



# ONLINE COURSE OFFERINGS

The delivery of training courses via the Internet provides students with the greatest flexibility and convenience. Whether for more traditional, instructor-led titles or self-paced skills-based courses, ABA Professional Development's online training offers students ease of access, whatever their physical location.

Our flexible formats and delivery options make it easier than ever to avail yourself of the quality, expertise and innovation that characterize AIB training programs. Since many of the courses are available in multiple delivery formats, you can mix and match, so learning opportunities are available by blending different delivery formats.

## AIB Instructor-led

**SEPTEMBER THROUGH DECEMBER 2010**

### *Convenience and Instructor Guidance*

Instructor-led AIB Online Courses are similar to the traditional classroom courses of the American Institute of Banking (AIB). They start and end on specified dates and, where applicable, textbooks are sent to students prior to the beginning of class. Students complete assignments and examinations over the Internet. Instructors take an active role in managing the virtual classroom, communicating with students and assigning homework.

### **A powerful learning experience**

- Current and authoritative textbooks and readings
- Experienced online instructors with banking expertise
- Exercises and exams to test your learning
- All the value of a classroom on your schedule.



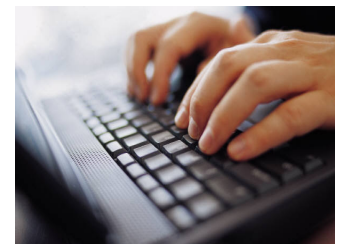
## ABA eLearning

through the ABA Knowledge Center

Self-paced Internet-delivered courses, delivered via ABA eLearning, can typically be completed in two to four hours, although actual time required varies by title. **Students can begin at any time, on any day, since all readings, coursework and quizzes are completed online.**

### **Self-paced Internet-delivered training courses**

- Highly interactive and engaging
- Available anytime anywhere
- Targeted at skills that you can use immediately in your job
- Easy to enroll in and provide online transcripts
- Included in training roadmaps to help you plan your career development
- Credit-approved towards AIB Certificates and Diplomas



## AIB INSTRUCTOR-LED COURSES

Course Title Start/End Dates	Credit Hours	Member/ Non-Member Fee
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### Bank Financial Management

<u>Analyzing Bank Performance with Text</u>		
9/20/10-11/7/10	2	\$774/\$1,004
<u>Analyzing Bank Performance without Text</u>		
9/20/10-11/7/10	2	\$645/\$875
<u>Managing Interest Rate Risk with Text*</u>		
11/15/10-1/23/11	2	\$774/\$1,004
<u>Managing Interest Rate Risk without Text*</u>		
11/15/10-1/23/11	2	\$645/\$875

Same text (NEW EDITION SEPTEMBER 2009) used for all courses EXCEPT Understanding Bank Performance.

### AIB Certificate Courses

<u>Supervisor Certificate</u>		
9/27/10-1/30/11	3.25	\$695/\$875
11/15/10-3/20/11	3.25	\$695/\$875

See the self-paced courses on the next page for more certificate options.

### General Banking

<u>Analyzing Financial Statements</u>		
9/13/10-1/18/11	3	\$514/\$634
10/12/10-2/13/11	3	\$514/\$634
11/8/10-3/13/11	3	\$514/\$634
12/6/10-4/3/11	3	\$514/\$634
<u>Economics for Bankers</u>		
9/27/10-1/30/11	3	\$434/\$534
11/8/10-3/31/11	3	\$434/\$534
12/6/10-4/3/11	3	\$434/\$534
<u>Financial Accounting*</u>		
9/13/10-1/18/11	3	\$514/\$634
10/12/10-2/13/11	3	\$514/\$634
<u>General Accounting*</u>		
9/20/10-1/23/11	3	\$544/\$674
10/18/10-2/20/11	3	\$544/\$674
11/15/10-3/20/11	3	\$544/\$674
12/13/10-4/17/11	3	\$544/\$674
<u>Money and Banking</u>		
9/27/10-1/30-11	3	\$434/\$534
11/15/10-3/20/11	3	\$434/\$534
<u>Principles of Banking</u>		
9/13/10-1/18/11	3	\$434/\$534
9/27/10-1/30-11	3	\$434/\$534
10/12/10-2/13/11	3	\$434/\$534
10/25/10-2/27/11	3	\$434/\$534
11/8/10-3/13/11	3	\$434/\$534
11/29/10-3/27/11	3	\$434/\$534
12/13/10-4/17/11	3	\$434/\$534
<u>Principles of Banking Accelerated</u>		
9/20/10-12/5/10	2	\$364/\$484
10/18/10-1/9/11	2	\$364/\$484
11/15/10-2/6/11	2	\$364/\$484

\* = requires participant to have Microsoft Excel software.

Course Title Start/End Dates	Credit Hours	Member/ Non-Member Fee
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### Law and Banking

<u>Law and Banking: Applications with Text</u>		
9/20/10-1/23/11	3	\$494/\$614
10/18/10-2/20/11	3	\$494/\$614
<u>Law and Banking: Applications without Text</u>		
9/20/10-1/23/11	3	\$405/\$475
10/18/10-2/20/11	3	\$405/\$475
<u>Law and Banking: Principles with Text</u>		
9/13/10-1/18/11	3	\$494/\$614
10/12/10-2/13/11	3	\$494/\$614
12/6/10-4/3/11	3	\$494/\$614
<u>Law and Banking: Principles without Text</u>		
9/13/10-1/18/11	3	\$405/\$475
10/12/10-2/13/11	3	\$405/\$475
12/6/10-4/3/11	3	\$405/\$475

Same text (NEW EDITION AUGUST 2008) used for both courses.

### Marketing and Sales

<u>Financial and Business Planning for Bank Marketers</u>		
6/21/10-8/22/10	1	\$315/\$945
<u>Marketing Financial Services</u>		
9/20/10-1/23/11	3	\$434/\$534
11/8/10-3/13/11	3	\$434/\$534

### Retail Banking and Lending

<u>Commercial Lending</u>		
9/13/10-1/18/11	3	\$434/\$534
10/18/10-2/20/11	3	\$434/\$534
<u>Consumer Lending</u>		
9/20/10-1/23/11	3	\$434/\$534
10/25/10-2/27/11	3	\$434/\$534
11/29/10-3/27/11	3	\$434/\$534
<u>Introduction to Agricultural Lending</u>		
10/12/10-12/31/10	1	\$395/\$495
<u>Introduction to Mortgage Lending</u>		
11/1/10-2/27/11	3	\$434/\$534
7/12/10-10/31/10	3	\$434/\$534

### Wealth Management and Trust

<u>Basic Administrative Duties of a Trustee with Text</u>		
11/29/10-1/2/11	1	\$284/\$384
<u>Basic Administrative Duties of a Trustee without Text</u>		
11/29/10-1/2/11	1	\$200/\$600
<u>Introduction to Trust Products and Services with Text</u>		
10/4/10-11/7/10	1	\$284/\$384
<u>Introduction to Trust Products and Services without Text</u>		
10/4/10-11/7/10	1	\$200/\$600

Same text (Trust Basics) used for both courses above.

<u>IRA Online Institute</u>		
9/7/10-12/5/10	2	\$1,495/\$1,795

## **ABA eLEARNING SELF-PACED COURSES**

All courses listed are \$95 per member or \$130 per non-member unless indicated.  
You have 6 months from the date of enrollment to complete each course.

### **AIB CERTIFICATE COURSES**



You can now register for one course that fulfills all requirements for an AIB Certificate.

#### **COURSE**

AIB Bank Service Provider Certificate (\$595/\$1,785)  
AIB Bank Teller Certificate (\$595/\$1,785)  
AIB Call Center Representative Certificate (\$595/\$1,785)  
AIB Customer Service Representative Certificate (\$595/\$1,785)  
AIB Small Business Banking Certificate (\$595/\$1,785)  
AIB Supervisor Certificate (\$595/\$1,785)  
AIB Team Leader Certificate (\$595/\$1,785)

### **BASIC BANKING KNOWLEDGE**

#### **COURSE, DURATION**

Banking Today, 3 hrs

### **FUNDAMENTAL BUSINESS SKILLS**

#### **COURSE, DURATION**

Business Etiquette, 2 hrs  
Dealing Effectively with Co-Workers, 3 hrs  
Ethical Issues for Bankers, 2 hrs  
Managing Time at Work, 2 hrs  
Meetings That Work, 1hr  
Presentation Skills, 2 hrs  
Telephone Etiquette, 2 hrs  
Writing Bank Correspondence, 3 hrs

### **MANAGEMENT AND LEADERSHIP**

#### **COURSE, DURATION**

Coaching for Success, 2 hrs  
Corrective Action, 2 hrs  
Hiring the Best, 2 hrs  
Improving Productivity, 3 hrs  
Managing Change, 2 hrs  
Managing Employee Relations, 3 hrs  
Performance Management, 3 hrs  
Project Management Fundamentals, 2 hrs (\$79/\$237)  
(Parts One and Two have been combined into one course.)  
Rewards and Recognition, 2 hrs

### **RETAIL BANKING FUNDAMENTALS**

#### **COURSE, DURATION**

Business of Bankcard Overview, 1 hr  
Consumer Credit Products, 3 hrs  
Fundamentals of Consumer Lending, 3 hrs  
Fundamentals of Mortgage Lending, 2 hrs  
Introduction to Financial Planning Products, 4 hrs  
Introduction to IRAs, 0.5 hrs  
Personal Tax Return Analysis, 4 hrs  
Revitalizing Customer Service, 3 hrs  
Teller Training Essentials, 8 hrs (\$150/\$450)  
Understanding Bank Products, 2 hrs  
Understanding Financial Planning, 2 hrs

### **RETAIL BANKING SALES SKILLS**

#### **COURSE, DURATION**

Building and Retaining Customer Relationships, 2 hrs  
Cross-Selling Deposit Products, 4 hrs  
Effective Referrals, 2 hrs  
Event Based Selling, 2 hrs  
Introduction to IRAs, 0.5 hrs  
Introduction to Relationship Selling, 3 hrs  
Profiling Mortgage Prospects, 4 hrs  
Sales Coaching in the Bank, 2 hrs  
Successful Sales Campaigns, 2 hrs  
Tele-Consulting, 2 hrs

### **SMALL BUSINESS BANKING FUNDAMENTALS— \$295/\$885—5-PART SERIES**

#### **COURSE, DURATION**

Deposit Products for Small Businesses, 2 hrs  
Fundamentals of Small Business Banking, 2 hrs  
Overview of Financial Statements, 2 hrs  
Personal Tax Return Analysis, 4 hrs  
Retirement Products for Small Businesses, 2 hrs

### **SMALL BUSINESS BANKING SALES SKILLS— \$195/\$585—3-PART SERIES**

#### **COURSE, DURATION**

Calling on Small Business Customers, 2 hrs  
Relationship Selling to Small Business Customers, 2 hrs  
Servicing and Growing Small Business Relationships, 2 hrs

### **SMALL BUSINESS BORROWING— \$195/\$585—3 PART SERIES**

#### **COURSE, DURATION**

Credit Products for Small Businesses, 3 hrs  
Introduction to Analyzing Financial Statements, 3 hrs  
Small Business Borrowing, 1 hr

### **REGULATORY COMPLIANCE**

#### **COURSE, DURATION**

Americans with Disabilities Act (ADA), 1 hr  
Bank Secrecy Act (BSA), 1 hr  
Community Reinvestment Act (CRA), 0.5 hr  
Completing the Currency Transaction Report, 2 hr  
Compliance Guidelines for Bank Boards (\$395/\$1,185)  
Credit Card The New Rules, 0.5 hr  
Electronic Funds Transfer Act (Reg E), 1hr  
Equal Credit Opportunity Act (Reg B), 1.5 hrs  
Expedited Funds Availability (Reg CC), 1hr  
Fair Credit Reporting Act (FCRA), 0.5 hr  
Fair Housing Act, 0.5 hr  
Fair Lending, 1 hr  
FDIC Deposit Insurance, 1 hr  
Home Mortgage Disclosure Act (HMDA), 0.75 hr  
Information Security and Red Flags, 0.75 hr  
Privacy for Customer Contact Personnel, 0.5 hr  
Real Estate Settlement Procedures Act (RESPA), 2 hrs  
Regulatory Compliance for Bank Tellers, 3 hrs (\$125/\$375)  
Regulatory Compliance for Call Center Reps, 3 hrs (\$125/\$375)  
Regulatory Compliance for Consumer Lenders, 5 hrs (\$125/\$375)  
Regulatory Compliance for Customer Service Reps, 3 hrs (\$125/\$375)  
Regulatory Compliance for Personal Bankers, 4 hrs (\$125/\$375)  
Sexual Harassment in the Workplace, 1 hr  
Sexual Harassment in the Workplace for Managers, 1 hr  
Truth in Lending Act (Reg. Z), 1 hr  
Unlawful Internet Gambling Enforcement Act (UIGEA) (Reg GG)  
USA PATRIOT Act, 0.5 hr

Detailed course descriptions can be found on the web at [www.wyomingbankers.com](http://www.wyomingbankers.com), Education, Continuing Education.  
For questions, phone the Wyoming Bankers Association at (307) 638-5008.

# AIB Course Enrollment/Withdrawal Form

\*\*\*Before registering, please check with your Human Resources Dept. for your bank's educational assistance policy\*\*\*

## PERSONAL INFORMATION

Last 4 digits of Social Security #: \_\_\_\_\_  Enrolling  Withdrawing  
Last Name: \_\_\_\_\_ First Name: \_\_\_\_\_ MI: \_\_\_\_\_  
Bank: \_\_\_\_\_  
Branch Street Address: \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  
Work Phone: (\_\_\_\_\_) \_\_\_\_\_ Home Phone: (\_\_\_\_\_) \_\_\_\_\_  
Date of Birth: \_\_\_\_\_ E-Mail Address: \_\_\_\_\_

## COURSE INFORMATION

Type of course:  AIB Online  ABA eLearning  Correspondence

Course Name	Online Start Date	Online End Date	Correspondence Course Format
			<input type="checkbox"/> Standard <input type="checkbox"/> Testing Out
			<input type="checkbox"/> Standard <input type="checkbox"/> Testing Out
			<input type="checkbox"/> Standard <input type="checkbox"/> Testing Out

I hereby authorize the release of my grade to my employer, the Wyoming Bankers Association and to any accredited college or university for the purpose of receiving credit. I realize the materials used for this AIB course or seminar are copyrighted and I agree not to duplicate any part of them without prior approval from the author.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Are you working toward an AIB Diploma/Certificate?  Yes  No

## METHOD OF PAYMENT:

- Bill my employer  
 Check or money order enclosed

**Mailing Information:** Please mail or fax completed Course Enrollment or Withdrawal Forms to:  
Wyoming Bankers Association/200 East 8<sup>th</sup> Avenue, Suite 201/Cheyenne, WY 82001/Fax: (307) 638-5013.

## ENROLLMENT POLICIES

### AIB ONLINE COURSES

Mail a completed enrollment form to the Wyoming Bankers Association at least five (5) business days prior to the beginning date of the course. No late enrollments will be accepted.

### Withdrawal Policy

Refunds will be made (less \$10 cancellation fee) for any cancellations or transfers made before the start of the class and upon the return of the textbook in like new condition to the ABA. Refunds will be made (less \$100 cancellation fee) if received within 10 business days from the start of course and the return of the textbook, if applicable. Please include your packing slip or order number with the return of your textbook. You may request a transfer only once with a fee of \$100.00. There are no refunds for cancellations received more than 10 business days after the start of the class.

### CORRESPONDENCE STUDY

**Enrollment/Withdrawal Policy** Cancellation requests or transfers to another student must be made in writing five (5) days from receipt of materials. A handling fee of \$50.00 will be charged for all cancellations. There will be no refunds or transfers after the 5-day period.

### NONDISCRIMINATION POLICY

The Wyoming Bankers Association reaffirms its standing policy on nondiscrimination in employment and in all programs and activities with respect to race, creed, color, sex, age, religion, or national origin.

### FOR MORE INFORMATION ABOUT WBA TRAINING

Please call the Wyoming Bankers Association at (307) 638-5008, or check out the Wyoming Bankers Association website at [www.wyomingbankers.com](http://www.wyomingbankers.com).