



Access to the internet is required for this course. You have **6 months** in which to complete the course.

- Print clearly and **Fax** to Tennessee Bankers Association. You may call the Tennessee Bankers Association to inquire about the arrival of your fax.
- Seven days after TBA receives this form, you will receive your registration confirmation via Email.

**Registration Information (student):**

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

E-mail Address \_\_\_\_\_ Last four digits of your SS# \_\_\_\_\_  
(Please print VERY clearly) (needed for participation tracking purposes)

Employer/Institution Name \_\_\_\_\_

Employer/Institution Street Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_ Phone \_\_\_\_\_

**Billing Information (only if different from student information and for TBA use only):**

Employer/Institution Name \_\_\_\_\_

Attention \_\_\_\_\_ Department \_\_\_\_\_

Employer/Institution Street Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_ Phone \_\_\_\_\_

**Course Registration (descriptions are available in the AIB course catalog on our website, www.TNBankers.org):**

Course titles are listed on eLearning schedule of classes

Course Title: \_\_\_\_\_

Course Title: \_\_\_\_\_

Course Title: \_\_\_\_\_

Course Title: \_\_\_\_\_

**Other Information (optional):**  Male  Female

Ethnic Origin:  African American  American Indian  Asian  Caucasian  Hispanic  Other: \_\_\_\_\_

**Student disclosure:**

Descriptions of courses are available in the AIB course catalog posted on the TBA website. I understand that proper selection is my responsibility. I agree to abide by all registration requirements of my financial institution/employer. Upon completion of the ABA/AIB course, I authorize the release of my grades to TBA and/or to my employer.

Date \_\_\_\_\_ Student Signature \_\_\_\_\_

Date \_\_\_\_\_ Department/Supervisor Signature \_\_\_\_\_

Date \_\_\_\_\_ Bank Representative Signature \_\_\_\_\_

**NOTE: FAX form to 615/324-1986. To inquire about the arrival of your faxed registration to the Tennessee Bankers Association call 615/244-4871 or 800/964-5525.** Payment may accompany mailed registration form or TBA may invoice your bank depending on your bank's participation policies. Student will receive an E-mail registration confirmation within 3 days of receipt of registration by TBA. **Contact Debbie Brickles, E-mail: dbrickles@TNBankers.org, Tennessee Bankers Association, for additional information. You may not cancel or withdraw from eLearning courses.**

Students enrolled in these courses will be sent an E-mail from ABA with information to access the class.

## ABA eLearning Course and Credit Listing as of January 2010

\*NOTE: ALL COURSES AND PRICES ARE SUBJECT TO CHANGE PER ABA\*

Course ID	Course Name	Price		Course Hours 2010	Credit Hours	
		Member	NonMember		AIB	ICB
<b>AIB Certificates</b>						
	AIB Bank Service Provider Certificate	\$595	\$795		2.50	
	AIB Bank Teller Certificate	\$595	\$795		3.75	
	AIB Call Center Representative Certificate	\$595	\$795		4.25	
	AIB Customer Service Representative Certificate	\$595	\$795		4.25	
	AIB Small Business Banking Certificate	\$595	\$795		1.00	
	AIB Supervisor Certificate	\$595	\$795		2.75	
	AIB Team Leader Certificate	\$595	\$795		2.50	
<b>Small Business Banking Sales Skills</b>						
bb001	Calling on Small Business Customers	\$95	\$130	1.5	0.00	2.0 CPB
bb003	Relationship Selling to Small Business Customers	\$95	\$130	1.5	0.00	1.75 CBT,CCSR,CPB
bb002	Servicing and Growing Small Business Relationships	\$95	\$130	1	0.00	1.0 CBT,CCSR,CPB
<b>Small Business Banking Fundamentals</b>						
bf004	Credit Products for Small Businesses	\$95	\$130	1	0.00	1.0 CCSR,CPB
bf006	Deposit Products for Small Business	\$95	\$130	0.5	0.00	0.75 CCSR,CPB
bf002	Fundamentals of Small Business Banking	\$95	\$130	2.25	0.25	2.75 CCSR,CPB
bf001	Intro. to Analyzing Financial Statements	\$95	\$130	2.5	0.25	3.25 CLBB,CPB,CTFA
bf003	Overview of Financial Statements	\$95	\$130	2	0.25	5.00
bf007	Small Business Borrowing	\$95	\$130	1	0.00	1.0 CPB
bf005	Retirement Products for Small Businesses	\$95	\$130	2	0.25	0.00
<b>Basic Banking Knowledge</b>						
bk001	Banking Today	\$95	\$130	2.5	0.25	3.25 CBT,CCSR,CPB
<b>Fundamental Business Skills</b>						
fb001	Business Etiquette	\$95	\$130	2	0.25	2.25 CBT,CCSR,CPB
fb003	Dealing Effectively with Co-workers	\$95	\$130	3	0.50	0.00
fb004	Ethical Issues for Bankers	\$95	\$130	1.5	0.00	1.75 All
fb005	Managing Time at Work	\$95	\$130	2	0.25	0.00
fb006	Meetings That Work	\$95	\$130	1	0.00	0.00
fb007	Presentation Skills	\$95	\$130	2	0.25	0.00
fb008	Telephone Etiquette	\$95	\$130	2	0.25	0.00
fb002	Writing Bank Correspondence	\$95	\$130	3	0.50	0.00
<b>Management and Leadership</b>						
ml003	Coaching for Success	\$95	\$130	2	0.25	0.00
ml006	Corrective Action	\$95	\$130	2	0.25	0.00
ml002	Hiring the Best	\$95	\$130	2	0.50	0.00
ml007	Improving Productivity	\$95	\$130	3	0.25	0.00
ml008	Managing Change	\$95	\$130	2	0.25	0.00
ml004	Managing Employee Relations	\$95	\$130	3	0.50	0.00
ml001	Performance Management	\$95	\$130	3	0.50	0.00
ml009	Project Management Fundamentals	\$79	\$105		0.25	0
ml005	Rewards and Recognition	\$95	\$130	2	0.50	0.00
<b>Retail Banking Fundamentals</b>						
rb012	Business of BankCard Overview	\$95	\$130	1	0.00	0.00
rb002	Consumer Credit Products	\$95	\$130	1.5	0.00	1.75 CBT,CCSR,CPB
rb001	Fundamentals of Consumer Lending	\$95	\$130	3	0.50	7.25

Course ID	Course Name	Price		Course Hours 2010	Credit Hours	
		Member	NonMember		AIB	ICB
rb003	Fundamentals of Mortgage Lending	\$95	\$130	2	0.25	5.00
rb008	Introduction to Financial Planning Products	\$95	\$130	4	0.25	0.00
	Introduction to IRAs	\$95	\$130	0.5	0.00	0.00
rb007	Personal Tax Return Analysis	\$95	\$130	4	0.25	9.75
rb004	Revitalizing Customer Service	\$95	\$130	2.5	0.25	3.25 CBT,CCSR,CPB
rb009	Referring Insurance & Annuities Customers	\$95	\$130	2	0.25	0.00
rb010	Referring Mutual Funds & Securities Customers	\$95	\$130	3	0.25	0.00
rb006	Referring Trust Customers	\$95	\$130	2	0.25	0.00
	Teller Training Essentials	\$150	\$200	8	0.50	8.5 CBT
rb005	Understanding Financial Planning	\$95	\$130	2	0.25	0.00
rb011	Understanding Bank Products	\$95	\$130	2	0.25	0.00
	Regulatory Compliance					
rc016	Americans with Disabilities (ADA)	\$95	\$130	1	0.00	1.0 CBT,CCSR,CPB
rc021	Bank Bribery Act	\$95	\$130	0.25	0.00	0.5 CFSSP,CPB
rc020	Bank Protection Act	\$95	\$130	0.25	0.00	0
rc001	Bank Secrecy Act	\$95	\$130	1	0.00	1.5 CBT,CCSR,CPB,CCTS, CFSSP,CLBB,CSOP,CTFA
rc076	Bank Secrecy Act (BSA) for Lenders	\$95	\$130	2	0.00	0
rc055	Bank Secrecy Act (BSA) for Tellers	\$55	\$75	0.5	0.00	0
rc022	Community Reinvestment Act (CRA)	\$95	\$130	0.5	0.00	0.5 CBT,CCSR,CPB,CLBB
rc074	Completing a Currency Transaction Report	\$95	\$130		0.00	0
	Credit Card The New Rules	\$95	\$130		0.00	0
rc061	Credit Practices Rule (Unfair or Deceptive Acts or Practices (Reg AA))	\$35	\$50	0.5	0.00	0.5 CLBB
rc064	Deposit-Related Regulations for Consumer Lenders (Reg E and Reg D)	\$35	\$50	0.25	0.00	0
rc017	EFTA - Reg E	\$95	\$130	1	0.00	1.0 CFSSP
rc035	Electronic Funds Transfer Act (Reg E) for Call Center Representatives and Personal Bankers	\$55	\$75	0.50	0.00	0
rc042	Electronic Funds Transfer Act (Reg E) for Customer Service Representatives	\$35	\$50	0.25	0.00	0
rc058	Electronic Funds Transfer Act (Reg E) for Tellers	\$35	\$50	0.25	0.00	0
rc003	Equal Credit Opportunity Act -- Regulation B	\$95	\$130	1.5	0.00	2.0 CLBB
rc009	Expedited Funds Availability (Reg CC)	\$95	\$130	1	0.00	1.5 CBT,CCSR,CPB,CFSSP
rc019	Extending Credit to Bank Insiders (Reg O)	\$95	\$130	0.25	0.00	.5 CLBB
rc007	Fair Credit Reporting Act (FCRA)	\$95	\$130	0.5	0.00	.75 CLBB,CPB
rc015	Fair Housing Act	\$95	\$130	0.5	0.00	0
rc002	Fair Lending	\$95	\$130	1	0.00	1.5 CPB,CLBB
rc018	FDIC Deposit Insurance	\$95	\$130	1	0.00	1.0 CBT,CCSR,CPB,CSOP
rc014	Flood Disaster Protection Act	\$95	\$130	0.25	0.00	.5 CLBB
rc005	Home Mortgage Disclosure Act (HMDA)	\$95	\$130	0.75	0.00	1.0 CLBB,CPB
rc075	Information Security and Red Flags	\$95	\$130	0.75	0.00	1.0 CCTS,CFSSP,CLBB,CSOP
rc012	OFAC	\$95	\$130	0.25	0.00	.5 CCSR,CPB,CCTS,CFSSP, CLBB,CSOP
rc008	Privacy for Customer Contact Personnel	\$95	\$130	0.5	0.00	0
rc006	Real Estate Settlement Procedures Act (RESPA)	\$95	\$130	2	0.25	5.0 CLBB
rc026	Regulatory Compliance for Call Center Reps	\$125	\$160	TBD	0.50	0
rc073	Regulatory Compliance for Consumer Lenders	\$125	\$160	TBD	0.50	0
rc024	Regulatory Compliance for Customer Service Reps	\$125	\$160	TBD	0.50	7.5 CCSR
rc023	Regulatory Compliance for Personal Bankers	\$125	\$160		0.50	12 CPB
rc025	Regulatory Compliance for Tellers	\$125	\$160	TBD	0.50	5.75 CBT
rc034	Reserve Requirements (Reg D) for Depository Institutions	\$35	\$50	0.25	0.00	0.50 CBT,CCSR

Course ID	Course Name	Price		Course Hours 2010	Credit Hours	
		Member	NonMember		AIB	ICB
rc010	Serving your Military Customer	\$95	\$130	0.25	0.00	0
fb009	Sexual Harrassment in the Workplace	\$95	\$130	1	0.00	0.00
ml011	Sexual Harrassment in the Workplace for Managers	\$95	\$130	1	0.00	0.00
rc004	Truth-in-Lending Act - Reg Z	\$95	\$130	1	0.00	1.5 CPB
rc013	Truth-in-Savings Reg DD	\$95	\$130	0.25	0.00	.5 CBT,CCSR,CPB,CCTS, CFSSP,CSOP
rc011	USA PATRIOT Act	\$95	\$130	0.5	0.00	0.75 CBT,CCSR,CPB,CCTS, CFSSP,CSOP
<b>Retail Banking Sales Skills</b>						
rs003	Building and Retaining Customer Relationships	\$95	\$130	1.5	0.00	2.25 CBT,CCSR,CPB
rs001	Cross-Selling Deposit Products	\$95	\$130	2	0.25	2.5 CCSR,CPB
rs002	Effective Referrals	\$95	\$130	2	0.25	3.50
rs008	Event Based Selling	\$95	\$130	1	0.00	1.25
rs004	Introduction to Relationship Selling	\$95	\$130	2.5	0.25	3.0 CBT,CCSR,CPB
rs009	Profiling Mortgage Prospects	\$95	\$130	2	0.25	2.50
rs005	Sales Coaching in the Bank	\$95	\$130	2	0.25	0.00
rs007	Successful Sales Campaigns	\$95	\$130	2	0.25	0.00
rs010	Tele-consulting	\$95	\$130	1.5	0.00	2.0 CCSR,CPB
<b>Building Trust Expertise</b>						
<b>Level 1</b>						
ti002	Introduction to Estate Planning	\$335	\$450	6	0.50	7.00
ti003	Introduction to Investment Management	\$335	\$450	3.5	0.25	4.25 CTFA
ti001	Introduction to Trust Administration	\$335	\$450	2	0.25	2.5 CTFA
<b>Level 2</b>						
ti005	Discretionary Distributions	\$160	\$215	3	0.50	6.50
ti006	Estate Planning Overview	\$160	\$215	2	0.50	6.25
ti007	Estate Planning for Marital Deduction	\$160	\$215	4	0.50	6.00
ti009	Federal Estate and Gift Taxes	\$160	\$215	5	0.50	10.00
ti010	Fiduciary Income Taxes	\$160	\$215	4	0.50	8.75
ti004	Fiduciary Law	\$160	\$215	4	0.50	7.75
ti011	Investments I	\$160	\$215	4	0.50	9.25
ti020	Managing Trust Accounts	\$160	\$215	2	0.25	2.50
ti008	Retirement Planning	\$160	\$215	4	0.50	8.00
<b>Level 3</b>						
ti012	Estate Planning for Lifetime Gifts	\$160	\$215	3	0.25	3.25
ti013	Estate Planning for Charitable Giving	\$160	\$215	9	0.50	8.50
ti014	Estate Planning for the Business Owner	\$160	\$215	10	0.50	10.75
ti015	Estate Planning Case Study	\$160	\$215	2	0.25	2.50
ti017	Financial Planning Skills	\$160	\$215	6.5	0.50	6.75
ti018	Generation Skipping Transfer Tax	\$160	\$215	8.5	0.50	7.50
ti019	Investments II	\$160	\$215	9	0.50	9.25
ti016	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					
<b>ACCESS</b>						
ms220	Microsoft Access 2003: Level 1	\$39	\$52	4	N/A	N/A
ms221	Microsoft Access 2003: Level 2	\$39	\$52	4	N/A	N/A

Course ID	Course Name	Price		Course Hours 2010	Credit Hours	
		Member	NonMember		AIB	ICB
ms222	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
<b>EXCEL</b>						
ms230	Microsoft Excel 2003: Level 1	\$39	\$52	4	N/A	N/A
ms231	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
<b>OUTLOOK</b>						
ms240	Microsoft Outlook 2003: Level 1	\$39	\$52	4	N/A	N/A
ms241	Microsoft Outlook 2003: Level 2	\$39	\$52	4	N/A	N/A
	Microsoft Outlook 2003: Level 3	\$39	\$52	4	N/A	N/A
ms340	Microsoft Outlook 2007: Level 1	\$39	\$52	4	N/A	N/A
ms341	Microsoft Outlook 2007: Level 2	\$39	\$52	4	N/A	N/A
ms342	Microsoft Outlook 2007: Level 3	\$39	\$52	4	N/A	N/A
<b>POWERPOINT</b>						
ms250	Microsoft PowerPoint 2003: Level 1	\$39	\$52	4	N/A	N/A
ms251	Microsoft PowerPoint 2003: Level 2	\$39	\$52	4	N/A	N/A
ms350	Microsoft PowerPoint 2007: Level 1	\$39	\$52	4	N/A	N/A
ms351	Microsoft PowerPoint 2007: Level 2	\$39	\$52	4	N/A	N/A
<b>WORD</b>						
ms260	Microsoft Word 2003: Level 1	\$39	\$52	4	N/A	N/A
ms261	Microsoft Word 2003: Level 2	\$39	\$52	4	N/A	N/A
ms262	Microsoft Word 2003: Level 3	\$39	\$52	4	N/A	N/A
ms360	Microsoft Word 2007: Level 1	\$39	\$52	4	N/A	N/A
ms361	Microsoft Word 2007: Level 2	\$39	\$52	4	N/A	N/A
ms362	Microsoft Word 2007: Level 3	\$39	\$52	4	N/A	N/A
NOTE: Course lengths: These are self-paced courses and the time required to complete them will depend on your background, how quickly you read, and how much you review.						