



# AIB Bank Operations Diploma Worksheet

NAME \_\_\_\_\_

DATE \_\_\_\_\_

This curriculum provides a general overview of banking for personnel new to the field; it prepares mid-level professionals, supervisors, and clerks to become supervisors or managers in the bank operations areas.

## Required Courses

You must complete the following five 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

\_\_\_\_\_ General Accounting\* or Financial Accounting\*

\_\_\_\_\_ Law and Banking: Applications

\_\_\_\_\_ Money and Banking

\_\_\_\_\_ Principles of Banking

\_\_\_\_\_ Supervision\*

The AIB Performance Training Series Supervisor Certificate may be substituted for Supervision.

### 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

Our General Accounting course is developed for students having no previous accounting education or work experience.



## AIB General Banking Diploma Worksheet

NAME \_\_\_\_\_

DATE \_\_\_\_\_

This curriculum introduces entry-level bank personnel to the role of banking in the U.S. economy and to specific banking functions. It develops knowledge and practical skills related to basic banking services and is intended to provide a focused knowledge of the banking industry as a whole.

### Required Courses

You must complete the following five 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

\_\_\_\_\_ General Accounting\* or Financial Accounting\*

\_\_\_\_\_ Economics for Bankers\*

\_\_\_\_\_ Law and Banking: Principles

\_\_\_\_\_ Marketing Financial Services

\_\_\_\_\_ Principles of Banking

### 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

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AIB Diploma Code: 07

Our General Accounting course is developed for students having no previous accounting education or work experience



# AIB Lending Diploma Worksheet (Commercial, Consumer or Mortgage)

NAME \_\_\_\_\_

DATE \_\_\_\_\_

This curriculum is designed to sharpen the lending knowledge and skills of management trainees, in addition to new and more experienced commercial lenders and loan officers.

## Required Courses

You must complete the following five 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

- \_\_\_\_\_ General Accounting\* or Financial Accounting\* for the Consumer Lending Diploma
- \_\_\_\_\_ Financial Accounting
- \_\_\_\_\_ Analyzing Financial Statements\*
- \_\_\_\_\_ Law and Banking: Applications or Law and Banking: Principles
- \_\_\_\_\_ Money and Banking
- \_\_\_\_\_ Principles of Banking

### Lending Diploma Options

In addition, you must complete one of the following courses to receive each specific lending diploma.

- To receive the Consumer Lending Diploma, you must complete Consumer Lending (AIB Course Code: 7008)
- To receive the Commercial Lending Diploma, you must complete Commercial Lending (AIB Course Code: 6350)
- To receive the Mortgage Lending Diploma, you must complete Introduction to Mortgage Lending (AIB Course Code: 7820)

### Electives

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

| # Credits | Grade | Course |
|-----------|-------|--------|
| _____     | _____ | _____  |
| _____     | _____ | _____  |
| _____     | _____ | _____  |

\* Those students completing Commercial or Mortgage Lending Diplomas must take Financial Accounting.

The AIB Commercial Lending Diploma meets the pre-certification education requirements for the Certified Lender Business Banking designation from ICB.

AIB Diploma Code: Consumer Lending (11); Commercial Lending (08); Mortgage Lending (12)

Our General Accounting course is developed for students having no previous accounting education or work experience.



# AIB Banking and Finance Diploma Worksheet

NAME \_\_\_\_\_

DATE \_\_\_\_\_

This collaborative diploma course is sponsored by the American Bankers Association, TBA and accredited (regional or professional) institutions of higher education. To receive an AIB Banking and Finance Diploma, you must successfully complete 30 credits recognized by an accredited institution of higher education. Of the 30 credits, at least 15 credits must be completed in ABA/AIB courses (may include online courses), using ABA/AIB materials and meeting the minimum educational requirements set by the American Bankers Association. The remaining credits (15 credit maximum) may be generated from coursework that directly relates only to the study of finance and financial services at an accredited college or university.

## Required Courses

*You must complete the following five courses:*

- Principles of Banking
- Law and Banking: Applications **or** Law and Banking: Principles
- Analyzing Financial Statements\*
- Financial Accounting\*
- Economics for Bankers\*

*and one of the following:*

- Consumer Lending
- Commercial Lending
- Introduction to Mortgage Lending

*plus 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. (However, in such cases, a total of 15 credits must still be fulfilled through ABA/AIB coursework using ABA/AIB materials.) AIB Banking and Finance Diploma curriculum plans should be declared with the American Bankers Association through TBA, by the time the student has completed 15 credits. Students apply to the American Bankers Association, again through TBA, for the diploma. AIB/ABA Credit (a minimum of 15 credits)

| # Credits | Grade | Course |
|-----------|-------|--------|
| _____     | _____ | _____  |
| _____     | _____ | _____  |
| _____     | _____ | _____  |

## Other Finance/Financial Services Courses

(University or AIB course offered by the Local ABA Training Provider)

| # Credits | Grade | Course |
|-----------|-------|--------|
| _____     | _____ | _____  |
| _____     | _____ | _____  |
| _____     | _____ | _____  |

AIB Diploma Code: 45



# AIB Bank Marketing Diploma Worksheet

NAME \_\_\_\_\_

DATE \_\_\_\_\_

This diploma program provides the tools necessary for today's potential bank marketing professionals. Junior level bank marketers, employees with marketing experience but new to banking, employees working in other areas of the bank interested in marketing skills and branch managers responsible for selling their bank's products and services will benefit from taking this comprehensive program.

## Required Courses

Students must successfully complete the following 7 courses. The Economics requirement may be met by transfer credit from an accredited college or university for a minimum of 3 credits.

### Grade

- \_\_\_\_\_ Principles of Banking
- \_\_\_\_\_ Economics for Bankers
- \_\_\_\_\_ Financial and Business Planning for Bank Marketers \*
- \_\_\_\_\_ Marketing Financial Services
- \_\_\_\_\_ Managing Time at Work
- \_\_\_\_\_ Project Management Fundamentals
- \_\_\_\_\_ Successful Sales Campaigns

\* Financial and Business Planning for Bank Marketers is available only as an AIB Online Course. This course replaces three course requirements for this diploma - Identifying & Leveraging Target Markets, Profitable Accounts and Budgeting for Bank Marketers. Students who have already taken Identifying and Leveraging Target Markets and Profitable Accounts through TBA must complete the budgeting lessons of Financial and Business Planning for Bank Marketers.

### Electives

Students must successfully complete 3 of the following courses:

- Event Based Selling or Effective Referrals
- Dealing Effectively with Co-Workers or Rewards and Recognition
- Managing Change or Meetings That Work

| # Credits | Grade | Course |
|-----------|-------|--------|
| _____     | _____ | _____  |
| _____     | _____ | _____  |
| _____     | _____ | _____  |

The AIB Bank Marketing Diploma meets the pre-certification education requirements for the Certified Financial Marketing Professional designation from ICB.

AIB Diploma Code: 36



## AIB Bank Financial Management Certificate Worksheet

NAME \_\_\_\_\_

DATE \_\_\_\_\_

This new certificate 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 certificate cover the analysis of bank performance, the measurement and management of interest rate risk, and the management of funding, liquidity and capital. The required courses all use the same textbook that provides participants with the basic concepts in each of the areas. Each of the courses includes exercises in which participants apply these concepts to their own institution. Candidates for the certificate 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 4 following AIB Online Courses. No substitutions or previous college credit will be accepted for this certificate.

### Grade

- \_\_\_\_\_ Analyzing Bank Performance
- \_\_\_\_\_ Managing the Bank's Investment Portfolio
- \_\_\_\_\_ Managing Funding, Liquidity and Capital
- \_\_\_\_\_ Managing Interest Rate Risk

\* Students beginning the AIB Bank Financial Management Certificate prior to September 1, 2003 are not required to take Managing the Bank's Investment Portfolio.

AIB Certificate Code: 46



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## AIB Customer Service Associate Certificate

### Seven Courses

This certificate builds skills used by frontline banking personnel (such as tellers, customer service and safe deposit clerks) who are primarily responsible for handling routine banking transactions.

#### Required Programs

- Banking Today\*
- Business Etiquette
- Cross-Selling Deposit Products
- Dealing Effectively with Co-Workers
- Effective Referrals
- Revitalizing Customer Service
- Telephone Etiquette

AIB Certificate Code: 38

This certificate is also available as an AIB Online Course. Students must complete the certificate course plus Banking Today. AIB Course Code for online option only: 6491

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## AIB Financial Services Specialist Certificate

### Twelve/Thirteen Courses

This certificate provides experienced sales staff with more advanced skills for success in a sales environment. It is appropriate for individuals who have some sales experience, such as new accounts personnel and financial services representatives. Choose either the Retail or Small Business track to complete the certificate requirements.

#### Required Programs

- Banking Today\*
- Introduction to Relationship Selling
- Building and Retaining Customer Relationships
- Successful Sales Campaigns
- Dealing Effectively with Co-Workers
- Ethical Issues for Bankers

#### Electives

Select one of the following:

- Managing Time at Work
- Writing Bank Correspondence
- Tele-Consulting
- Presentation Skills
- Preparation and License Series 6
- Preparation and License Series 7

#### IF SELECTING RETAIL TRACK

Additional Required Programs:

- Fundamentals of Consumer Lending
- Fundamentals of Mortgage Lending
- Personal Tax Return Analysis
- Profiling Mortgage Prospects
- Understanding Financial Planning

#### Electives

Select one of the following:

- Introduction to Financial Planning Products
- Referring Mutual Funds and Securities Customers
- Referring Trust Customers Referring Insurance and Annuities Customers

#### IF SELECTING SMALL BUSINESS TRACK

Additional Required Programs:

- Fundamentals of Small Business Banking
- Credit Products for Small Businesses
- Calling on Small Business Customers
- Servicing and Growing Small Business Relationships

#### Electives

Select one of the following:

- Relationship Selling to Small Business Customers
- Introduction to Analyzing Financial Statements
- Overview of Financial Statements
- Retirement Products for Small Businesses

AIB Certificate Code: 40

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## AIB Account Specialist Certificate

### Nine Courses

This certificate provides entry-level sales staff with foundational knowledge of banking products offered to banking customers, and the sales and interpersonal skills needed to initiate those sales. It is appropriate for new accounts personnel and financial services representatives. Choose either the Retail or Small Business track to complete the certificate requirements.

#### Required Programs

- Banking Today\*
- Introduction to Relationship Selling
- Revitalizing Customer Service
- Business Etiquette
- Telephone Etiquette
- Writing Bank Correspondence

#### Electives

Select one of the following:

- Managing Time at Work
- Dealing Effectively with Co-Workers
- Ethical Issues for Bankers

**IF SELECTING RETAIL TRACK**

- Cross-Selling Deposit Products
- Consumer Credit Products

**IF SELECTING SMALL BUSINESS TRACK**

- Fundamentals of Small Business Banking
- Deposit Products and Services for Small Businesses

AIB Certificate Code: 39

This certificate is also available as an AIB Online Course. Students must complete the certificate course plus Banking Today. AIB Course Code for online option only: 1082

**AIB Sales Manager Certificate****Ten Courses**

This certificate is designed for people who are responsible for the sales function in a bank, whether or not they have salespeople reporting directly to them. It will provide skill development appropriate for a sales leader.

**Prerequisites**

Introduction to Relationship Selling

**Required Programs**

- Banking Today\*
- Sales Coaching in the Bank
- Building and Retaining Customer Relationships
- Successful Sales Campaigns
- Event-Based Selling
- Rewards and Recognition
- Ethical Issues for Bankers

**Electives**

Select three of the following:

- Writing Bank Correspondence
- Presentation Skills
- Meetings that Work
- Profitable Accounts
- Identifying and Leveraging Target Markets
- Alternative Delivery Systems: Trends and Issues

AIB Certificate Code: 43

This certificate is also available online in its entirety. AIB Course Code for online option only: 4272

**AIB Team Leader Certificate****Eight Courses**

This certificate is designed to develop the skills needed to lead a team to accomplishing its goals. It is designed for bank personnel who direct the daily work of others, whether or not they have direct supervisory responsibility for those people.

**Required Programs**

- Banking Today\*
- Dealing Effectively with Co-Workers
- Coaching for Success
- Rewards and Recognition
- Meetings that Work
- Presentation Skills or Improving Productivity
- Writing Bank Correspondence
- Managing Change

This certificate is also available as an AIB Online Course. Students must complete the certificate course plus Banking Today. AIB Course Code for online option only: 4148

AIB Certificate Code: 41



## AIB Supervisor Certificate

### Eight Courses

This certificate prepares new and potential first-level supervisors to handle people management duties, by building the skills and practical knowledge needed for success.

#### Required Programs

- Banking Today\*
- Hiring the Best
- Performance Management
- Coaching for Success
- Rewards and Recognition
- Corrective Action
- Managing Employee Relations
- Ethical Issues for Bankers

AIB Certificate Code: 43

This certificate is also available as an AIB Online Course. Students must complete the certificate course plus Banking Today. AIB Course Code for online option only: 4322

## Improve Your Employees' Performance with AIB Online Certificate Courses

These courses are designed to provide the skills and knowledge bank employees can apply immediately to their jobs. AIB Certificate Courses include the following titles: Account Specialist, Branch Manager, Customer Service Associate, Sales Manager, Supervisor, and Team Leader Certificates.

Visit [www.TNBankers.org](http://www.TNBankers.org) for schedules, course descriptions and registration information. Or call 1-800-964-5525



## AIB Branch Manager Certificate

### Ten Courses

This certificate prepares the individual to manage a banking office by covering sales management, people management and business management skills.

#### Prerequisites

- Introduction to Relationship Selling
- Managing Employee Relations

#### Required Programs

- Banking Today\*
- Profitable Accounts
- Identifying and Leveraging Target Markets
- Alternative Delivery Systems: Trends and Issues
- Successful Sales Campaigns
- Rewards and Recognition
- Hiring the Best
- Ethical Issues for Bankers

#### Electives

Select two of the following:

- Event-Based Selling
- Sales Coaching in the Bank
- Performance Management
- Coaching for Success
- Corrective Action
- Improving Productivity

AIB Certificate Code: 44

This certificate is also available as an AIB Online Course. Students must complete the certificate course plus Banking Today. AIB Course Code for online option only: 7596

**\*Banking Today may be substituted with Principles of Banking or equivalent experience for each of the AIB Performance Training Series Certificates.**