures to ensure compliance with all relevant laws/regulations/guidelines.

Credit Unions live their values, follow our principles, implement policies and procedures and utilise financial tools so that we can achieve our Members’ Dreams and develop the wider society.

We remain firmly rooted by following 10 international Credit Union Operating Principles that help us to consistently live our difference.

1. Self-help
2. Voluntary
3. Member-owned
4. Democratic control
5. Members’ financial participation
6. Education and training
7. Co-operative autonomy
8. Co-operative solidarity
9. Social responsibility
10. Service to members

GOVERNANCE PRINCIPLES
External
Transparency
Compliance
Public Accountability
Internal
Structure
Continuity
Balance
Accountability
Individual
Integrity
Competence
Commitment

Service to Members
Network Co-operation
Global Union
Community Accountability
Financial Legacy
Financial Sustainability
Financial Membership
Financial Wellbeing
Global Union
Community Accountability
Financial Legacy
Financial Sustainability
Financial Membership
Financial Wellbeing

Our Consumer Protection Principles:
- Disclosure of Rates & Fees
- Periodic Statements
- Honest and Non-Deceptive Promotions
- Fair Credit Practices
- Dignified Collection Practices
- Members Consent to Share Information
- Dispute Resolution Services
- Education About Thrift and Wise Use of Credit
- Fair and Forthright Conversions
Workshops Descriptions

The **Barbados Co-operative & Credit Union League** offers courses in the following categories:

- Regulatory Compliance
- Governance & Leadership
- Member Services
- Credit Risk Management
- General Management
- Financial Management
- Marketing Management
- Dollars & Sense

We invite you to review the course description/topics/objectives to determine which courses best meet the skill and knowledge needs of your staff, volunteers and general members.

Please note that if you prefer to have any of the open enrollment programmes customized and organized for your Credit Union only this service is available. **Contact us to discuss your special training needs so that we can submit a proposal to you.**

Don’t see a programme on the schedule? Contact us to let us know of your requirements. We will be happy to arrange a special session for you.
Regulatory Compliance

Regulatory Compliance: Plugging Money Laundering Vulnerabilities in the Credit Union Movement – Module 1: AML/CTF International Guidance and Barbados Regulations Movement

Implementing appropriate Anti-Money Laundering and Counter Terrorist Financing framework continues to be an important issue for Credit Unions. Therefore, this session seeks to ensure that the credit union fraternity is institutionally equipped to address the issues of regulatory and reputational risk which may arise from incidents of money laundering, fraud and terrorist financing. The entire course creates an awareness of what is money laundering and then drills down into the importance of the Know Your Member (KYM) requirements and helps participants to assess the extent to which various members expose the credit unions to a range of risks. Utilising a practical assessment tool, participants will be given the opportunity to assess their members, assign a risk rating and recommend the associated due diligence steps necessary for a beneficial relationship. From a leadership standpoint the course also highlights the components of a robust AML framework to assist the credit union in combatting this risk.

Learning Objectives

Having completed this course, participants will be able to answer:

Module 1: AML/CTF International Guidance and Barbados Regulations

- Understanding Money Laundering and Terrorist Financing
- What is money laundering?
- Money laundering vs. terrorist financing
- Money laundering vs. fraud
- Where does money laundering occur?
• Why the financial system
• Who is involved in money laundering/terrorist financing?
• Understanding International and Local Regulations
• Who are the regulatory bodies and what are their roles?
• What are the key elements of the legislation in terms of record keeping, monitoring and reporting unusual/suspicious activity?
• What are the penalties of non-compliance?
• Why is money laundering prevention important to Credit Unions?

Who should attend?
Board, General Management, Senior Compliance Officials, AML/CTF Practitioners, General Staff

No attendance prerequisite necessary.

Date: September 19, 2019  Time: 9.00am to 12.00pm
Regulatory Compliance: Plugging Money Laundering Vulnerabilities in the Credit Union Movement – Module 2: Exploring Key Elements of a Robust AML Programme

Implementing appropriate Anti-Money Laundering and Counter Terrorist Financing framework continues to be an important issue for Credit Unions. Therefore, this session seeks to ensure that the credit union fraternity is institutionally equipped to address the issues of regulatory and reputational risk which may arise from incidents of money laundering, fraud and terrorist financing. The entire course creates an awareness of what is money laundering and then drills down into the importance of the Know Your Member (KYM) requirements and helps participants to assess the extent to which various members expose the credit unions to a range of risks. Utilising a practical assessment tool, participants will be given the opportunity to assess their members, assign a risk rating and recommend the associated due diligence steps necessary for a beneficial relationship. From a leadership standpoint the course also highlights the components of a robust AML framework to assist the credit union in combatting this risk.

Learning Objectives

- Understanding the requirements of a Comprehensive AML/CTF Framework
- Why conduct risk assessments
- What internal controls are needed and why
- What are the roles and responsibilities of each level of personnel – Board, Management, Compliance Officer, Staff etc.
- What type of testing is needed (internal and external)
- Why conduct regular training
- Evaluating the progress of the CU towards achieving a Robust AML/CTF programme
- Gap Analysis of ideal AML/CTF programme and CU current AML programme
Who should attend?
Board Members, General Management, Senior Compliance Officials

Please note that to complete this course, participants must have completed a basic AML training session. The League offers AML/CTF International Guidance and Barbados Regulations.

Date: September 21, 2019 Time: 9.00am to 4.00pm
OR
Date: October 5, 2019 Time: 9.00am to 4.00pm
Regulatory Compliance: Plugging Money Laundering Vulnerabilities in the Credit Union Movement – Module 3: Member Due Diligence (MDD): Client Risk Profiling

This ½ day session seeks to better equip Credit Union professionals to apply effective Member Due Diligence (MDD) as outlined in their AML/CTF Policy Handbook. This session drills down into the importance of the Know Your Member (KYM) requirements and helps participants to assess the extent to which various members expose the credit unions to a range of risks. Utilising a practical assessment tool, participants will be given the opportunity to assess their members, assign a risk rating and recommend the associated due diligence steps necessary for a beneficial relationship.

Learning Objectives

- Explain the nature of MDD and outline practical steps needed to carry out effective MDD
- Outline the value to the Credit Union of effective MDD
- Outline the framework for the application of risk-based MDD
- Explain the requirements for enhanced due diligence (EDD)
- Understand the meaning and importance of ‘beneficial partnership’
- Understand the obligations of Credit Unions in respect of record keeping

Who should attend?

Staff, Managers and Volunteers who have completed Regulatory Compliance 1 or 2.

Date: September 25, 2019

Time: 9.00am to 12.00pm
Regulatory Compliance: Plugging Money Laundering Vulnerabilities in the Credit Union Movement – Module 4: Transaction Monitoring: Recognizing and Reporting Unusual or Suspicious Activity

This ½ day session seeks to ensure that the credit union fraternity is institutionally equipped to address the issues of regulatory and reputational risk which may arise from incidents of money laundering, fraud and terrorist financing.

Who should attend?
AML/CTF Practitioners, General Staff

Learning Outcomes
Having completed this session, participants will gain understanding of:
- The importance of monitoring and reporting
- What is unusual or suspicious activity
- The obligations of Credit Unions in respect of recordkeeping
- Monitoring and Reporting Tools
- The regulatory bodies are and what are their roles
- The penalties of non-compliance

Please note that to complete this course, participants must have completed a basic AML training session. The League offers AML/CTF International Guidance and Barbados Regulations.

Date: September 26, 2019
Time: 9.00am to 12.00pm
Governance & Leadership

Board of Directors Orientation
Today there is immense pressure on Credit Unions to offer financial products and services which can compete with those offered by large banks and other financial institutions. The decisions your Board of Directors makes - or doesn't make - ultimately influences your credit union's vision, focus, and ability to effectively deliver your products and services to your members. Providing new board members with the information they need to perform effectively is a critical step in developing a strong Board of Directors.

Learning Objectives
On completion of this workshop participants will be able to:

Module 1: Role, Duties and Legal Responsibilities of the Board
- Articulate the history and principles of co-operative societies
- Understand the basic structure of a credit union and how it should operate
- Understand and explain the function of the Board of Directors in a Credit Union
- Know how to delegate power, authority and responsibilities through the use of job descriptions and policies
- Define their powers and duties as outlined in the Co-operative Societies Act 1990-23, Regulations and FSC Guidelines

Module 2: Committee Planning and Functioning
- Understand the importance of ongoing planning and evaluation
- Situate the function of planning within the management process
- Design effective meeting agendas
- Understand the role of the Chairman
- Develop a Calendar of Board Activities
Module 3: Leadership Development
- Define leadership
- Explain their role as a change agent within their own cooperative
- Identify the Director’s role in exercising leadership in the co-operative
- Identify blocks and obstacles to member involvement
- Discuss strategies for increasing the involvement of members
- Recognise the importance of member education and its relation to member commitment and involvement

Module 4: Financial Management and Analysis
- Review the purpose of financial reporting
- Identify the basic elements of typical co-operative financial statements
- Recognise the importance of monitoring budgets with respect to the Income and Expenditure Statement
- Examine the relationship between the various types of financial statements

Who should attend?
This 2-day programme of training is designed to address the orientation needs of new Directors. It will also assist other volunteers and personnel supporting the Board’s activities as well as members of the Supervisory and Credit Committees in understanding their relationship with the Board.

To complete this course, participants must attend both days.

Date: May 2 & 9, 2020       Time: 9.00am to 4.00pm
Supervisory Committee Orientation
One single instance of badly handled funds within co-operatives can do untold harm to the entire co-operative movement. This is why the Supervisory Committee within the Co-operative Movement is critical to its success. A good alert Supervisory Committee increases the confidence of members in the co-operative. It is therefore essential that members understand and are able to complete their roles.

It is expected that participation in this course will enable trainees to conduct thorough audits to ensure that the co-operative society is operating safely and soundly and producing financial data which is accurate, easily retrievable and regularly reported.

Learning Objectives
On completion of this workshop participants will be able to

Module 1: Legal Requirements for the Supervisory Committee
- Articulate the history and principles of co-operative societies
- Understand and explain the profile and function of the Supervisory Committee in a cooperative
- Guide co-operatives to fulfill the requirements of the Co-operative Societies Act.
- Understand and explain the importance of reporting misappropriation or misdirection of funds, securities or other properties
- Follow procedures for suspension of a Board of Director or Member of the Credit Committee

Module 2: Accounting & Auditing for the Supervisory Committee
- Understand and apply accounting concepts and conventions that govern the basis of accounting records
- Identify and interpret financial statements
Verify cash and non-cash transactions, investment balances, share and loan balances
Balance share and loan accounts and ensure that each loan balance is supported by proper legal evidence and security
Review notes and supporting papers to verify signatures, authorizations and security
Understand the importance establish a system for monitoring that board and credit committee meetings are being held in accordance with the by-laws
Understand the importance establish and review systems for record keeping and retrieval

Who should attend?
This course is designed to address the orientation needs of new supervisory committee members and internal auditors in co-operatives.

To complete this course, participants must attend both days.

**Date:** June 6 & 13, 2020

**Time:** 9.00am to 4.00pm
Credit Committee Orientation
The Credit Committee can be seen as the heart of the Credit Union. This Committee has the responsibility for approving or disapproving loan requests from members. How well this committee performs can make or break your Credit Union. Other financial institutions can make borrowing actually seem attractive – so do credit unions, but with one difference. Credit Unions lend to assist their members in solving problems and to meet their needs; we do not lend to make a profit.

It is important that Credit Committee members undergo an orientation to ensure that sound lending decisions are made consistently.

Learning Objectives
On completion of this workshop participants will be able to:

Module 1: History, Principles and Organizational Structure
- Articulate the history and principles of co-operative societies
- Understand the basic structure of a credit union and how it should operate

Module 2: Credit Committee, Credit & Collateral
- Understand and explain the profile and function of the Credit Committee in a cooperative
- Be familiar with the requirements under the Co-operative Societies Act.
- Define the concept of security/collateral and list the types of security available
- Explain the credit union’s purpose for taking security on loans

Module 3: Processing of Loan Application Forms, Loan Policy & Collections
- Identify the types of loan documents existing for Credit Union use
- Understand and explain the use of loan forms
• Identify the types of delinquents and explain how to discourage delinquency
• Understand the principles of financial counseling in order to assist others in personal budgeting and financial planning

**Who should attend?**
This course is designed to address the orientation needs of new Credit Committee members in co-operatives. It will also assist other volunteers and personnel supporting the Credit Committee’s activities.

To complete this course, participants must attend both days.

**Date:** October 12 & 19, 2019  
**Time:** 9.00am to 4.00pm

OR

**Date:** July 4 & 11, 2020  
**Time:** 9.00am to 4.00pm
Member Services

An Introduction to Financial Counselling
In these tough economic times every cent counts! Some of our members are in financial distress - Credit Unions personnel must be equipped to help educate them, provide assistance in managing their situations with an aim of helping them reach financial success. Financially knowledgeable members are better able to make well-informed economic decisions for themselves and their families, thus increasing their economic security, and in turn fostering better economic outcomes for their communities. As a Credit Union Officer you must ensure that you are providing sound financial advice to your members and offering them products/services that fit into their financial landscape.

Learning Objectives
On completion of this workshop, participants will be better able to assist members with:

- Assessing their current financial situation
- Developing realistic savings, spending and investment plans
- Establishing achievable financial goals
- Creating a personal action plan
- Monitoring and adjusting the plan for financial success

Date: April 4, 11 & 18, 2020  Time: 9.00am to 4.00pm
Financial Management

Managing Credit Union Performance (MCUP) II
This course is intended to deepen the awareness established in MCUP I. The course will focus on the risks identified and look at some of the solutions. It will cover four primary areas and devote a lesson to each one. Participants will be introduced to concepts such as capital management, liquidity management, interest rate risk and operations management.

Learning Objectives
On completion of this module participants will be able to:

Module 1: Managing Capital
On completion of this module participants will be able to:
- Explain the importance of capital
- Describe how to address capital shortfalls
- Describe the various strategies used to increase capital
- Describe how to maintain the capital ratio

Module 2: Asset/Liability Management and Interest Rate Risk
On completion of this module participants will be able to:
- Briefly describe what is asset/liability management
- Explain the key challenges facing Asset/Liability Managers
- Explain the importance of liquidity management
- Determine adequate range of liquidity
- Describe how to monitor liquidity needs
- Explain the importance of investment management
- Explain asset/liability mismatches
• Explain how to measure interest rate risk
• Describe the role of policy in asset/liability management
• Explain managing asset/liability mismatches

Module 3: Operations Management
On completion of this module participants will be able to:
• Explain the importance of capital expenditure decisions
• Explain planning and budgeting in credit unions
• Explain cost/benefit analysis
• Describe the importance of internal controls

Who should attend?
The course is targeted toward managers, treasurers, accountants and all other financial personnel, directors and committee members who are actively involved in the financial operations of credit unions.

Participants should note that registration for individual modules is allowed.

Date:  Module 1: February 8, 2020
      Module 2: February 22, 2020
      Module 3: February 29, 2020

Time:  9.00am to 4.00pm
Marketing Management

Capitalising on Opportunities a Systematic Approach to Marketing
Effective marketing is a key tool for helping credit unions to achieve their goals. The challenge for the credit unions is to capitalize on opportunities to grow and strengthen their membership. This course provides participants with a basic and systematic approach to marketing which can help you with your credit union as well as further your understanding of marketing in your personal life. The structure of this course is built on the framework of developing and implementing a marketing plan that can be used for credit unions.

This course is suitable for credit committee, loans officers and delinquency officers of Credit Unions.

Learning Objectives
On completion of this workshop participants will be able to:

Module 1: Introduction to Marketing Management
- Define marketing management
- Explain competitive advantage
- Describe the unique aspects of marketing in credit unions
- Describe the responsibilities of credit union management with respect to marketing

Environmental Analysis
- Define marketing management
- Describe environmental scanning and its two main components: the external scan and internal assessment
- Describe the four types of external forces that affect credit unions
- Conduct a SWOT analysis
• Briefly explain a micro environmental analysis
• Explain the concept of market segmentation
• Describe the steps in the market segmentation process
• List and explain the market segmentation methods

Goals and Strategies
• Explain the importance of setting goals
• Describe the role of the Board of Directors in setting the vision, mission, goals and strategies for the credit union
• Explain the concept of positioning
• List and describe the primary marketing strategies

Module 2: Developing the Marketing Plan
• List and describe the components of the marketing mix
• Explain the product planning matrix
• Describe three generic product mix strategies
• Explain the importance of pricing to credit union marketing efforts

Module 3: Implementing and Monitoring the Plan Developing the Marketing Plan
• Describe some of the typical action steps in credit union’s marketing plan
• List and describe the responsibilities of management in implementing a marketing plan
• Explain the importance of communication in the implementation process
• List some of the criteria for good marketing plan performance measures
• Explain some of the challenges in evaluating the success of a marketing plan
• Explain the dimensions for judging service quality in a credit union
Who should attend?
Marketing officers and member service officers.

Participants should note that registration for individual modules is allowed.

Date:  Module 1: March 7, 2020  Module 2: March 14, 2020
       Module 3: March 21, 2020

Time: 9.00am to 4.00pm
General Management

Management Skills Development
This course is a cross-section of common management and human resource topics. The topics reflect the problems that have been identified as common to credit unions in Barbados. Topics will include hiring, performance management, career planning and management, interpersonal communication, teamwork, leadership, employee development and stress management.

Learning Outcomes

Module 1: The Role of Management
On completion of this module participants will be able to:
- Describe the characteristics of a successful manager
- Distinguish between leadership and management
- Explain the attitudes and value systems necessary for success

Module 2: Team Building
On completion of this module participants will be able to:
- Describe the importance of building an effective team
- Describe the plan for planning process
- List the five stages of team development

Module 3: Hiring and Motivating Employees
On completion of this module participants will be able to:
- List common interviewing pitfalls and prevention tips
- Describe the planning or preparation phase
- List some of the common types of problem candidates
- Explain the process of motivating employees and goal setting
- List the steps to setting successful goals
Module 4: Managing Change
On completion of this module participants will be able to:
- Describe the consequences of planned change
- List a series of intervention strategies to prevent the link between change and the employee’s failure to satisfy their needs
- Explain the importance of communicating the need for change
- Explain the personal impact of change

Module 5: Negotiating
On completion of this module participants will be able to:
- Explain the basics of negotiation
- Explain the negotiation process
- List negotiating tactics

Module 6: Managing Performance
On completion of this module participants will be able to:
- Describe performance appraisal
- List the benefits of training and development
- Explain coaching as an alternative to formal training
- Explain the importance of managing stress

Who should attend?
Supervisors and managers

Participants should note that registration for individual modules is NOT allowed.

Dates: November 5 & 11, 2019    January 22 & 28, 2020    February 4 & 11, 2020

Time: 9.00am to 12.00pm
Leader’s Insight

Background
Leader’s Insight is geared towards the Board of Directors, Committee Members and Senior Management of our Member Credit Unions and provides them with an opportunity to engage with local/ regional/ international Presenters and Credit Union Executives to discuss current issues facing credit union operations and industry best practices.

To register, complete the registration form and return it to us. Email: admin1@barbadoscoopleague.org. Should you have any queries, contact us at Telephone: 429-7075.

Dates
2019 – 2020

November 7, 2019
January 23, 2020
April 23, 2020
July 23, 2020

Register Now!!

Time
2:30pm - 3.30pm

Venue:
Training Room
1st Floor Co-operators General Insurance Co. Ltd.
Building
Upper Collymore Rock
St. Michael
Dollars & Sense: Member Development Presentations

As mentioned previously, BCCULL provides general members of Credit Unions with access to information that they can use to enhance their social and financial well-being. Below you will find the schedule of Member Development Presentations that should be of interest to general members. Members wishing to attend these presentations should complete the registration form and submit it to us for processing.

All presentations in this category are 3-hour presentations unless otherwise stated.

Managing Your Personal Finances
This presentation is targeted at all those individuals who find themselves in need of advice regarding how to maintain a personal budget, distinguishing wants from needs and relating personal budgets to national realities.

**Date:** January 18, 2020  
**Time:** 9.00 am to 12.00pm

Understanding and Managing Credit
This course takes a look at credit and outlines the benefits and challenges of various forms of credit instruments e.g. credit cards, hire purchase, loans and lines of credit. Participants will be able to take a look at how credit works and receive tips on how and when to use Credit.

**Date:** January 18, 2020  
**Time:** 1.00pm to 4.00pm

Home Matters: The Basics of Buying
This presentation introduces participants to home buying – reasons to invest in a home (or land), financial considerations including qualifying for a loan, fees, insurance, budgeting for maintenance etc.

**Date:** January 25, 2020  
**Time:** 9.00am to 12.00pm
A Golden Approach to Retirement
Managing retirement finances is of critical importance within the dynamic business environment. For most persons, retirement finances are a scarce commodity and must be managed effectively. This presentation, while not seeking to be a “cure-all”, will highlight some critical issues regarding retirement finances.

Date: January 25, 2020  
Time: 1.00pm to 4.00pm

Contact Us
We would be happy to answer any queries or receive any comments/suggestions you may have. Kindly contact us by using the below information.

Registration, Course Schedule & Course Completion Information
Akera Browne – Administrative Assistant
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Training Needs & Development Information
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