



March 2010

Simplifying the Transcript Reporting Process for SkillSoft Courses

CUSOURCE Knowledge Network is pleased to announce the live updating of *SkillSoft* course marks for e-Learners. This enhancement means that learners' marks will be captured in real time in their training transcripts on the *CUSOURCE*® Learning Management System (LMS).

What happens to in progress *SkillSoft* Courses?

Any learner who has an "in progress" *SkillSoft* course must complete the course on or before April 6, 2010 at 6:00 p.m. EST. This will ensure that their marks are reflected in their LMS transcript.

Important Information for Any *SkillSoft* eLearner

After April 6th, the progress of any incomplete course will be lost.

The Good News!

The good news is that, once implemented, this enhancement will allow learners who complete a *SkillSoft* course after April 8th to immediately track their marks in their training transcript.

Click [here](#) to find out more on this enhancement and watch for more updates.

Canadian Central Launches its First National Mentorship Program

Credit Union Central of Canada (Canadian Central) is thrilled to be launching its first National Mentorship Program (NMP) in April 2010.

Don't miss out on this unique opportunity that will match system employees in senior positions with "high potential employees" in credit union system organizations across the country. This mentorship program will run from April to October and the maximum time commitment will be 4 hours per month and the minimum, 2 hours per month.

*****Application deadline for Mentors and Mentees MUST be submitted to Canadian Central by March 15*****

Join the final *free* NMP Webinar being held on March 9th to find out more about this unique opportunity.

Time: 1 p.m. ET. Duration: 1 hour. Click [here](#) to register.

2009 Customer Satisfaction Survey Results are In!

CUSOURCE Knowledge Network is pleased to share with you some of the highlights of our 2009 Customer Satisfaction Survey.

Did you know that respondents' overall perception of CUSOURCE Knowledge Network ranked very high with 93% of respondents stating that they would recommend the company to other credit unions?

The survey targeted 445 key contacts at credit unions nationwide yielding a 34% response rate.

Click [here](#) to find out more about some of the findings from our 2009 Customer Satisfaction Survey.

Successful Pilot Run of RMA Course in Prairies

February Pilot of RMA Course: *Understanding Your Small Business Customer* facilitated by Karl Dopf was a success!

Designed for employees who have little or no formal training in commercial credit, this course will develop and enhance skills that will enable you to work more effectively with existing and potential small business members.

Watch for more details about this session later this month!

March and April 2010 Free Power Hour Webinar Schedule

Sign up today for the following *free Power Hour* information webinars. Please note:

- Webinars are at 1:00 pm ET unless otherwise listed
- Registration deadline is 1 day prior to the webinar

Space in each session is limited, sign up now!

RMA eMentor - "Industry Resources"

Tuesday, March 23rd

Thursday, April 15th

Meet the LMS

Wednesday, April 7th

Accredited Commercial Lender: The Road to Success - Getting There from Here

Thursday, April 22nd

To see the full list of upcoming webinars, see the current [webinar schedule](#). To sign up, login to [CUSOURCE® LMS](#), then go to "Catalogue"> By Topic> Webinars.

Webinar Spotlights

RMA Case Studies: For Commercial Lenders

Give your commercial lenders the opportunity to work through 4 unique online case studies with a subject matter expert and a group of their credit union peers.

Designed for commercial lenders with a **minimum of 18 months experience** or for those who are taking on an underwriting role, these webinars provide an interactive, hands-on way to build both lending skills and personal networks.

Duration: 1 hour. Cost: \$60 p/p per webinar.

Click [here](#) for more information.

IFRS or Private Enterprise GAAP - What Lenders Need to Know

The way financial statements are presented in Canada will change for all types of entities.

CUSOURCE Knowledge Network and PricewaterhouseCoopers bring you a webinar to help your staff prepare for the change in the way business financial statements are presented in Canada for all types of entities.

This change, to take effect in 2011, will impact both the entity's lenders as well as the actual companies themselves. Make sure your lending staff is prepared.

Choose one of the 2 remaining webinars available on Tuesday, March 9 and 16.

Time: Noon ET. Duration: 1 ½ h. Cost: \$195 per connection fee.

Click [here](#) for more information.

Important Reminders

Supervisor Orientation to the MSR Accreditation Program

Registration for the March/April 2010 session **closed on March 1st**.

A reminder to those who registered: Session runs from March 16 to April 4.

Participants in this accredited program will receive the tools they need to integrate this great accreditation program into performance requirements.

For more information about any of the items in eNews, contact your Regional Office.