

CUSOURCE[®] Launches New MSR Start Series

CUSOURCE[®] Credit Union Knowledge Network (**CUSOURCE** Knowledge Network) is pleased to announce the release of the **MSR Start Series** – a new on-line series of courses designed for credit union employees with direct member contact.

“The MSR Start Series provides credit unions with a complete, ready-made training program in an efficient and cost-effective way,” said Cheryl Byrne, CEO of **CUSOURCE** Knowledge Network. “At the same time, it enhances existing orientation programs – a great solution for those credit unions who want to standardize their processes and reduce their training costs.”

This guided learning series consists of six courses that can be taken separately (at a cost of \$95 each) or as an entire series (\$295) and is available on both the 6.5 and 7.6 learning management systems.

“The Series was developed in direct response to credit unions’ request for this type of fundamental training,” said Michelle Manary, Learning Consultant to **CUSOURCE** Knowledge Network. “We wrote the content based on what the credit unions wanted,” said Manary. “We involved credit union representatives from across the country in reviewing and testing to ensure that the content aligns with current system needs. Consequently, the MSR Start Series offers a broad level of knowledge and a consistent learning experience that promises to increase operational efficiency.”

While titled the MSR Start Series, this series of courses offers a comprehensive learning package for any new employee to the credit union system. The courses teach employees the skills, behaviours, policies and practices needed from the first day on the job. The titles of the six courses are:

1. *Orientation*
2. *Cash and Basic Transactions*
3. *Cheque Negotiation, Security and Risk Management*
4. *Electronic Banking Transactions*
5. *Core Product Knowledge*
6. *Advanced Product Knowledge*

More than on-line courses, the Series also includes valuable support resources: two fully customizable guides: one for managers; the other, for MSRs. The guides use a development approach that builds on the principle of “see, learn, do”. They also include such support tools as: a sample Orientation Outline; an MSR Learning Roadmap from the first day up to the first two years on the job; an Observation and Evaluation Checklist; and Checkpoint questions to help employees apply concepts from the courses to real-life in their credit unions.

You’ll find the MSR Series under By Library in the **CUSOURCE[®]** Catalogue.

To enroll, or for more information, please contact your [Regional Office](#) or visit www.cusource.ca.