



# AIB BANK FINANCIAL MANAGEMENT DIPLOMA

NAME \_\_\_\_\_







DATE \_\_\_\_\_

This diploma is designed for individuals who are involved in the financial management of their bank, including junior officers up through CEOs, CFOs and other senior officers making key decisions that affect bank profitability.

The courses required for this diploma cover the analysis of bank performance, the measurement and management of interest rate risk, and the management of funding, liquidity and capital. The core courses all use the same textbook, and each of the courses includes exercises in which participants apply these concepts to their own institution. Candidates should have an understanding of accounting and financial markets before beginning the required courses. Experience in the use of electronic spreadsheets is helpful but not required.

## Required Courses

Students must successfully complete the following courses. No substitutions or previous college credit will be accepted for this diploma.

Grade	Course	Delivery Methods		
	Analyzing Bank Performance			
	Ethical Issues for Bankers			
	Managing the Bank's Investment Portfolio			
	Managing Funding, Liquidity and Capital			
	Managing Interest Rate Risk			

AIB Diploma Code: 46



Visit [www.aba.com/training](http://www.aba.com/training), call **1-800-BANKERS** or contact your Local ABA Training Provider for more information.

# AIB BANK MARKETING DIPLOMA



NAME \_\_\_\_\_

DATE \_\_\_\_\_

The AIB Bank Marketing Diploma is ideal for bank marketers who are relatively new to the profession. It also represents an excellent opportunity for bankers outside the marketing area who desire a solid background in marketing to support their current responsibilities (e.g., branch managers).

At the core of the AIB Bank Marketing Diploma is in-depth course work on marketing financial services, along with related topics. Course project management provides essential business skills that experienced bank marketers have identified as critical to the function. Supporting the marketing-specific core are courses in banking fundamentals, economics and business ethics.

## Required Courses

Students must successfully complete the following courses. The Economics requirement may be met by transfer credit from an accredited college or university for a minimum of 3 credits.

Grade	Course	Delivery Options			
	AIB Principles of Banking				
	Dealing Effectively with Co-workers				
	AIB Economics for Bankers				
	Ethical Issues for Bankers				
	Managing Time at Work				
	AIB Marketing Financial Services				
	Project Management Fundamentals				
	Successful Sales Campaigns				

The AIB Bank Marketing Diploma meets the pre-certification education requirements for the Certified Financial Marketing Professional (CFMP) designation through the Institute of Certified Bankers (ICB).

AIB Diploma Code: 36

# AIB

## LEGEND

Classroom Training Materials  
 Correspondence Course

Instructor-led Online Training  
 Reference Materials

Self-paced Online Training  
 ICB Approved



# AIB BANK OPERATIONS DIPLOMA

NAME \_\_\_\_\_

DATE \_\_\_\_\_

The AIB Bank Operations Diploma, one of the oldest and most widely achieved diplomas, provides a solid grounding in banking fundamentals, and is an ideal foundation for new or aspiring operations managers or supervisors. This curriculum covers critical knowledge areas such as accounting, legal and regulatory aspects of banking, general bank operations, payment systems, and supervision that are central to the responsibilities of operations personnel.

## Required Courses

You must complete the following courses. The Accounting requirement may be met by transfer credit from an accredited college or university. Each course transferred must be taken for a minimum of 3 credits.

Grade	Course	Delivery Options			
	AIB Principles of Banking				
	AIB General Accounting* <b>or</b> AIB Financial Accounting*				
	AIB Law and Banking: Applications <b>or</b> AIB Law and Banking: Principles				
	AIB Money and Banking				
	AIB Supervisor Certificate				

## Electives

You must complete 4 elective credits. At least 2 credits must be AIB courses; the other 2 may be from college courses that are equivalent to courses in the AIB curriculum.

# Credits	Grade	Course

AIB Diploma Code: 33

# AIB

*Our General Accounting course is developed for students having no previous accounting education or work experience. It does, however, use a college textbook.*

Visit [www.aba.com/training](http://www.aba.com/training), call **1-800-BANKERS** or contact your Local ABA Training Provider for more information.

# AIB BANKING AND FINANCE DIPLOMA



NAME \_\_\_\_\_

DATE \_\_\_\_\_

The AIB Banking & Finance Diploma is a collaborative credential sponsored by ABA in conjunction with accredited (professional or regional) institutions of higher education and Local ABA Training Providers. It offers students the opportunity to earn AIB as well as college credits, both of which can be transferred to other credential programs.

To receive an AIB Banking and Finance Diploma you must successfully complete 30 credits. Of the 30 credits, at least 15 credits must be completed in AIB courses, using AIB materials and meeting the minimum educational requirements set by the ABA. The remaining 15 credits may be from coursework that directly relates to the study of finance and financial services at an accredited college or university.

## Required Courses

You must complete the following courses:

Grade	Course	Delivery Options		
	AIB Principles of Banking			
	AIB Analyzing Financial Statements*			
	AIB Economics for Bankers*			
	AIB Financial Accounting*			
	AIB Law and Banking: Applications <b>or</b> Law and Banking: Principles			
<b>and one of the following:</b>				
	AIB Commercial Lending			
	AIB Consumer Lending			
	AIB Introduction to Mortgage Lending			
<b>Plus</b> one other ABA/AIB course of your choosing _____				

\* These three required courses may be replaced by equivalent courses offered by an accredited institution of higher education, subject to ABA approval. These equivalents must be at least 3 credits each.

# Credits	Grade	Course

AIB Diploma Code: 45

# AIB

## LEGEND



Classroom Training Materials



Correspondence Course



Instructor-led Online Training



Reference Materials



Self-paced Online Training



ICB Approved



# AIB COMMERCIAL LENDING DIPLOMA

NAME \_\_\_\_\_

DATE \_\_\_\_\_

This curriculum is well suited to new commercial lenders, and those individuals in lending support positions and management trainees. The curriculum addresses broad banking comprehension, financial accounting, commercial lending and credit analysis, product knowledge — both credit and deposit products for small businesses — legal and regulatory issues, and a number of other topics that support the overall business relationship.

## Required Courses

You must complete the following courses. Those titles with an asterisk (\*) may be met by transfer credit from an accredited college or university. Each course transferred must be taken for a minimum of 3 credits.

Grade	Course	Delivery Options			
	AIB Principles of Banking				
	AIB Analyzing Financial Statements*				
	AIB Commercial Lending				
	Credit Products for Small Business Customers				
	Dealing Effectively with Co-workers				
	Deposit Products for Small Businesses				
	Ethical Issues for Bankers				
	AIB Financial Accounting*				
	AIB Law and Banking: Principles				
	Managing Time at Work				
	Presentation Skills				
	Relationship Selling to Small Business Customers				
	Servicing & Growing Small Business Relationships				

The AIB Commercial Lending Diploma meets the pre-certification education requirements for the Certified Lender Business Banking (CLBB) designation through the Institute of Certified Bankers (ICB).

AIB Diploma Code: 11



Visit [www.aba.com/training](http://www.aba.com/training), call **1-800-BANKERS** or contact your Local ABA Training Provider for more information.

# AIB CONSUMER LENDING DIPLOMA



NAME \_\_\_\_\_

DATE \_\_\_\_\_

The AIB Consumer Lending Diploma reflects a balanced treatment of the knowledge and skill requirements of a typical consumer lender. Complementing consumer-lending specific coursework are topics in general banking, accounting and credit analysis, and legal and regulatory compliance. Approaches to relationship management and relationship selling and cross-selling are also addressed. In addition, emphasis is placed on practical business skills, such as time management, effective presentations and writing bank correspondence.

## Required Courses

You must complete the following courses. Those titles with an asterisk (\*) may be met by transfer credit from an accredited college or university. Each course transferred must be taken for a minimum of 3 credits.

Grade	Course	Delivery Options			
	AIB Principles of Banking				
	AIB Analyzing Financial Statements*				
	Building and Retaining Customer Relationships				
	AIB Consumer Lending				
	Effective Referrals				
	Ethical Issues for Bankers				
	AIB General Accounting * or AIB Financial Accounting*				
	Introduction to Relationship Selling				
	AIB Law and Banking: Applications or AIB Law and Banking: Principles				
	Managing Time at Work				
	Presentation Skills				
	Writing Bank Correspondence				

AIB Diploma Code: 08

*Our General Accounting course is developed for students having no previous accounting education or work experience. It does, however, use a college textbook.*

## LEGEND



Classroom Training Materials



Correspondence Course



Instructor-led Online Training



Reference Materials



Self-paced Online Training



ICB Approved



# AIB GENERAL BANKING DIPLOMA

NAME \_\_\_\_\_

DATE \_\_\_\_\_

The AIB General Banking Diploma, with a solid grounding in banking fundamentals, has been the most popular and widely recognized AIB diploma for individuals who are new to the banking industry.

This curriculum centers on banking essentials, such as the role of banking in the U.S. economy and the purpose of specific banking functions. Courses in accounting and economics provide the foundation for an understanding of banking. Legal and regulatory issues and compliance matters, as well as marketing fundamentals, are addressed through specific course work. In addition, training in identifying and resolving ethical issues, which may surface during the course of day-to-day business, is part of the overall program.

## Required Courses

You must complete the following courses. Those titles with an asterisk (\*) may be met by transfer credit from an accredited college or university. Each course transferred must be taken for a minimum of 3 credits.

Grade	Course	Delivery Options			
	AIB Principles of Banking				
	AIB Economics for Bankers*				
	Ethical Issues for Bankers				
	AIB General Accounting* or AIB Financial Accounting*				
	AIB Law and Banking: Principles or AIB Law and Banking: Applications				
	AIB Marketing Financial Services				

## Electives

You must complete 6 elective credits. At least 3 credits must be AIB courses; the other 3 may be from college courses that are equivalent to courses in the AIB curriculum.

# Credits	Grade	Course

AIB Diploma Code: 07

*Our General Accounting course is developed for students having no previous accounting education or work experience. It does, however, use a college textbook.*

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# AIB MORTGAGE LENDING DIPLOMA



NAME \_\_\_\_\_

DATE \_\_\_\_\_

The AIB Mortgage Lending Diploma is designed for aspiring mortgage lenders and those individuals new to the mortgage area of the bank, including mortgage loan clerks, loan processors and closers.

The curriculum provides a good understanding of banking, accounting, credit analysis, and legal principles and a solid foundation of the underwriting, processing and servicing aspects of the mortgage lending business. In addition to developing an understanding of the mortgage lending process, credit analysis, financing, real estate law, and the secondary market, mortgage lenders must manage business relationships and keep current with changes in related government regulations.

## Required Courses

You must complete the following courses. Those titles with an asterisk (\*) may be met by transfer credit from an accredited college or university. Each course transferred must be taken for a minimum of 3 credits.

Grade	Course	Delivery Options			
	AIB Principles of Banking				
	AIB Analyzing Financial Statements*				
	Effective Referrals				
	Ethical Issues for Bankers				
	AIB Financial Accounting*				
	AIB Introduction to Mortgage Lending				
	Introduction to Relationship Selling				
	AIB Law and Banking: Principles				
	Managing Time at Work				
	Personal Tax Return Analysis				
	Presentation Skills				
	Writing Bank Correspondence				

AIB Diploma Code: 12

# AIB

## LEGEND



Classroom Training Materials



Correspondence Course



Instructor-led Online Training



Reference Materials



Self-paced Online Training



ICB Approved



# AIB PERSONAL BANKING DIPLOMA

NAME \_\_\_\_\_

DATE \_\_\_\_\_

This course of study, leading to the AIB Personal Banking Diploma, addresses the appropriate mix of banking knowledge and skills for Personal Bankers, sometimes referred to as Financial Services Representatives or Financial Services Associates, to provide full-service banking to customers by providing appropriate credit, deposit and other banking services that meet customer needs and expectations.

Personal Bankers often drive the sales and service function in the bank office or branch and call on potential and current customers to develop new business relationships and to support customer retention strategies. They require broad product knowledge, including specific understanding of the different types of retail deposit and loan products, which are covered in this curriculum.

## Required Courses

You must complete the following courses.

Grade	Course	Delivery Options			
	AIB Principles of Banking				
	Building and Retaining Customer Relationships				
	Consumer Credit Products				
	Cross-Selling Deposit Products				
	Dealing Effectively with Co-Workers				
	Effective Referrals				
	Ethical Issues for Bankers				
	Fundamentals of Consumer Lending				
	Introduction to Relationship Selling				
	Managing Time at Work				
	Overview of Financial Statements				
	Regulatory Compliance for Personal Bankers				
	Tele-Consulting				
	Writing Bank Correspondence				

The AIB Personal Banking Diploma meets the pre-certification education requirements for the Certified Personal Banker (CPB) designation through the Institute of Certified Bankers (ICB).

AIB Diploma Code: 64



Visit [www.aba.com/training](http://www.aba.com/training), call **1-800-BANKERS** or contact your Local ABA Training Provider for more information.

# AIB PERSONAL TRUST DIPLOMA



NAME \_\_\_\_\_

DATE \_\_\_\_\_

The AIB Personal Trust Diploma was developed to prepare individuals for professional certification as a Certified Trust and Financial Advisor (CTFA), through the Institute of Certified Bankers (ICB). Becoming a Certified Trust and Financial Advisor is an important career decision for a trust professional and offers both a competitive advantage and professional recognition.

The 20 trust courses in the three curricula, Building Trust Expertise Levels 1 – 3, provide the technical underpinning of the diploma and address the core knowledge areas of the CTFA examination. In addition, the critical importance of ethical conduct in all aspects of the trust profession is reinforced in Ethical Issues for Bankers.

While the curriculum addresses the major knowledge areas assessed by the examination, ICB emphasizes that completion of this diploma does not guarantee success on the CTFA examination. Experience and application of the knowledge to the work setting are important factors as well.

## Required Courses

You must complete the following courses.

Grade	Course	Delivery
	Ethical Issues for Bankers	
<b>Building Trust Expertise Level 1</b>		
	Introduction to Estate Planning	
	Introduction to Investment Management	
	Introduction to Trust Administration	

Grade	Course	Delivery
<b>Building Trust Expertise Level 2</b>		
	Discretionary Distributions	
	Estate Planning for Marital Deduction	
	Estate Planning Overview	
	Federal Estate and Gift Taxes	
	Fiduciary Income Taxes	
	Fiduciary Law	
	Investments I	
	Managing Trust Accounts	
	Retirement Planning	

Grade	Course	Delivery
<b>Building Trust Expertise Level 3</b>		
	Estate Planning Case Study	
	Estate Planning for the Business Owner	
	Estate Planning for Charitable Giving	
	Estate Planning for Lifetime Gifts	
	Financial Planning Skills	
	Generation Skipping Transfer Tax	
	Investments II	
	Life Insurance and Annuities	

AIB Diploma Code: 67

# AIB

## LEGEND

Classroom Training Materials  
 Correspondence Course

Instructor-led Online Training  
 Reference Materials

Self-paced Online Training  
 ICB Approved



# AIB RETAIL BRANCH MANAGEMENT DIPLOMA

NAME \_\_\_\_\_

DATE \_\_\_\_\_

This curriculum prepares individuals to manage a banking office by covering banking essentials, sales management, people management and business management skills.

Retail Branch Managers manage the activities of branch offices and offer deposit and loan products to business and individuals. In addition to broad knowledge of banking and banking operations, the responsibilities of Retail Branch Managers require expertise in lending, branch operations, staff supervision and development, and sales management and customer service, among many other competencies.

## Required Courses

You must complete the following courses.

Grade	Course	Delivery Options			
	AIB Principles of Banking				
	Building and Retaining Customer Relationships				
	Calling on Small Business Customers				
	Effective Referrals				
	Ethical Issues for Bankers				
	Fundamentals of Consumer Lending				
	Fundamentals of Mortgage Lending				
	Fundamentals of Small Business Banking				

Grade	Course	Delivery Options			
	Introduction to Relationship Selling				
	AIB Law & Banking: Applications				
	AIB Law & Banking: Principles				
	Managing Change				
	Managing Time at Work				
	Presentation Skills				
	Sales Coaching in the Bank				
	Servicing and Growing Small Business Relationships				
	Successful Sales Campaigns				
	AIB Supervisor Certificate				
	Writing Bank Correspondence				

AIB Diploma Code: 51



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# AIB BANK TELLER CERTIFICATE



NAME \_\_\_\_\_

DATE \_\_\_\_\_

The curriculum for the AIB Bank Teller Certificate addresses the critical technical skills of the position with either Today's Teller or Teller Training Essentials. In addition to cashing checks and accepting savings deposits and withdrawals, tellers may have to perform specialized duties, such as accepting loan, credit, utility and other payments. Tellers are responsible for maintaining accurate records of all transactions and for preparing daily settlements of teller cash and proof transactions.

In addition to handling money well, effective tellers must be service-oriented and work effectively with the public as well as with co-workers. The remaining courses in the Certificate address practical knowledge and applied skills in banking, regulatory compliance for tellers, and customer service and sales.

## Required Courses

You must complete the following courses.

Grade	Course	Delivery Options	
	AIB Banking Today		
	Business Etiquette		
	Dealing Effectively with Co-Workers		
	Effective Referrals		
	Ethical Issues for Bankers		
	Introduction to Relationship Selling		
	Regulatory Compliance for Tellers		
	Revitalizing Customer Service		
	AIB Today's Teller or		
	Teller Training Essentials		
<b>Applicants can purchase all of the required courses for this certificate as a self-paced online curriculum.</b>			

The AIB Bank Teller Certificate meets the pre-certification education requirements for the Certified Bank Teller (CBT) designation through the Institute of Certified Bankers (ICB).

AIB Certificate Code: 60

# AIB

## LEGEND



Classroom Training Materials



Correspondence Course



Instructor-led Online Training



Reference Materials



Self-paced Online Training



ICB Approved



# AIB CALL CENTER REPRESENTATIVE CERTIFICATE

NAME \_\_\_\_\_

DATE \_\_\_\_\_

The curriculum for the AIB Call Center Representative Certificate addresses the knowledge and skills necessary to become a superior Call Center Representative. To be successful, Call Center Representatives must have the appropriate level of understanding of retail products, in addition to understanding bank policies and procedures. Call Center Representatives must communicate well and apply sales skills effectively to cross-sell deposit and credit products and services, as well as open accounts for retail customers. Telephone skills, including telephone etiquette, are critical to the position.

In addition to a fundamental understanding of banking and banking regulations affecting the position, the required courses for the Certificate emphasize telephone skills, product knowledge, sales and customer service.

## Required Courses

You must complete the following courses.

Grade	Course	Delivery Options	
	AIB Banking Today		
	Cross-Selling Deposit Products		
	Dealing Effectively with Co-Workers		
	Effective Referrals		
	Ethical Issues for Bankers		
	Introduction to Relationship Selling		
	Regulatory Compliance for Call Center Representatives		
	Revitalizing Customer Service		
	Tele-Consulting		
	Telephone Etiquette		
	Understanding Bank Products		
<b>Applicants can purchase all of the required courses for this certificate as a self-paced online curriculum.</b>			

The AIB Call Center Representative Certificate meets the pre-certification education requirements for the Certified Call Center Representative designation through the Institute of Certified Bankers (ICB).

AIB Certificate Code: 62

# AIB

Visit [www.aba.com/training](http://www.aba.com/training), call **1-800-BANKERS** or contact your Local ABA Training Provider for more information.

# AIB CUSTOMER SERVICE REPRESENTATIVE CERTIFICATE



NAME \_\_\_\_\_

DATE \_\_\_\_\_

The AIB Customer Service Representative Certificate addresses the knowledge and skills necessary to achieve superior performance in this important position within the bank. Customer Service Representatives (CSRs) conduct basic banking transactions and cross-sell bank products and services. Successful CSRs respond to customer needs with a thorough understanding of retail products and services and resolve customer problems with knowledge of pertinent bank policies and procedures.

In addition to courses that address sales and customer service, the curriculum also emphasizes regulatory compliance, business ethics and banking fundamentals. Basic selling and cross-selling skills are covered as well.

## Required Courses:

You must complete the following courses.

Grade	Course	Delivery Options	
	AIB Banking Today		
	Building and Retaining Customer Relationships		
	Cross-Selling Deposit Products		
	Dealing Effectively with Co-Workers		
	Effective Referrals		
	Ethical Issues for Bankers		
	Introduction to Relationship Selling		
	Regulatory Compliance for Customer Service Representatives		
	Revitalizing Customer Service		
	Telephone Etiquette		
	Understanding Bank Products		
<b>Applicants can purchase all of the required courses for this certificate as a self-paced online curriculum.</b>			

The AIB Customer Service Representative Certificate meets the pre-certification education requirements for the Certified Customer Service Representative (CCSR) designation through the Institute of Certified Bankers (ICB).

AIB Certificate Code: 61

# AIB

## LEGEND



Classroom Training Materials



Correspondence Course



Instructor-led Online Training



Reference Materials



Self-paced Online Training



ICB Approved



# AIB SMALL BUSINESS BANKING CERTIFICATE

NAME \_\_\_\_\_

DATE \_\_\_\_\_

The AIB Small Business Certificate is primarily for relationship managers who need the skills to build a relationship-centric sales approach, engage customers to better understand their needs and appropriate solutions, handle objections, plan and execute the perfect sales call, and manage relationships post-sale.

This curriculum provides an approach to building trusted relationships with business banking customers – as a means to both retain and grow your current book of business. And to attract new accounts from business customers of other institutions who may feel their needs are not being fully met. It focuses on the process needed to identify sales prospects and close the deal, and not on making the credit decision.

### Required Courses:

You must complete the following courses.

Grade	Course	Delivery Options	
	AIB Banking Today		
	Calling on Small Business Customers		
	Credit Products for Small Businesses		
	Deposit Products and Services for Small Businesses		
	Fundamentals of Small Business Banking		
	Introduction to Analyzing Financial Statements		
	Personal Tax Return Analysis		
	Relationship Selling to Small Business Customers		
	Servicing and Growing Small Business Relationships		
	Small Business Borrowing		
<b>Applicants can purchase all of the required courses for this certificate as a self-paced online curriculum.</b>			

AIB Certificate Code: 30

# AIB

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# AIB SUPERVISOR CERTIFICATE



NAME \_\_\_\_\_

DATE \_\_\_\_\_

The AIB Supervisor Certificate prepares new and potential supervisors for their emerging responsibilities with a combination of leadership and managerial skills and by offering fresh insights on proven supervisory approaches.

The courses in the program explore ways to interview, evaluate and select employees, while being mindful of legal considerations. The performance management process is reviewed in detail, with special attention placed on coaching, rewards and recognition, and corrective action. Managing employee relations is addressed through four major strategies: compliance with laws, managing diversity, handling work and personal issues, and fostering open communication among staff members. In addition, the certificate program includes a component on ethical practices in banking.

## Required Courses:

You must complete the following courses.

Grade	Course	Delivery Options	
	AIB Banking Today		
	Coaching for Success		
	Corrective Action		
	Ethical Issues for Bankers		
	Hiring the Best		
	Managing Employee Relations		
	Performance Management		
	Rewards and Recognition		
<b>Applicants can purchase all of the required courses for this certificate as a self-paced online curriculum.</b>			

The AIB Supervisor Certificate is **also** available as an instructor-led AIB Online course. Students must complete the instructor-led certificate course **plus** Banking Today.

AIB Course Code for online option only: 4322

AIB Certificate Code: 43

# AIB

## LEGEND



Classroom Training Materials



Correspondence Course



Instructor-led Online Training



Reference Materials



Self-paced Online Training



ICB Approved



# AIB TEAM LEADER CERTIFICATE

NAME \_\_\_\_\_

DATE \_\_\_\_\_

The AIB Team Leader Certificate is designed to help individuals develop the necessary skills to lead and manage effective teams. The courses in the program have been developed for bankers, and are presented in a banking context. The program is appropriate for bankers who have direct supervisory responsibility for team members and for bankers who collaborate with others in the bank on occasion to meet common objectives and achieve specific results.

To build a successful team requires the knowledge and skills to build a climate of trust, leverage personal strengths of team members, manage team weaknesses, and set meaningful goals and expectations. Successful team leaders focus on both team purpose and individual tasks, promote shared responsibility for results, identify appropriate methods for rewards and recognition, and communicate effectively with team members and stakeholders. They also coach team members and help manage the change process.

The curriculum in this Certificate prepares individuals to leverage the power of teams to provide solutions to problems, to innovate and enhance organizational capabilities, and to take advantage of emerging business opportunities.

### Required Courses:

You must complete the following courses.

Grade	Course	Delivery Options	
	AIB Banking Today		
	Coaching for Success		
	Dealing Effectively with Co-Workers		
	Managing Change		
	Meetings that Work		
	Presentation Skills		
	Rewards and Recognition		
	Writing Bank Correspondence		
<b>Applicants can purchase all of the required courses for this certificate as a self-paced online curriculum.</b>			

AIB Certificate Code: 41



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