

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

JANUARY THROUGH MAY 2012

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 |
|---------------------------------|-----------------|---------------------------|
|---------------------------------|-----------------|---------------------------|

Bank Financial Management

| | | |
|---|---|---------------|
| <u>Analyzing Bank Performance with Text*</u> | | |
| 2/6/12-3/25/12 | 2 | \$778/\$2,308 |
| <u>Analyzing Bank Performance without Text*</u> | | |
| 2/6/12-3/25/12 | 2 | \$645/\$1,935 |
| <u>Managing Funding, Liquidity, and Capital with Text*</u> | | |
| 1/9/12-2/19/12 | 1 | \$638/\$1,888 |
| 5/7/12-6/17/12 | 1 | \$638/\$1,888 |
| <u>Managing Funding, Liquidity, and Capital without Text*</u> | | |
| 1/9/12-2/19/12 | 1 | \$505/\$1,528 |
| 5/7/12-6/17/12 | 1 | \$505/\$1,528 |
| <u>Managing Interest Rate Risk with Text*</u> | | |
| 3/12/12-5/6/12 | 2 | \$778/\$2,308 |
| <u>Managing Interest Rate Risk without Text*</u> | | |
| 3/12/12-5/6/12 | 2 | \$645/\$1,935 |
| <u>Managing the Bank's Investment Portfolio with Text*</u> | | |
| 2/21/12-4/1/12 | 1 | \$638/\$1,888 |
| <u>Managing the Bank's Investment Portfolio without Text*</u> | | |
| 2/21/12-4/1/12 | 1 | \$505/\$1,515 |

* = requires participant to have Microsoft Excel software.

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

Banking Law & Compliance

| | | |
|--|---|---------------|
| <u>ABA Online Review Course for the CRCM Exam with CD</u> | | |
| 1/23/12-3/18/12 | 1 | \$588/\$1,738 |
| <u>ABA Online Review Course for the CRCM Exam with Text</u> | | |
| 1/23/12-3/18/12 | 1 | \$708/\$2,098 |
| <u>ABA Online Review Course for the CRCM Exam without Text</u> | | |
| 1/23/12-3/18/12 | 1 | \$475/\$1,425 |
| <u>ABA Online Review Course for the CTFA Exam with Text</u> | | |
| 1/30/12-6/22/12 | | \$808/\$2,398 |
| 5/28/12-8/19/12 | | \$808/\$2,398 |
| <u>ABA Online Review Course for the CTFA Exam without Text</u> | | |
| 1/30/12-6/22/12 | | \$325/\$975 |
| 5/28/12-8/19/12 | | \$325/\$975 |

| | | |
|---|---|---------------|
| <u>Law and Banking: Applications with Text</u> | | |
| 1/17/12-5/6/12 | 3 | \$498/\$1,468 |
| 3/5/12-6/24/12 | 3 | \$498/\$1,468 |
| 4/30/12-8/19/12 | 3 | \$498/\$1,468 |
| <u>Law and Banking: Applications without Text</u> | | |
| 3/5/12-6/24/12 | 3 | \$405/\$1,215 |
| 4/30/12-8/19/12 | 3 | \$405/\$1,215 |

| | | |
|--|---|---------------|
| <u>Law and Banking: Principles with Text</u> | | |
| 2/6/12-6/3/12 | 3 | \$498/\$1,468 |
| 3/19/12-7/8/12 | 3 | \$498/\$1,468 |
| 5/14/12-9/4/12 | 3 | \$498/\$1,468 |

| | | |
|---|---|---------------|
| <u>Law and Banking: Principles without Text</u> | | |
| 2/6/12-6/3/12 | 3 | \$405/\$1,215 |
| 3/19/12-7/8/12 | 3 | \$405/\$1,215 |
| 5/14/12-9/4/12 | 3 | \$405/\$1,215 |

Same text (NEW EDITION JANUARY 2012) used for both courses.

General Banking

| | | |
|---------------------------------------|---|---------------|
| <u>Analyzing Financial Statements</u> | | |
| 1/9/12-4/29/12 | 3 | \$518/\$1,528 |
| 2/6/12-6/3/12 | 3 | \$518/\$1,528 |
| 3/5/12-6/24/12 | 3 | \$518/\$1,528 |
| 4/2/12-7/22/12 | 3 | \$518/\$1,528 |
| 5/7/12-8/26/12 | 3 | \$518/\$1,528 |

| Course Title Start/End Dates | Credit Hours | Member/ Non-Member Fee |
|---------------------------------|-----------------|---------------------------|
|---------------------------------|-----------------|---------------------------|

| | | |
|------------------------------|---|---------------|
| <u>Economics for Bankers</u> | | |
| 1/30/12-5/20/12 | 3 | \$438/\$1,288 |
| 3/19/12-7/8/12 | 3 | \$438/\$1,288 |
| 5/14/12-9/4/12 | 3 | \$438/\$1,288 |

| | | |
|----------------------------|---|---------------|
| <u>General Accounting*</u> | | |
| 1/9/12-4/29/12 | 3 | \$518/\$1,528 |
| 2/21/12-6/17/12 | 3 | \$518/\$1,528 |
| 4/16/12-8/5/12 | 3 | \$518/\$1,528 |
| 5/7/12-8/26/12 | 3 | \$518/\$1,528 |

| | | |
|--------------------------|---|---------------|
| <u>Money and Banking</u> | | |
| 2/14/12-6/3/12 | 3 | \$438/\$1,288 |
| 4/30/12-8/19/12 | 3 | \$438/\$1,288 |

| | | |
|------------------------------|---|---------------|
| <u>Principles of Banking</u> | | |
| 1/9/12-4/29/12 | 3 | \$438/\$1,288 |
| 1/23/12-5/13/12 | 3 | \$438/\$1,288 |
| 2/6/12-6/3/12 | 3 | \$438/\$1,288 |
| 2/21/12-6/10/12 | 3 | \$438/\$1,288 |
| 3/5/12-6/24/12 | 3 | \$438/\$1,288 |
| 3/19/12-7/8/12 | 3 | \$438/\$1,288 |
| 4/2/12-7/22/12 | 3 | \$438/\$1,288 |
| 4/16/12-8/5/12 | 3 | \$438/\$1,288 |
| 4/30/12-8/19/12 | 3 | \$438/\$1,288 |
| 5/14/12-9/4/12 | 3 | \$438/\$1,288 |

| | | |
|--|---|---------------|
| <u>Principles of Banking Accelerated</u> | | |
| 1/17/12-3/25/12 | 2 | \$368/\$1,104 |
| 2/14/12-4/22/12 | 2 | \$368/\$1,104 |
| 3/12/12-5/20/12 | 2 | \$368/\$1,104 |
| 4/23/12-7/1/12 | 2 | \$368/\$1,104 |
| 5/7/12-7/15/12 | 2 | \$368/\$1,104 |

Management & Leadership

| | | |
|-------------------------------|------|---------------|
| <u>Supervisor Certificate</u> | | |
| 2/14/12-6/3/12 | 3.25 | \$695/\$2,085 |
| 4/30/12-8/19/12 | 3.25 | \$695/\$2,085 |

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

Marketing & Sales

| | | |
|-------------------------------------|---|---------------|
| <u>Marketing Financial Services</u> | | |
| 2/14/12-6/3/12 | 3 | \$438/\$1,288 |
| 4/23/12-8/12/12 | 3 | \$438/\$1,288 |

Retail Banking & Lending

| | | |
|-------------------------|---|---------------|
| <u>Consumer Lending</u> | | |
| 1/17/12-5/6/12 | 3 | \$438/\$1,288 |
| 2/27/12-6/17/12 | 3 | \$438/\$1,288 |
| 4/16/12-8/5/12 | 3 | \$438/\$1,288 |
| 5/14/12-9/4/12 | 3 | \$438/\$1,288 |

| | | |
|---|---|---------------|
| <u>Introduction to Agricultural Lending</u> | | |
| 4/16/12-6/10/12 | 1 | \$395/\$1,185 |

| | | |
|---|---|---------------|
| <u>Introduction to Mortgage Lending</u> | | |
| 3/5/12-6/24/12 | 3 | \$425/\$1,275 |

Wealth Management & Trust

| | | |
|---|---|-------------|
| <u>Basic Administrative Duties of a Trustee</u> | | |
| 4/23/12-5/27/12 | 1 | \$225/\$675 |

| | | |
|--|---|-------------|
| <u>Introduction to Trust Products and Services</u> | | |
| 3/5/12-4/8/12 | 1 | \$225/\$675 |

| | | |
|-----------------------------|---|-----------------|
| <u>IRA Online Institute</u> | | |
| 2/27/12-5/20/12 | 2 | \$1,495/\$4,485 |

* = requires participant to have Microsoft Excel software.

ABA eLEARNING SELF-PACED COURSES

All courses listed are \$95 per member or \$285 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

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

BASIC BANKING KNOWLEDGE

COURSE, DURATION

Banking Today, 2.5 hrs

FUNDAMENTAL BUSINESS SKILLS

COURSE, DURATION

Business Etiquette, 2 hrs
Dealing Effectively with Co-Workers, 3 hrs
Ethical Issues for Bankers, 1.5 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)
Rewards and Recognition, 2 hrs

REGULATORY COMPLIANCE

COURSE, DURATION

Americans with Disabilities Act (ADA), 1 hr
Bank Secrecy Act (BSA), 1 hr
Bank Secrecy Act for Lenders (BSA), 2 hrs
Completing a Currency Transaction Report, 0.75 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), 1 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
Real Estate Settlement Procedures Act (RESPA), 2 hrs
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)
Regulatory Compliance for Tellers, 3 hrs (\$125/\$375)
Reg Z HOEPA (Sect. 32) Loans & High Priced Mortgage Loans, 1 hr
Reg Z Overview, 1 hr

(continued)

Sexual Harassment in the Workplace, 1 hr
Sexual Harassment in the Workplace for Managers, 1 hr

RETAIL BANKING FUNDAMENTALS

COURSE, DURATION

Consumer Credit Products, 1.5 hrs
Fundamentals of Consumer Lending, 3 hrs
Introduction to IRAs, 0.5 hrs
Personal Tax Return Analysis, 4 hrs
Referring Insurance & Annuities Customers, 2 hrs
Referring Mutual Funds & Securities Customers, 3 hrs
Referring Trust Customers, 2 hrs
Revitalizing Customer Service: Parts 1 & 2, 2.5 hrs
Robbery and Bank Security, 0.45 hrs
Today's Teller, 6 hrs (\$150/\$450)
Understanding Bank Products, 2 hrs

RETAIL BANKING SALES SKILLS

COURSE, DURATION

Building and Retaining Customer Relationships: Parts 1 & 2, 1.5 hrs
Cross-Selling Deposit Products, 2 hrs
Effective Referrals, 2 hrs
Event Based Selling, 1 hr
Introduction to IRAs, 0.5 hrs
Introduction to Relationship Selling, 2.5 hrs
Sales Coaching in the Bank, 2 hrs
Successful Sales Campaigns, 2 hrs
Tele-Consulting, 1.5 hrs

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

COURSE, DURATION

Credit Products for Small Businesses, 1 hr
Deposit Products & Services for Small Businesses, 0.5 hr
Fundamentals of Small Business Banking, 2.25 hrs
Introduction to Analyzing Financial Statements, 2.5 hrs
Overview of Financial Statements, 2 hrs
Retirement Products for Small Businesses, 2 hrs
Small Business Borrowing, 1 hr

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, 1 hr
Introduction to Analyzing Financial Statements, 2.5 hrs
Small Business Borrowing, 1 hr

WEALTH MANAGEMENT AND TRUST

COURSE, DURATION

Building Trust Expertise Suite (*contact the CBA for pricing*)

Detailed course descriptions can be found on the web at www.coloradobankers.org, Education & Publications, AIB Classes.
For questions, phone the Colorado Bankers Association at (303) 825-1575.

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 |

I hereby authorize the release of my grade to my employer, the Colorado Bankers Association, the ABA 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:
Colorado Bankers Association/140 East 19th Avenue, Suite 400/Denver, CO 80203/Fax: (303) 825-1585.

ENROLLMENT POLICIES

AIB ONLINE COURSES

Mail a completed enrollment form to the Colorado 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 Colorado Bankers Education Center 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 CBA TRAINING

Please call the Colorado Bankers Association at (303) 825-1575, or check out the Colorado Bankers Association website at www.coloradobankers.org.