



AIB DIPLOMAS AND CERTIFICATES



AIB training offers:

- **Flexible delivery.** AIB courses are available online in both Instructor-led and self-paced formats through ABA and Local ABA Training Providers.
- **Career development.** AIB Certificates and Diplomas follow logical stages in professional development and many programs satisfy the pre-certification education requirements to sit for certification through the Institute of Certified Bankers (ICB).
- **College credit.** The American Council on Education (ACE) has reviewed many AIB Online courses and issued college credit recommendations to the university community.
- **Updated curriculum.** Offered by ABA for more than 100 years, AIB training courses are continually updated.

A recent white paper from the ABA reported: "As a group, those institutions that demonstrate the greatest commitment to human capital enjoy the greatest financial returns." It's no wonder that so many banks rely on the American Institute of Banking (AIB), the leader in bank training, for their professional development needs.

AIB Certificates and Diplomas demonstrate mastery of areas of specialization and help build careers and institutions.

For more information,
course descriptions
and start dates, or
to register for an
upcoming course

go to
www.cft-flsc.org

or call
904-354-4830

AIB Diplomas

AIB Mortgage Lending Diploma

This diploma program provides the core lending knowledge and skills needed by aspiring or new mortgage lenders, mortgage loan clerks, loan processors and closers. It covers underwriting, processing and servicing, and approaches to profiling mortgage prospects, as well as credit analysis, accounting and legal principles crucial to a solid understanding of the mortgage lending business.

AIB Personal Banking Diploma

This diploma addresses the appropriate mix of banking knowledge and the interpersonal and sales skills that successful personal bankers need in a customer-focused, needs-based sales environment.

AIB Personal Trust Diploma

This diploma was developed to prepare individuals for professional certification as Certified Trust and Financial Advisors (CTFA) through the Institute of Certified Bankers (ICB).

AIB Retail Branch Management Diploma

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

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AIB Consumer Lending Diploma

This diploma program sharpens the lending knowledge and skill of management trainees, new consumer lenders and loan officers. The curriculum addresses the knowledge and skill requirements of a typical consumer lender and includes consumer lending course work, principles of banking, accounting and credit analysis, and legal and regulatory compliance, in addition to relationship sales.

AIB Commercial Lending Diploma

The diploma program sharpens the lending knowledge and skill of management trainees, new commercial lenders, loan officers and those in lending support positions. The curriculum is comprehensive and covers credit analysis, lending principles, accounting, product knowledge and regulatory issues.

AIB Bank Operations Diploma

This diploma program is a general overview of banking for personnel new to the field, as well as for mid-level professionals, supervisors and clerks destined to become supervisors or managers in bank operations.

AIB Bank Marketing Diploma

This diploma program provides the tools necessary to prepare today's bank marketers. Courses are developed for professionals with marketing experience or banking experience, demonstrating how to combine their abilities for successful bank marketing programs.

AIB Bank Financial Management Diploma

This diploma program is designed for individuals who are involved in the financial management of their bank, from junior officers up through CEOs, CFOs and other senior officers making key decisions that affect bank profitability. It covers the analysis of bank performance, the measurement and management of interest rate risk, and the management of funding, liquidity and capital.

AIB General Banking Diploma

This diploma program introduces new bank personnel to the role of banking in the U.S. economy and focuses on banking essentials and the purpose of specific banking functions. The most popular of AIB diplomas, it provides a foundation in banking, including economics, accounting, and banking law, all of which can also be used toward additional, more specialized diplomas.



AIB Certificates

AIB Bank Teller Certificate

This certificate addresses the critical technical skills that bank tellers need including the practical knowledge and applied skills in banking, regulatory compliance, and customer service and sales.

AIB Call Center Representative Certificate

This certificate provides the knowledge and skills needed to achieve superior performance as a call center representative including a fundamental understanding of banking and banking regulations affecting the position.

AIB Customer Service Representative Certificate

This certificate addresses the knowledge and skills needed to achieve superior performance as a customer service representative, including sales and customer service, regulatory compliance, business ethics and banking fundamentals.

AIB Small Business Banking Certificate

This certificate is primarily for relationship managers to engage customers, understand their needs and execute appropriate solutions, as well as manage relationships post-sale.

AIB Supervisor Certificate

This certificate prepares new supervisors for their emerging responsibilities, including evaluating and selecting employees, and the performance management process.

AIB Team Leader Certificate

This certificate helps individuals develop the necessary skills to lead and manage effective teams, including how to meet common objectives and achieve specific results.

