

H7CUGO: Credit Union Business, Governance and Operations

Module Code:	H7CUGO
Long Title	Credit Union Business, Governance and Operations AWAITING PROCESSING
Title	Credit Union Governance and Operations
Module Level:	LEVEL 7
EQF Level:	6
EHEA Level:	First Cycle
Credits:	5
Module Coordinator:	Philip Shanahan
Module Author:	Philip Shanahan
Departments:	
Specifications of the qualifications and experience required of staff	
Learning Outcomes	
<i>On successful completion of this module the learner will be able to:</i>	
#	Learning Outcome Description
LO1	Critically evaluate the collective and individual responsibilities of the Board of Directors, the various committees, functions, and officers within the credit union structure, and the relationship between these key functions;
LO2	Evaluate how the principles of good governance are applied in a credit union structure;
LO3	Understand the financial structure within a credit union, and describe the purpose of key financial statements;
LO4	Describe the process of administering the various types of new and existing memberships within the credit union in accordance with legal and regulatory requirements;
LO5	Compare and contrast the key features of credit union savings and lending products;
LO6	Analyse the nature and purpose of internal controls in the operation of the credit union;
LO7	Apply learning within a credit union context.
Dependencies	
Module Recommendations	
No recommendations listed	
Co-requisite Modules	
No Co-requisite modules listed	
Entry requirements	

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Module Content & Assessment	
Indicative Content	
Reporting Structure in the Credit Union •Lines of management •Authority •Operational staff •Reporting in the credit union	
Membership: The Application Process •Credit union membership •Common Bond •Membership and anti-money laundering •Nominating property •Joint holdings and minor accounts	
Credit Union Services •Savings •Dividend •Interest on deposits •Loans •Lending related legislation •Member transactions and anti-money laundering	
Risk and Internal Controls •Risk management •Internal controls •Oversight functions •Policies and procedures	
The Relationship between Staff and Members •The importance of member service •Communication •How to handle difficult situations •How to handle complaints •Complaints framework	
What is Governance? •Defining governance •Evolution of governance in credit unions •The credit union governance model	
The Governance Structure in the Credit Union •Overview of legal and regulatory requirements •The non-executive (hands-off) role of the Board •Committees, principal posts and reporting structures •The role of the Manager/CEO •Compliance Officer, Risk Management Officer and Internal Audit Function •Role of the Chair	
Strategic/Business Planning •Defining strategic/business planning •Approaches to strategic/business planning •Stages of strategic/business planning	
Overseeing the Credit Union •Balancing business, prudential and cooperative interests •Overseeing the compliance function •Overseeing the risk management function •Overseeing the manager/CEO •Overseeing committees •Performance management •Policies and resources •Overseeing the Board of Directors	
Developing and Maintaining a Robust Governance Model •Ethics •Principles of good governance •Succession planning •Training and continuous professional development	
Assessments	
Reassessment Requirement	
Repeat failed items <i>The student must repeat any item failed</i>	

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Module Workload				
Module Target Workload Hours 0 Hours				
Workload: Part Time				
Workload Type	Workload Description	Hours	Frequency	Average Weekly Learner Workload
Independent Learning	Reading/research	105	Every Week	105.00
Lecture	Online live class (2 x 3 hours) Workshop (1 x 7 hours) Directed reading & formative assessmeent (18 hours) Online discussion forum/tutor support (9 hours)	40	Every Week	40.00
Total Weekly Contact Hours				40.00

Module Resources	
<i>Recommended Book Resources</i>	
NCI. (2018), Credit Union Business, Governance and Operations, [ISBN: MODULE MANUAL].	
<i>This module does not have any article/paper resources</i>	
<i>This module does not have any other resources</i>	
Discussion Note:	