



# intouch

LEARNING... SIMPLY PART OF YOUR DAY

## New Commercial Lending Programs Now Available, Just-In-Time!

Commercial lending training is taking a radically different approach at the national level. With direction and input from the National Lenders Advisory Committee (NLAC) which is composed of some of our system's most experienced and qualified commercial lenders, CUSOURCE subscribers can now access two comprehensive programs via the CUSOURCE Catalogue:

- Commercial Lending Administrator Program and
- Commercial Lender Program

Stayed tuned for the Commercial Loans Manager Program expected in 2005.

### What's Different?

Each program is a composite or blend of different types of courses—**web-based**, **class-room** and **CUIC paper-based**—that cover:

- **Commercial lending** knowledge and skills as they apply to the various positions

- **Other knowledge and skill areas** such as writing and communication skills, sales and service skills, business ethics, etc.
- **Case Studies**
- **Topical issues.**

### More Flexible, Tailored-to-You Approach

The sum of these changes to commercial lending training add up to a more flexible, tailored approach to learning. Why?

There are 3 levels of participation, depending on what suits your learning requirements. You can:

1. Enroll in an entire, comprehensive **program** e.g., Commercial Lending Administrator, Commercial Lender Program **or**
2. Complete **individual courses** within each program. If and when you complete all of the courses, then

apply for certification in the appropriate program **or**

3. Complete specific **modules** of CU00345, the new web version of CUIC345 Commercial Lending.

These options enable you to design a commercial lending learning plan custom-fit for you, based on your needs. The resulting - more effective and efficient use of time and money.

### Nationally Recognized Certification

CUSOURCE is currently working with Dalhousie University to accredit these programs. This means that graduates could use the credential Certified Commercial Lending Administrator or Certified Commercial Lender. Is such a credential important? It should be to your credit union and to your regulators.

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## 1 in 5 Credit Unions Becomes a Corporate Subscriber

By the end of April, 1 in every 5 credit unions had become a CUSOURCE Corporate Subscriber. We asked a few credit unions about their rationale for becoming Corporate Subscribers, about its fit with their strategic objectives. We also gained some insights into their rollout plans and activities.

### Susan Chartrand

Training & Administration Manager,  
Waterloo Regional Credit Union (ON)

"We are a multi-branch credit union now," Sue Chartrand stated. "Soon, we'll be merging, increasing our employee

complement and our geographical spread. We simply need **consistent, easily accessible training** and CUSOURCE provides it. As a trainer, I simply can't be everywhere."

"We approached CUSOURCE as a "package". Our board feels strongly that we conduct **360 assessments**. CUSOURCE has a tool to do this. As the lead up, every employee must complete his/her Profile and the knowledge and skill **self-assessment** for his/her position. We have paid for the NETg library for every employee so

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New commercial lending...

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## Take Modules of CUIC345 Just-in-Time. As Needed

The CUIC345 Commercial Lending course remains the cornerstone of commercial lending knowledge. But the transformation of that course into ten independent, web-based modules gives commercial lenders choices and flexibility they have never had before. Now, depending on knowledge/skill requirements, you can:

1. enroll in the **entire web-based CU00345** course and pay a package price or
2. choose specific **modules** and pay for them on an “as-you-go” basis.

You can still write the CUIC exam for credit. Passing the exam counts toward completion of the Management Studies Program and obtaining the CUIC Associate designation.

## To Learn More

Go to [www.cusource.ca](http://www.cusource.ca). Click on “Learning” in the blue band, then on “Commercial Lending Programs” in the bar on the left or call your Regional CUSOURCE office.

## Excitement Builds Around New Programs

The two new programs were unveiled at the BC Lenders Conference in April and were received with enthusiasm. “The new programs plus the CUSOURCE system features are awesome”, **Carla Desmond**, Assistant Manager, Aldergrove Credit Union commented energetically. “Our credit union is just beginning to build its commercial expertise and the one experienced employee we do have in this area will be retiring. We need to be able to pass on what he knows and develop other employees. I’m not high tech, but CUSOURCE seems to offer easy access to this training. It’s user friendly. And the built-in competencies

make it easy to see what skills we need to develop. I think the combination of these programs and the technology is great!”

## Enhances Employee Skills and Builds System Bench Strength

Defining the broad-based knowledge and skills (competencies) for each of the commercial loan administrator, lender and manager positions was the foundation for the development of each program. Employees can perform a skill gap analysis and then construct a learning plan that addresses those gaps. “This approach will help strengthen the commercial lending skills not only in individual employees but also increase our bench strength across the credit union system”, commented **Dick Williams**, VP Financial Services, Credit Union Central Alberta and Chair of NLAC’s Education Committee. “This is critical in developing savvy lenders, maintaining healthy credit unions and ensuring that we maintain or improve our market share in commercial lending.”

## On-line Class to Pilot Web-based Commercial Lending Course

CUSOURCE will pilot the new web-based version of CU00 345 with 15 employees who have a strong interest in commercial lending. This 15 week, on-line program will be facilitated by a subject matter expert and will culminate in writing the CUIC exam in November/December for credit. Interested in being part of this special group? Contact Shelagh McGrath at [mcgraths@cusource.ca](mailto:mcgraths@cusource.ca). Please, act quickly. Space is limited to 15 participants.

Commercial Lending Web-based Modules	
\$95 each module or \$650 for 10 including CUIC exam (1 sitting)	
CU00-CL1	Introduction to Commercial Lending Practices*
CU00-CL2	Financial Statements
CU00-CL3	Cash Flow
CU00-CL4	The Loan Investigation Process*
CU00-CL5	Security Values and Appraisal Roles*
CU00-CL6	Structuring a Commercial Loan*
CU00-CL7	Loan Disbursements/Monitoring*
CU00-CL8	Problem Accounts*
CU00-CL9	Prospecting for Commercial Loans
CU00-CL10	Negotiating & Closing the Loan
* Required for the Commercial Lending Administrator Program. All 10 courses are required in the Commercial Lender Program.	

### Important:

As of January 1, 2005, CUSOURCE will cease to offer the paper-based version of CUIC345. Students who have the course may continue to study from it and write the CUIC exam.

In September, watch for the release of new consumer and residential mortgage lending programs.

# RMA's Statement Studies – “Best Tool Commercial Lenders Have.”

**Karl Dopf**, Assistant VP, Commercial Credit, Prospera CU and Ubiquity Bank (BC)

Credit union lenders have an unprecedented opportunity. In 2003, Canadian Central negotiated a “first ever” deal with highly respected Risk Management Associates (aka RMA and formerly Robert Morris Associates). The unique “national” arrangement gives lenders access to RMA's *eMentor*™ through CUSOURCE.

“I have been using RMA's Statement Studies for 25 years”, said Karl Dopf, Assistant VP Commercial Banking. “For commercial lenders, these Statement Studies are one of the most valuable tools we have to assess risk. The industry lending papers are very useful for new commercial lenders. They provide insights into the opportunities but also spell out the risks in each sector. Generally speaking, the credit union system lacks sufficient material for this specialize area of lending. RMA's services are very important. CUSOURCE is the best thing that has happened to our industry.”

## RMA's *eMentor* – Reduce Commercial Lending Risk with Expert Resources

The statement studies to which Karl refers are part of RMA's *eMentor*™ - a web-based learning and reference tool for lending and credit professionals.

## To Access *eMentor*

As an Individual Subscriber (just \$40 a year) a lender has access to RMA's *eMentor* and many other learning opportunities in both credit and other topics.

Log in to CUSOURCE. On the Knowledge Exchange screen, click *RMA Statement Studies* under Lending. Click *Launch Web Page* under *eMentor*.



Click the **Industry Resources** tab and you'll find numerous risk-assessment tools:

- RMA's Annual Statement Studies
- Financial Ratios Benchmark
- Industry Default Probabilities
- Global Insight's Annual Industry Review
- Credit, Risk, and Lending Insights,
- Industry Imperatives and External Web Sites.



Click **Business Processes** to see documents on such topics as:

- Analyzing Non-Financial Ratios
- Understanding the Numbers
- Structuring the Deal
- Pricing the Deal
- Monitoring the Relationship



The **Special Topics** section of *eMentor* examines a particular credit area in depth. Real estate is the current topic.



## Valuable or Not? Tell us

If you're a lender, explore *eMentor*. Then, tell us what you think about it and the information it provides. Valuable? or not? Post your comments to the Discussion Forum General Feedback or e-mail Kathy Clutterbuck at [clutterbuck@cusource.ca](mailto:clutterbuck@cusource.ca).

Problems accessing *eMentor* contact [help@cusource.ca](mailto:help@cusource.ca)

## 1 in 5 Credit Unions...

that they can become accustomed to both **web-based learning** and to including learning in their daily routine. Every employee is given one hour per week to work at a PC that has internet access and is away from his/her work station.

Then, we will guide employees through the 360 assessments. We plan to complete these by the end of June and repeat the 360 process again at the end of December. Then, we'll move to an annual process."

One branch manager commented, "CUSOURCE will make it handy to **guide** individuals on which courses they should take and make the **course approval** process quicker. It's a great tool and should benefit staff and all levels of management."

**Sherry Nantais**

CFO, Van Tel/Safeway Credit Union (BC)

"We want to be our employees' 'first choice' as an employer. That's one of our strategic objectives." Sherry was quite emphatic. "We recognize that training – providing employees with the tools they need to do their current job better and/or to advance to other positions – is critical in our achieving that objective."

"In the short term, CUSOURCE provides a means for both individual employees and the credit union as a whole to **track** skills needed and courses taken to address those needs. The CUSOURCE system also provides a simple way of **approving [course] requests** and monitoring training dollars spent against budget. In the medium to long-term, we want to use the CUSOURCE **self-assessment** tools in the retail lending area in particular to help distill the training needs and better **focus our training efforts**. When we do start classroom training, the assessments will help us be more effective in pulling together training groups that have similar needs. The fact that employees can self-assess is very important. The fact that they can track their own progress

against skill gaps is extremely important. We want them to take **responsibility** for their own learning plans. Our intent is that all staff and directors be able to access CUSOURCE. However, we want to ensure that we introduce it in a way that makes the most sense and garners the most participation."

Is CUSOURCE important from a national perspective? "Absolutely!", replied Sherry. "Lending is a perfect example. The ability of credit union lenders to share across the country is invaluable! The "differences" offer a very important learning experience. And we really appreciate the availability of the RMA Statement Studies for commercial loans. Thank you, Canadian Central!"

**Sylvana Moro**

Human Resources Manager,  
Heritage Credit Union (NS)

Employer of Choice. Heritage shares this strategic objective with Van Tel/Safeway and probably, many other credit unions. Another of Heritage's strategic objective: to be its members' Financial Institution of Choice. These shared visions mean that Sylvana values many of the same features of CUSOURCE as Sherry and Susan Chartand.

But to the discussion, Sylvana added:

- CUSOURCE has a **broad spectrum of appeal** because it brings the CUIC level and type of courses together with other shorter, less formal ones. The variety in topics **keeps people learning**, particularly those who may have finished or are just not ready for CUIC courses.
- "We want our employees to view and use CUSOURCE as a tool to help them **realize their potential**," said Sylvana. "Then, we want them to promote and assist others to use it to advantage, too. We have purchased NETg licenses for everyone. To reinforce their achievement and their **initiative**, every time an employee completes a NETg course, we post

## Continued from Page 1

his/her name on our intranet along with the title of the course. This acknowledges the employee's achievement and that person becomes a resource from whom other staff can get information about that course."

- "I love the **detailed** course approval system," Sylvana continued. "I get a message. It triggers a response. I print off the approval and put it in the employee's file. It's very organized. I love it."
- CUSOURCE will help **improve portability** across the system. "If someone from our staff moves West and can show a potential credit union employer what s/he has done on CUSOURCE, it will mean something, like CUIC designations do."

"I used to work for a global company that had a well used learning and knowledge management system," Sylvana explained. "We had on-line support groups; best practice ideas were documented. It was just another tool we used to do our work and to learn at work. The first thing you signed on to in the morning. I think of CUSOURCE in the same way."

**Val Ness**

Manager, Human Resources,  
Weyburn Credit Union (SK)

One final comment from Val Ness whose focus was on efficiency and ease. "After CUSOURCE staff walked me through the first registration, I found the process easy to follow. As we become more comfortable with the system, it will be a very quick, efficient way of handling the function. I liked the fact that our account was debited without having to forward cheques to CUIC as we used to. The process will definitely save time."

**For more information** on becoming a CUSOURCE Subscriber, contact your CUSOURCE Regional Office

## Teachers' CU Uses NETg to Support Sales & Service, Leadership, Succession Planning

"We want people at all levels of our organization to be engaged in learning", explained **Kathy Clark**, Manager, Human Resources at Teachers' Credit Union in Hamilton, Ontario. "While many of our staff are comfortable with CUIC courses, there are others who are nervous about more formal learning situations. CUSOURCE gives us some options.

We also want cost effective training. At our strategic planning session, we budgeted either a dollar amount or number of training days for each employee and director. CUSOURCE has helped us save time and money by investigating appropriate learning material and making it available. It has done some of the leg work for us."

"So, to obtain our strategic objective of having adaptable, well-trained employees, we decided to focus on the NETg courses. We did this for a number of reasons:

- **Financial:** We found the investment of \$95 per employee for access to 50 courses was very cost effective. So, we have purchased licenses for all of our employees and directors.
- **Suitability:** Within the library of 50 titles, there are courses that are suitable for everyone. As a result, everyone will have some titles incorporated into their Learning Plans, and these, in turn, will be part of our whole performance management strategy. We know 'what gets measured gets done'.
- **Flexible Access:** Because the courses are web-based, our employees can go through them at work or at home. We are giving every employee time

during work hours to work on their NETg courses; but because the library contains such a range of courses, they can opt to take additional courses at their leisure.

- **Informal. Unintimidating:** While many of our employees are enrolled in CUIC courses, other employees want something less formal but still, performance related.
- **Support Strategic Objectives:** The NETg courses help support our sales and service culture, leadership development and assist us in succession planning.
- **Easy to track:** CUSOURCE provides employees and directors with a means of tracking their progress in obtaining specific knowledge and skills.

### Benefits Extend to Directors

Organizational culture is driven from the top. Leaders set the tone - become the examples. Fostering a culture that speaks about people development and learning needs to engage everyone. The CEO of Teachers', Beryl Roberto, ACUIC and her board recognize that. "We feel that CUSOURCE and the NETg courses will help our board develop both as directors as well as in their work outside the credit union, too." Kathy continued, "CUSOURCE brings value in that it enables directors to take courses and connect with other directors."

### Roll Out Strategy

Teachers' introduced CUSOURCE and the NETg courses at one of its quarterly staff breakfast meetings. This gave staff the opportunity to understand CUSOURCE and invest in becoming a Corporate Subscriber. Most managers complete a NETg course prior to their reporting staff. Reaction by several managers to *Excellence in Service*—"We loved it! It was fabulous!"

In April, Teachers' rolled CUSOURCE out to all employees. The focus -- NETg courses. Within two weeks, Kathy could feel the "buzz", the "excitement." She was pleased and surprised to hear an employee comment, "I think I'll do this at home."

### Learning Just Part of the Day

"We want learning to be part of our culture - part of everyone's day. If people aspire to other jobs in the organization, there are lots of foundational courses in the NETg library that will help them prepare. For Teachers', NETg is an efficient, cost effective way to achieve our goals."

**Kathy Clark**

### Profile of Teachers' Credit Union:

Urban. Closed bond. Unionized.  
75 employees  
3 branches  
\$240 million in assets

## Here's "What's Hot" with CUSOURCE this Fall.

Over the past year, you've told us your hot topics. As a result, we're planning some sizzle this Fall that includes a menu of new workshops.

### Business Ethics: 2 courses

#### Ethical Awareness and Decision Making

Ethics and trust. What is the relationship between them? How is it that individuals and organizations can approach ethical thinking differently? Is there – can there be – an ethical decision-making process? This one-day seminar on ethical business practices will assist you with developing critical ethical decision-making skills that you can apply to your professional and personal life. This is a fundamental workshop in business ethics and sets the stage for the next workshop, *Ethics for the Leader*.

#### Ethics for the Leader

What influences ethical behaviour in an organization? What is the leader's role in these ethical dynamics? How does one create an "ethical environment"? These are just several of the issues that are the focus of this four-hour workshop designed for those in leadership positions. This workshop builds on the knowledge gained from *Ethical Awareness and Decision Making*.

### Leadership Succession and Continuity: 2 courses

The "war for talent" means that credit unions, like other businesses, are challenged with recruiting, developing, and retaining people in mission-critical leadership positions. Leadership continuity planning and management is more strategic than "succession" planning. It involves human resources and governance strategy to ensure

leadership continuity in both board and key employee positions. Thus, CUSOURCE offers two workshops designed to embed leadership continuity in strategic plans and to assist with developing a road map for implementation.

#### For Directors:

##### *Leadership Succession and Continuity: Board Responsibilities*

When directors leave this three-hour workshop, they will have guiding principles, policy statements, the roles and responsibilities and the template of a leadership continuity plan for both key employees and the board.

#### For Senior Management:

##### *Leadership Succession and Continuity: The Management Workshop*

This one-day workshop focuses on the needs, benefits and options for continuity management and planning. Participants will use case studies and templates for developing a continuity plan and to see how continuity planning fits into strategic, human resources and operational plans.

### Credit Unions: Leading for the Future

This five day intensive workshop brings leaders together from across the system to one spot – the Banff Centre, a leader itself in the design and delivery of leadership programs.

The fee includes all expenses (materials, accommodation, meals) with the exception of transportation to and from Banff and incidental costs.

Participants are limited to 25. For details, contact **Jan Hall** at 1-416-232-3474 or [hallj@cusource.ca](mailto:hallj@cusource.ca).

### Enroll or Express Interest on CUSOURCE

Interested in any of these workshops? Let us know by going into the CUSOURCE Catalogue. Find and click on the appropriate workshop. If there are no sessions planned (i.e., no dates set), be sure to click on *Express Interest*. With sufficient interest, CUSOURCE can then set a date. Once set, you will be automatically notified and invited to enroll.

#### For More Information:

- visit [www.cusource.ca](http://www.cusource.ca). Click on **Learning**, then **Course Catalogue** or
- log into CUSOURCE then search by course title in the **Catalogue** or
- contact your CUSOURCE Regional office.

# Congratulations

## March 2004 Exam Report

Summary of Exam Results for March 2004

CUIC Exams	Number of Examinees	Mark above 60% (%)	Highest Mark (%)	Average Mark (%)
Sales & Service Accreditation	18	100%	88	78
CUIC185	125	92	96	75
CUIC200	99	79	94	69
CUIC210	120	91	93	72
CUIC225	17	88	87	76
CUIC235	2	100	80	73
CUIC240	66	96	91	74
CUIC345	37	97	87	76
Total	484			

Total Sites – 120

## TOP SCORERS

**Congratulations to the following individuals who scored the highest grade in their respective exams.**

COURSE	NAME	%	CREDIT UNION	PROV
Sales & Service Accreditation	Irene Sallee	88%	Winnipeg Police	MB
CUIC185	Brenda Redhead	96%	Wainwright	AB
CUIC200	Corvyn Neufeld	94%	Cornerstone	SK
CUIC210	Natasha Canning	93%	Newfoundland & Labrador	NL
CUIC225	Byron Bidulka	87%	Wainwright	AB
	Jacques DeCorby	87%	Moosomin	SK
CUIC235	Richard Loewen	80%	Nelson & District	BC
CUIC240	Karin Merriman	91%	Salmon Arm Savings	BC
CUIC345	Jennifer Mozden	87%	South Interlake	MB
	Leanne Porter	87%	Moosomin	SK

### Important Dates for CUIC November Exams

**Date:** November 24th

**Registration Start Date:** Sept. 15, 2004

**Registration Deadline:** October 8, 2004

**Deadline for Exam Cancellation without penalty:** October 15, 2004

### For Other Important CUIC Dates related to:

- Written assignments
- Online tutorials
- Exams

Click *Getting Started* on the CUSOURCE home page [www.cusource.ca](http://www.cusource.ca). Then, *Important Dates* in the index on the left of the screen.

# ACCREDITED CREDIT UNION SALES AND SERVICE REPRESENTATIVES



AB  
Linda Smith  
Accredited CU Sales  
& Service Rep.  
Servus



MB  
Gail Armstrong  
Accredited CU Sales  
& Service Rep.  
South Interlake



MB  
Jackie Doyle  
Accredited CU Sales  
& Service Rep.  
Westoba



MB  
Natalie Dean  
Accredited CU Sales  
& Service Rep.  
Assiniboine



MB  
Carol Fitzsimmons  
Accredited CU Sales  
& Service Rep.  
Westoba



MB  
Joanie Ricard  
Accredited CU Sales  
& Service Rep.  
Westoba



MB  
Lisa Thornborough  
Accredited CU Sales  
& Service Rep.  
Westoba



SK  
Carla Balabuck  
Accredited CU Sales  
& Service Rep.  
Cornerstone



SK  
Julie Beer  
Accredited CU Sales  
& Service Rep.  
Spectra



SK  
Sandra Dyer  
Accredited CU Sales  
& Service Rep.  
Southwest



SK  
Denise Halliwell  
Accredited CU Sales  
& Service Rep.  
Southwest

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# Congratulations



SK  
Joline Hedstrom  
Accredited CU Sales  
& Service Rep.  
Southwest



SK  
Rheanne Leblanc  
Accredited CU Sales  
& Service Rep.  
Southwest



SK  
Marilyn Legault  
Accredited CU Sales  
& Service Rep.  
Southwest



SK  
Curtis Malysh  
Accredited CU Sales  
& Service Rep.  
Cornerstone



SK  
Shannon Penner  
Accredited CU Sales  
& Service Rep.  
Spectra



SK  
Lorie Toderian  
Accredited CU Sales  
& Service Rep.  
Cornerstone



SK  
Tannis Wock  
Accredited CU Sales  
& Service Rep.  
Spectra

CONGRATULATIONS TO THE INDIVIDUALS ABOVE AND TO THE FOLLOWING  
ACCREDITED SALES & SERVICE REPRESENTATIVES:

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Mary Ann Blackburn  
Teachers' (ON)

Cheryl Buttle  
Teachers' (ON)

Michelle Dupont  
South Interlake (MB)

Dawn MacLeod  
South Interlake (MB)

Lorraine Mokry  
Southwest (SK)

Denise Morin  
South Interlake (MB)

Brenda Pearce  
Teachers' (ON)

Melanie Stewart  
South Interlake (MB)

Lynda Tarves  
Teachers' (ON)

Debbie Gross  
Ontario Provincial  
Police Association (ON)

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## CUIC FELLOW DESIGNATES



AB  
Tony Zuback, FCUIC,  
Senior Loans Officer  
Wildrose



BC  
Barbara Steele,  
CGA, FCUIC,  
Manager, Finance  
and Administration  
Coastal Community



NF  
Glenn Bolger, FCUIC,  
Chief Operating Officer  
Newfoundland &  
Labrador



SK  
Michelle Babiarz, FCUIC,  
Canora



SK  
Debbie Veit, FCUIC,  
Member Service  
Representative  
BCU Financial

### CONGRATULATIONS TO THE CUIC FELLOW DESIGNATES PICTURED ABOVE AND TO:

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Mark Marcil, FCUIC,  
Island Savings (BC)

Tara Beck, FCUIC,  
Estevan (SK)

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## CUIC ASSOCIATE DESIGNATES



SK  
Brad Appel, ACUIC  
Manager of  
Quality Assurance  
Prairie Centre CU



SK  
Sheldon Craig,  
ACUIC  
Branch Manager  
Prince Albert



SK  
Robin Remizowski, ACUIC  
Operations Manager,  
Risk Management  
CUETS

## Congratulations Lee and Hugh! First CUIC Students to Graduate from MHC Programs



**Lee Donison**



**Hugh O'Hare**

They read the article in *In Touch*. Acted on it. And now, two CUIC students have earned “firsts” at Medicine Hat College.

**Lee Donison**, newly promoted Manager of Sales and Service, Emergency Services Credit Union (AB) is the first graduate of the MHC's Certificate in Management Studies Program; **Hugh O'Hare, ACUIC**, General Manager, Buffalo Credit Union (MB) is the first graduate of the Diploma in Management Studies Program.

### Why Do It?

The article in CUSOURCE's Fall 2003 *In Touch* grabbed Lee's interest. But it was the helpful attitude of the College's staff that sold him on enrolling in the Certificate program. “It was quite a surprise to be the first Certificate graduate. The sense of personal achievement has spurred me to continue working towards finishing my last course for the FCUIC designation; then, my goal is to complete my ACUIC designation and the Diploma in Management Studies at Medicine Hat College. All of the courses I have taken have helped me do the jobs I have had over my 15 years in the system better. I believe that continually upgrading my education has benefited me in getting my most recent promotion. Emergency Services funds 100% of employees' education costs in any area related to their current job or any other job they may be working towards in the system. We are moving forward with CUSOURCE to assist

employees in their educational requirements.

**Hugh O'Hare** is a consummate learner. His attitude is grounded in “I am always so impressed with what I don't know. So, I just keep learning.” (It's an attitude his children now share.)

Hugh's ACUIC designation is just one of his many credentials. To them, he wants to add a degree. So, the article in the Fall 2003 issue of *In Touch* caught his imagination. But like Lee, what sold him on enrolling in MHC's Diploma program was the attitude and flexibility of the College's staff. “I've taken so many courses”, says Hugh, “but the online computer course I needed for the MHC Diploma was the most fun I've had in a long time.”

“It really is nice to see that the CUIC courses, well recognized within the system, have wider value, too. Now that I have MHC's Diploma, I'm applying to Athabasca University for credit towards the Degree in Management.”

For more information about the arrangement between CUSOURCE-Medicine Hat College-Athabasca University, go to [www.cusource.ca](http://www.cusource.ca). Click on **News & Events, In Touch**, then *In Touch* 2003 or contact your CUSOURCE Regional office.

In the Fall 2004 issue of *In Touch*, watch for news about CUSOURCE and Lakeland College relative to CUIC designations.

## This newsletter is for everyone!

Please post it on your staffroom notice board or circulate it among the rest of your colleagues.

intouch is published to inform you about CUSOURCE and its designation arm, CUIC. If you have suggestions for articles, or would like to contribute information, please direct your comments to:

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275 Bank Street, Suite 400,  
Ottawa, Ontario K2P 2L6

Phone: (613) 238-4940 x 244

Fax: (613) 238-0226

E-mail: [ellisj@cusource.ca](mailto:ellisj@cusource.ca)

[www.cusource.ca](http://www.cusource.ca)

## Have Questions? Contact...

Here's a short list of who to contact in CUSOURCE's Toronto office if you have questions about...

**CUIC Course Orders**  
**Exams**  
**Graduate Certificates**  
**On-line Tutorials**  
**Written Assignments**  
**Status of Requests for Credit Transfers**

**Judi McMillan:**  
[mcmillanj@cusource.ca](mailto:mcmillanj@cusource.ca)  
Phone: 1-800-267-2842

**CUIC's CBTs**  
**CUDA Program CBTs**

**Beth McElroy:**  
[mcelroyb@cusource.ca](mailto:mcelroyb@cusource.ca)  
Phone: 1-800-267-2842

**Technical support**

**Chris Smith:**  
[help@cusource.ca](mailto:help@cusource.ca)  
Phone: 1-888-367-1386

## Free Access to Money Laundering Training

In August, all CUSOURCE subscribers will have free access to CUIC's money laundering training. Currently on CD, the *Detection and Prevention of Money Laundering* will be web-enabled as of that date. Money laundering training... just a click away.

## Facts Related to CUIC

- The \$100 CUIC Admission fee no longer exists. Any CUSOURCE subscriber can enroll in a CUIC course without an admission fee. Instead, they pay \$100 when they either enroll in a certificate/designation program (e.g., Sales & Service Representative Accreditation) or, when they have met all of the requirements to complete a program and want a designation.
- Certificate/designation fee is a "once only" fee, regardless of the number of CUIC designations an employee earns.
- Employees who have already paid the \$100 CUIC Admission fee do not need to pay the certificate/designation fee again.

## CUSOURCE Regional Offices

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