

ABA eLearning Course and Credit Listing as of January 2010

Course ID	CGI Number	Course Name	Price		Course Hours 2009	Credit Hours	
			Member	NonMember		AIB	ICB
			AIB Certificates				
	3005841	AIB Bank Service Provider Certificate	\$595	\$795		2.50	
	3004975	AIB Bank Teller Certificate	\$595	\$795		3.75	
	3004274	AIB Call Center Representative Certificate	\$595	\$795		4.25	
	3004273	AIB Customer Service Representative Certificate	\$595	\$795		4.25	
	3005840	AIB Small Business Banking Certificate	\$595	\$795		1.00	
	3004272	AIB Supervisor Certificate	\$595	\$795		2.75	
	3004275	AIB Team Leader Certificate	\$595	\$795		2.50	
Small Business Banking Sales Skills							
bb001	3000354	Calling on Small Business Customers	\$95	\$130	1.5	0	2.0 CPB
bb003	3003139	Relationship Selling to Small Business Customers	\$95	\$130	1.5	0	1.75 CBT,CCSR,CPB
bb002	3001227	Servicing and Growing Small Business Relationships	\$95	\$130	1	0	1.0 CBT,CCSR,CPB
Small Business Banking Fundamentals							
bf004	3000366	Credit Products for Small Businesses	\$95	\$130	1	0	1.0 CCSR,CPB
bf006	3003140	Deposit Products for Small Business	\$95	\$130	0.5	0	0.75 CCSR,CPB
bf002	3000364	Fundamentals of Small Business Banking	\$95	\$130	2.25	0.25	2.75 CCSR,CPB
bf001	3000363	Intro. to Analyzing Financial Statements	\$95	\$130	2.5	0.25	3.25 CLBB,CPB,CTFA
bf003	3000365	Overview of Financial Statements	\$95	\$130	2	0.25	5.00
	3005963	Small Business Borrowing	\$95	\$130	1	0.00	1.0 CPB
bf005	3000367	Retirement Products for Small Businesses	\$95	\$130	2	0.25	0.00
Basic Banking Knowledge							
bk001	3000368	Banking Today	\$95	\$130	2.5	0.25	3.25 CBT,CCSR,CPB
Fundamental Business Skills							
fb001	3000476	Business Etiquette	\$95	\$130	2	0.25	2.25 CBT,CCSR,CPB
fb003	3000478	Dealing Effectively with Co-workers	\$95	\$130	3	0.50	0.00
fb004	3000479	Ethical Issues for Bankers	\$95	\$130	1.5	0	1.75 All
fb005	3000480	Managing Time at Work	\$95	\$130	2	0.25	0.00
fb006	3003141	Meetings That Work	\$95	\$130	1	0.00	0.00
fb007	3003142	Presentation Skills	\$95	\$130	2	0.25	0.00
fb008	3003143	Telephone Etiquette	\$95	\$130	2	0.25	0.00
fb002	3000477	Writing Bank Correspondence	\$95	\$130	3	0.50	0.00
Management and Leadership							

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ml003	3000706	Coaching for Success	\$95	\$130	2	0.25	0.00
ml006	3000709	Corrective Action	\$95	\$130	2	0.25	0.00
ml002	3000705	Hiring the Best	\$95	\$130	2	0.50	0.00
ml007	3000710	Improving Productivity	\$95	\$130	3	0.25	0.00
ml008	3000711	Managing Change	\$95	\$130	2	0.25	0.00
ml004	3000707	Managing Employee Relations	\$95	\$130	3	0.50	0.00
ml001	3000704	Performance Management	\$95	\$130	3	0.50	0.00
ml009	3001638	Project Management Fundamentals	\$79	\$105		0.25	0
ml005	3000708	Rewards and Recognition	\$95	\$130	2	0.50	0.00
Retail Banking Fundamentals							
rb012	3005101	Business of BankCard Overview	\$95	\$130	1	0.00	0.00
rb002	3001151	Consumer Credit Products	\$95	\$130	1.5	0	1.75 CBT,CCSR,CPB
rb001	3001150	Fundamentals of Consumer Lending	\$95	\$130	3	0.50	7.25
rb003	3001152	Fundamentals of Mortgage Lending	\$95	\$130	2	0.25	5.00
rb008	3001157	Introduction to Financial Planning Products	\$95	\$130	4	0.25	0.00
	3005964	Introduction to IRAs	\$95	\$130	0.5	0.00	0.00
rb007	3001156	Personal Tax Return Analysis	\$95	\$130	4	0.25	9.75
rb004	3001153	Revitalizing Customer Service	\$95	\$130	2.5	0.25	3.25 CBT,CCSR,CPB
rb009	3001158	Referring Insurance & Annuities Customers	\$95	\$130	2	0.25	0.00
rb010	3001159	Referring Mutual Funds & Securities Customers	\$95	\$130	3	0.25	0.00
rb006	3001155	Referring Trust Customers	\$95	\$130	2	0.25	0.00
	3004972	Teller Training Essentials	\$150	\$200	8	0.50	8.5 CBT
rb005	3001154	Understanding Financial Planning	\$95	\$130	2	0.25	0.00
rb011	3003372	Understanding Bank Products	\$95	\$130	2	0.25	0.00
Regulatory Compliance							
rc016	3001980	Americans with Disabilities (ADA)	\$95	\$130	1	0	1.0 CBT,CCSR,CPB
rc021	3001985	Bank Bribery Act	\$95	\$130	0.25	0	0.5 CFSSP,CPB
rc020	3001984	Bank Protection Act	\$95	\$130	0.25	0	0
rc001	3001164	Bank Secrecy Act	\$95	\$130	1	0	CBT,CCSR,CPB,CCTS,CFSSP,CLBB.CSOP,CTFA
rc076	3004988	Bank Secrecy Act (BSA) for Lenders	\$95	\$130	2	0	0
rc055	3003352	Bank Secrecy Act (BSA) for Tellers	\$55	\$75	0.5	0	0
rc022	3001986	Community Reinvestment Act (CRA)	\$95	\$130	0.5	0	0.5 CBT,CCSR,CPB,CLBB

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rc074	3004986	Completing a Currency Transaction Report	\$95	\$130		0	0
	3005965	Credit Card The New Rules	\$95	\$130		0	0
rc061	3003361	Credit Practices Rule (Unfair or Deceptive Acts or Practices (Reg AA))	\$35	\$50	0.5	0	0.5 CLBB
rc064	3003364	Deposit-Related Regulations for Consumer Lenders (Reg E and Reg D)	\$35	\$50	0.25	0	0
rc017	3001981	EFTA - Reg E	\$95	\$130	1	0	1.0 CFSSP
rc035	3003331	Electronic Funds Transfer Act (Reg E) for Call Center Representatives and Personal Bankers	\$55	\$75	0.50	0	0
rc042	3003338	Electronic Funds Transfer Act (Reg E) for Customer Service Representatives	\$35	\$50	0.25	0	0
rc058	3003355	Electronic Funds Transfer Act (Reg E) for Tellers	\$35	\$50	0.25	0	0
rc003	3001166	Equal Credit Opportunity Act -- Regulation B	\$95	\$130	1.5	0	2.0 CLBB
rc009	3001958	Expedited Funds Availability (Reg CC)	\$95	\$130	1	0	1.5 CBT,CCSR,CPB,CFSSP
rc019	3001983	Extending Credit to Bank Insiders (Reg O)	\$95	\$130	0.25	0	.5 CLBB
rc007	3001170	Fair Credit Reporting Act (FCRA)	\$95	\$130	0.5	0	.75 CLBB,CPB
rc015	3001979	Fair Housing Act	\$95	\$130	0.5	0	0
rc002	3001165	Fair Lending	\$95	\$130	1	0	1.5 CPB,CLBB
rc018	3001982	FDIC Deposit Insurance	\$95	\$130	1	0	1.0 CBT,CCSR,CPB,CSOP
rc014	3001978	Flood Disaster Protection Act	\$95	\$130	0.25	0	.5 CLBB
rc005	3001959	Home Mortgage Disclosure Act (HMDA)	\$95	\$130	0.75	0	1.0 CLBB,CPB
rc075	3004987	Information Security and Red Flags	\$95	\$130	0.75	0	1.0 CCTS,CFSSP,CLBB,CSOP
rc012	3002030	OFAC	\$95	\$130	0.25	0	.5 CCSR,CPB,CCTS,CFSSP,CLBB,CSOP
rc008	3001171	Privacy for Customer Contact Personnel	\$95	\$130	0.5	0	0
rc006	3001169	Real Estate Settlement Procedures Act (RESPA)	\$95	\$130	2	0.25	5.0 CLBB
rc026	3002818	Regulatory Compliance for Call Center Reps	\$125	\$160	TBD	0.5	0
rc073	3003651	Regulatory Compliance for Consumer Lenders	\$125	\$160	TBD	0.5	0
rc024	3002816	Regulatory Compliance for Customer Service Reps	\$125	\$160	TBD	0.5	7.5 CCSR
rc023	3002815	Regulatory Compliance for Personal Bankers	\$125	\$160		0.5	12 CPB
rc025	3002817	Regulatory Compliance for Tellers	\$125	\$160	TBD	0.5	5.75 CBT

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rc034	3003330	Reserve Requirements (Reg D) for Depository Institutions	\$35	\$50	0.25	0	0.50 CBT,CCSR
rc010	3001974	Serving your Military Customer	\$95	\$130	0.25	0	0
fb009	3003701	Sexual Harrassment in the Workplace	\$95	\$130	1	0.00	0.00
ml011	3003702	Sexual Harrassment in the Workplace for Managers	\$95	\$130	1	0.00	0.00
rc004	3001167	Truth-in-Lending Act - Reg Z	\$95	\$130	1	0	1.5 CPB
rc013	3001977	Truth-in-Savings Reg DD	\$95	\$130	0.25	0	.5 CBT,CCSR,CPB,CCTS,CFSSP,CSOP
rc011	3001975	USA PATRIOT Act	\$95	\$130	0.5	0	0.75 CBT,CCSR,CPB,CCTS,CFSSP,CSOP
Retail Banking Sales Skills							
rs003	3001178	Building and Retaining Customer Relationships	\$95	\$130	1.5	0	2.25 CBT,CCSR,CPB
rs001	3001176	Cross-Selling Deposit Products	\$95	\$130	2	0.25	2.5 CCSR,CPB
rs002	3001177	Effective Referrals	\$95	\$130	2	0.25	3.50
rs008	3001181	Event Based Selling	\$95	\$130	1	0.00	1.25
rs004	3001179	Introduction to Relationship Selling	\$95	\$130	2.5	0.25	3.0 CBT,CCSR,CPB
rs009	3003145	Profiling Mortgage Prospects	\$95	\$130	2	0.25	2.50
rs005	3001180	Sales Coaching in the Bank	\$95	\$130	2	0.25	0.00
rs007	3001182	Successful Sales Campaigns	\$95	\$130	2	0.25	0.00
rs010	3003146	Tele-consulting	\$95	\$130	1.5	0	2.0 CCSR,CPB
Building Trust Expertise							
Level 1							
ti002	3001233	Introduction to Estate Planning	\$335	\$450	6	0.50	7.00
ti003	3001234	Introduction to Investment Management	\$335	\$450	3.5	0.25	4.25 CTFA
ti001	3001232	Introduction to Trust Administration	\$335	\$450	2	0.25	2.5 CTFA
Level 2							
ti005	3002612	Discretionary Distributions	\$160	\$215	3	0.50	6.50
ti006	3002613	Estate Planning Overview	\$160	\$215	2	0.50	6.25
ti007	3002614	Estate Planning for Marital Deduction	\$160	\$215	4	0.50	6.00
ti009	3002616	Federal Estate and Gift Taxes	\$160	\$215	5	0.50	10.00
ti010	3002617	Fiduciary Income Taxes	\$160	\$215	4	0.50	8.75
ti004	3002611	Fiduciary Law	\$160	\$215	4	0.50	7.75
ti011	3002618	Investments I	\$160	\$215	4	0.50	9.25

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ti020	3003149	Managing Trust Accounts	\$160	\$215	2	0.25	2.50
ti008	3002615	Retirement Planning	\$160	\$215	4	0.50	8.00
Level 3							
ti012	3002619	Estate Planning for Lifetime Gifts	\$160	\$215	3	0.25	3.25
ti013	3002620	Estate Planning for Charitable Giving	\$160	\$215	9	0.50	8.50
ti014	3002621	Estate Planning for the Business Owner	\$160	\$215	10	0.50	10.75
ti015	3002622	Estate Planning Case Study	\$160	\$215	2	0.25	2.50
ti017	3002624	Financial Planning Skills	\$160	\$215	6.5	0.50	6.75
ti018	3002625	Generation Skipping Transfer Tax	\$160	\$215	8.5	0.50	7.50
ti019	3002626	Investments II	\$160	\$215	9	0.50	9.25
ti016	3002623	Life Insurance and Annuities	\$160	\$215	9	0.50	10.00
Case Studies/Assessments							
ti021		ABA Case Study for Wealth Advisors: The Corporate Executive	\$150	\$190	1	0.00	1.00
Microsoft Desktop ACCESS							
ms220	3004119	Microsoft Access 2003: Level 1	\$39	\$52	4	N/A	N/A
ms221	3004120	Microsoft Access 2003: Level 2	\$39	\$52	4	N/A	N/A
ms222	3004121	Microsoft Access 2003: Level 3	\$39	\$52	4	N/A	N/A
		Microsoft Access 2003: Level 4	\$39	\$52	4	N/A	N/A
ms320		Microsoft Access 2007: Level 1	\$39	\$52	4	N/A	N/A
ms321		Microsoft Access 2007: Level 2	\$39	\$52	4	N/A	N/A
EXCEL							
ms230	3004122	Microsoft Excel 2003: Level 1	\$39	\$52	4	N/A	N/A
ms231	3004123	Microsoft Excel 2003: Level 2	\$39	\$52	4	N/A	N/A
ms330		Microsoft Excel 2007: Level 1	\$39	\$52	4	N/A	N/A
ms331		Microsoft Excel 2007: Level 2	\$39	\$52	4	N/A	N/A
ms332		Microsoft Excel 2007: Level 3	\$39	\$52	4	N/A	N/A
OUTLOOK							
ms240	3004125	Microsoft Outlook 2003: Level 1	\$39	\$52	4	N/A	N/A
ms241	3004126	Microsoft Outlook 2003: Level 2	\$39	\$52	4	N/A	N/A



