

ABA Consumer Banking Diploma

**Total
Diploma Price***
\$2,745

Training You Can Depend On!

How well your staff is trained impacts your bank's performance. That's why so many banks turn to ABA, the leader in bank training. Courses are available whenever and wherever your staff needs them.

ABA certificates and diplomas have long been recognized industry-wide.

Either as stand-alone courses to meet immediate needs, or as important initial steps along a financial services career path, ABA offerings enhance the skills of your staff and your organization's position in the marketplace.

For more information on ABA diploma programs, contact the MBA's Member Services at 410-269-5977.

The ABA Consumer Banking Diploma reflects a balanced treatment of the knowledge and skill requirements of a typical consumer banker. The coursework is a blend of industry knowledge, product knowledge, and business development skills. Students are introduced to core banking topics such as general banking, accounting, credit analysis, and legal and regulatory compliance. These are supplemented by courses in consumer lending, relationship sales skills, effective referrals, and presentation skills – all of which will help them apply their knowledge to develop and grow their book of business.

Required Courses

Students must successfully complete the following courses.

Course	Recommended Delivery Method	Current Price*
Principles of Banking	Instructor-Led Online	\$500
Building and Retaining Customer Relationships	Self-paced Online	\$95
Consumer Lending	Instructor-Led Online	\$500
Effective Client Referrals	Self-paced Online	\$95
Ethical Issues for Bankers	Self-paced Online	\$95
General Accounting	Instructor-Led Online	\$600
Introduction to Relationship Selling	Self-paced Online	\$95
Law and Banking: Principles OR Applications	Instructor-Led Online	\$575
Personal Tax Return Analysis	Self-paced Online	\$95
Presentation Skills	Self-paced Online	\$95

*Prices are subject to change. Prices reflected in this flyer are effective as of 9/1/16 and apply to MBA Members only. The total Diploma price for non-members is \$3,505.

Delivery Methods

A variety of delivery methods are available, however the current recommended methods are listed. The availability depends on the specific course.

Instructor-Led Online—These traditional online courses offer flexibility, but give you the support of an instructor and student network. Students complete assignments within a set timeframe.

Self-paced Online—These short and fast courses are easily completed in as little as a few hours, using self-check quizzes.

Classroom—Courses are occasionally offered through local Community Colleges or through in-bank training.

FAQ

How do I register for the courses?

Students may register online through the Maryland Bankers website at www.mdbankers.com, faxing a registration form or by emailing mdbankers@mdbankers.com.

How long does it take to complete this diploma?

It's up to you and depends on how often the classes are offered. Typically, the diploma can be completed in less than one year.

How many classes can I take at one time?

Also, up to you. To balance with work, family and study, we recommend that students take no more than two instructor-led online courses at one time.

Are any of the courses reciprocal for college credit?

Yes, 12 of the ABA Instructor-led online courses have been recommended for college credit. Alternatively, any of your previous college coursework is eligible for review toward ABA diplomas.

Other questions?

Contact the MBA's Member Services, at (410) 269-5977 or by email at mdbankers@mdbankers.com.

