



# Southeast Regional Center for Financial Training, Inc. AIB Certificate Courses

**Five Cost-Saving Certificates are Now Available** - providing you with several options for earning **career-focused** certificates. *Affordable and convenient, these AIB Certificates allow you to progress through each course at a reasonable and comfortable pace. This package option offers high quality education in a cost-saving format. We have made it easier for you to enhance your career by allowing you to complete certificates with eLearning online courses. Self-paced online training is highly interactive and engaging and*

it's available for you to complete anytime, anywhere. These AIB certificates are focused on skills you can immediately apply on your job. Enroll in the series and we will bill your bank. Take courses at your own pace. We estimate the longest course in any of these certificates will take you about 4 hours to complete (except AIB Teller Training Essentials - 8 hours). If you finish one course a week, you could achieve your certificate in approximately 12 weeks, however you have **up to one year** to complete each of these certificates. Sign up for this program now!

## **AIB Call Center Representative Certificate - \$595**

Addresses 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. **SAVE \$450**

- AIB Banking Today
- AIB Cross-Selling Deposit Products
- AIB Dealing Effectively with Co-Workers
- AIB Effective Referrals
- AIB Ethical Issues for Bankers
- AIB Introduction to Relationship Selling
- AIB Regulatory Compliance for Call Center Representatives
- AIB Revitalizing Customer Service
- AIB Teleconsulting
- AIB Telephone Etiquette
- AIB Understanding Bank Products

## **AIB Customer Service Representative Certificate - \$595**

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. **SAVE \$450**

- AIB Banking Today
- AIB Building and Retaining Customer Relationships
- AIB Cross-Selling Deposit Products
- AIB Dealing Effectively with Co-Workers
- AIB Effective Referrals
- AIB Ethical Issues for Bankers
- AIB Introduction to Relationship Selling
- AIB Regulatory Compliance for Customer Service Representatives
- AIB Revitalizing Customer Service
- AIB Telephone Etiquette
- AIB Understanding Bank Products

## **AIB Bank Teller Certificate - \$595**

Addresses the critical technical skills of the position, practical knowledge and applied skills in banking, regulatory compliance for tellers, and customer service and sales. **SAVE \$260**

- AIB Banking Today
- AIB Business Etiquette
- AIB Dealing Effectively with Co-Workers
- AIB Effective Referrals
- AIB Ethical Issues for Bankers
- AIB Introduction to Relationship Selling
- AIB Regulatory Compliance for Tellers
- AIB Revitalizing Customer Service
- AIB Teller Training Essentials

## **AIB Supervisor Certificate - \$595**

Prepares new supervisors for their emerging responsibilities, including evaluating and selecting employees, and the performance management process. **SAVE \$165**

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

## **AIB Team Leader Certificate - \$595**

Helps develop the necessary skills to lead and manage effective teams, including how to meet common objectives and achieve specific results. **SAVE \$165**

- AIB Banking Today
- AIB Coaching for Success
- AIB Dealing Effectively with Co-Workers
- AIB Managing Change
- AIB Meetings that Work
- AIB Presentations Skills
- AIB Rewards and Recognition
- AIB Writing Bank Correspondence

Fill out an enrollment form and fax it in to sign up.



**Please contact Lisa Phillips at (904) 354-4830 for more information or to register today!**



# Southeast Regional Center for Financial Training, Inc. Assisted Self-Study Courses

Be productive at home with our help. Study at home with the resources you need. Assisted self-study is ideal for learners who desire flexibility.

Assisted Self-Study	Course #	Fee	C/H
AIB Analyzing Financial Statements	AIB-6920	\$285	3
AIB Banking Today	AIB-1325	\$185	.5
AIB Business Etiquette	AIB-2506	\$175	.25
AIB Commercial Lending	AIB-6350	\$300	3
AIB Consumer Lending	AIB-7008	\$285	3
AIB Cross-Selling Deposit Products	AIB-6268	\$185	.5
AIB Dealing Effectively with Co-Workers	AIB-2534	\$185	.5
BAI Deposit Accounts and Services	BAI-008	\$225	1
AIB Economics for Bankers	AIB-2310	\$285	3
AIB Effective Referrals	AIB-4506	\$175	.25
AIB Ethical Issues for Bankers	AIB-0162	\$185	.5
AIB Fundamentals of Consumer Lending	AIB-7018	\$185	.5
AIB General Accounting	AIB-1002	\$325	3
AIB Hiring The Best	AIB-4116	\$185	.5
Individual Retirement Accounts (IRAs)	CFT-822	\$295	2
AIB Introduction to Mortgage Lending	AIB-7820	\$285	3
AIB Law and Banking: Applications	AIB-3670	\$285	3
AIB Law and Banking: Principles	AIB-3660	\$285	3
AIB Marketing Financial Services	AIB-7740	\$285	3
AIB Money & Banking	AIB-1350	\$285	3
AIB Performance Management	AIB-4226	\$185	.5
AIB Principles of Banking	AIB-1370	\$285	3
AIB Revitalizing Customer Service	AIB-6496	\$185	.5
AIB Supervision	AIB-4310	\$285	3
AIB Telephone Etiquette	AIB-4814	\$175	.25
AIB Today's Teller	AIB-6832	\$255	2
AIB Understanding Bank Products	AIB-7766	\$225	1
AIB Writing Bank Correspondence	AIB-1858	\$210	.5

For this very popular option textbooks and materials are sent UPS to the student and a content expert is assigned as the instructor. Students may sign up at any time. Class length varies from 1 to 6 months. Students will have instructor's encouragement, feedback and knowledge, and the resources of the Southeast Regional CFT staff. Grades are determined by combining the completed assignments and exam scores. Up to \$18 shipping will be added per class. \$10 administration fee will be added per enrollment form. Please complete an enrollment form to sign up.



Please contact Lisa Phillips at (904) 354-4830 for more information or to register today!



Fax to **(904) 354-1834**

*Photocopy this page or print it from the "Forms and Info" page at [www.cft-flsc.org](http://www.cft-flsc.org)*

Please print all information clearly.

First Name \_\_\_\_\_ MI \_\_\_\_\_ Last Name \_\_\_\_\_

Title \_\_\_\_\_ Company \_\_\_\_\_

Work Street Address \_\_\_\_\_

City/State/Zip \_\_\_\_\_

Office Phone Number \_\_\_\_\_ Office Fax Number \_\_\_\_\_

E-Mail Address \_\_\_\_\_ SS# (last 4 digits) \_\_\_\_\_

Your Educational Goal: Please indicate which AIB Diploma or Certificate you are pursuing. \_\_\_\_\_  
 Course Information: Please refer to the course schedule for the information needed to complete this portion of the enrollment form. Course type categories to use on the form below are: In-Person (IP), Instructor-Led Online (ILO), Self-Paced Online/ABA eLearning (SPO), or Assisted Self-Study (SS).

Course Title	Course # (when applicable)	Start Date (when applicable)	Course Type	Amount*
1. _____	_____	_____	_____	_____
2. _____	_____	_____	_____	_____
3. _____	_____	_____	_____	_____
4. _____	_____	_____	_____	_____

\*Appropriate fees will be added. (i.e. tax, administration, shipping and handling, etc.)

"I hereby agree to abide by my bank's stated policy on educational benefits and should I not complete this course in the manner prescribed, I will reimburse my employer or CFT accordingly. I hereby authorize the release of my grades to CFT and my employer."

Student's Signature \_\_\_\_\_ Date \_\_\_\_\_

**Bill My Bank**                      **Check Enclosed (payable to Southeast Regional CFT)**

"As the approving individual of this student, I authorize payment for this enrollment from my financial institution to CFT, and I understand I may be responsible for processing the invoice generated by CFT for this student."

Approver's Name \_\_\_\_\_ Date \_\_\_\_\_

Approver's Signature \_\_\_\_\_ E-Mail \_\_\_\_\_

Approver's Address \_\_\_\_\_ Phone Number \_\_\_\_\_

Approver's Cost Center \_\_\_\_\_ Send Invoice to \_\_\_\_\_ E-Mail \_\_\_\_\_

**Policies and Procedures**

All enrollment, extension, drop, withdrawal, and other standard policies and fees apply to this enrollment. Please visit the website, call the CFT Office, or e-mail your request for course descriptions, diploma and certificate worksheets, to drop or withdrawal, or if you have other questions.



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