

## 2024 VBA Internship Program American Bankers Association Online Training Options



Function Area	Course Title <i>Please note links are for exploratory purposes only – VBA will handle course registration.</i>	Description	Self-Paced or Facilitated? Average Time Spent	Intern Rate
General Industry	<a href="#">Banking Basics Suite</a>	Courses: <ul style="list-style-type: none"> <li>• Bank Marketing: Building Customer Relationships</li> <li>• Bank Payment Systems and Technology</li> <li>• Bank Sales and Service: Expanding Customer Relationships</li> <li>• Banks as a Business</li> <li>• Banks and the Deposit Function</li> <li>• Banks and the Economy</li> <li>• Banks and Personal Wealth Management</li> <li>• Business and International Banking Services</li> <li>• Introduction to Banking</li> <li>• Lending as a Cornerstone of Banking</li> <li>• Safeguarding Bank Assets and the Nation</li> <li>• Safeguarding the Customer and the Bank</li> </ul>	Self-paced 2 hours	\$395
	<a href="#">Community Bank Suite: Onboarding Basics</a>	For new and prospective bankers, this suite of courses serves as an introduction to banks as a business and covers deposits, lending, payments and technology, and security. Courses: <ul style="list-style-type: none"> <li>• Introduction to Banking</li> <li>• Banks as a Business</li> <li>• Banks and the Deposit Function</li> <li>• Lending as a Cornerstone of Banking</li> <li>• Bank Payment Systems and Technology</li> <li>• Safeguarding the Customer and the Bank</li> </ul>	Self-paced 1 hour, 12 minutes	\$195
	<a href="#">Community Bank Suite: Sales Skills</a>	This suite of courses includes lessons on relationship building and sales planning, with topics including client portfolio management, creating sales portfolios, relationship sales and consultative selling. Courses: <ul style="list-style-type: none"> <li>• Relationship Sales Suite               <ul style="list-style-type: none"> <li>○ The Relationship Sales Process</li> <li>○ Consultative Selling</li> <li>○ Relationship Sales – Apply What You've Learned</li> </ul> </li> <li>• Sales Planning Suite               <ul style="list-style-type: none"> <li>○ Creating Sales Portfolios</li> <li>○ Managing Client Portfolios</li> <li>○ Planning a Call</li> <li>○ Sales Planning – Apply What You've Learned</li> </ul> </li> </ul>	Self-paced 35 minutes	\$65

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General Industry	<a href="#">Community Bank Suite: Foundational Skills</a>	<p>This training bundle groups courses by communication and frontline skills. Communication topics include effective listening and body language. The teller basics suite covers cash handling, customer service, bank security and more.</p> <p>Courses:</p> <ul style="list-style-type: none"> <li>• Ethical Issues for Bankers</li> <li>• Communication Basics Suite                             <ul style="list-style-type: none"> <li>○ Becoming a Better Listener</li> <li>○ Communicating Effectively</li> <li>○ The Importance of Body Language</li> </ul> </li> <li>• Teller Basics: Upskilling for a Digital World                             <ul style="list-style-type: none"> <li>○ Cash Handling</li> <li>○ Handling Checks</li> <li>○ Processing Transactions</li> <li>○ Providing Quality Customer Service</li> <li>○ Robbery and Bank Security</li> <li>○ The Changing Role of the Teller</li> </ul> </li> </ul>	Self-paced 5 hours, 40 minutes	\$155
	<a href="#">Understanding Consumer Bank Products Suite</a>	<p>These eight courses help bankers understand and offer deposit and credit products suited to the customer's need. Learn the distinguishing factors of retirement, investment and insurance products, including estate planning and settlement services. Offers the details of digital products, PFM tools and more.</p> <ul style="list-style-type: none"> <li>• Understanding Your Customer</li> <li>• Consumer Checking Accounts</li> <li>• Consumer Credit Products</li> <li>• Consumer Credit Products: Home Secured</li> <li>• Consumer Savings Accounts</li> <li>• Consumer Retirement, Investment and Insurance Products</li> <li>• Trust Products and Services</li> <li>• Digital Products and Services</li> </ul>	Self-paced 1 hour, 20 minutes	\$115
Mobile & Digital Products	<a href="#">Digital Banker Suite</a>	<p>Five micro courses explore the many digital and mobile options available to consumers and how to use them to make the most of this "digital first" economy.</p> <ul style="list-style-type: none"> <li>• Digital Beginnings</li> <li>• Moving to Mobile</li> <li>• Mobile Transactions</li> <li>• Promoting Online Safety</li> <li>• Digital Customer Service</li> </ul>	Self-paced 1 hour	\$130

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<b>Wealth Management &amp; Trust</b>	<a href="#">Introduction to Integrated Planning and Advice</a>	This course provides an overview of the advisor’s role in helping clients achieve their goals and objectives.	Self-paced 20 minutes	\$90
	<a href="#">Introduction to Investment Management</a>	This course outlines the key components of investment management and provides a foundation for understanding the investment management process and basic trust concepts.	Self-paced 25 minutes	\$90
	<a href="#">Introduction to Trust Administration</a>	Explains the four key elements of trust administration. Explains the bank policy areas that guide trust administration: pre-acceptance, account acceptance, administration, and account termination. Explains trustee responsibilities in fulfilling the trust purpose in alignment with the trust document. Reviews fiduciary asset management responsibilities. Describes fiduciary requirements for the three primary regulatory account reviews.	Self-paced 35 minutes	\$90
<b>Small Business Lending</b>	<a href="#">Introduction to Analyzing Financial Statements</a>	Reviews terms and steps associated with analyzing financial statements. Explains how tax returns report income and expenses from another perspective. Examines the computation and meaning of four categories of financial ratios and how ratios are used to spot significant trends.	Self-paced 3 hours, 15 minutes	\$130
	<a href="#">Fundamentals of Small Business Banking Suite</a>	Explores the characteristics, expectations, and operational needs of small businesses as well as different small business types to better understand clients and the products and services that they typically need. <ul style="list-style-type: none"> <li>• Small Business Basics</li> <li>• Small Business Operating and Life Cycle</li> </ul>	Self-paced 45 minutes	\$65
	<a href="#">Small Business Borrowing Suite</a>	Explores the unique characteristics of the small business market that make it an attractive source of potential business for your bank. Develop an understanding of the overall relationship between the borrowing cause, loan purpose, and repayment source to better understand small business clients’ credit needs. <ul style="list-style-type: none"> <li>• Knowing Your Small Business Clients</li> <li>• Knowing Your Small Business Clients – Apply What You’ve Learned</li> <li>• Communicating Credit Decisions</li> <li>• Closing the Sale – Apply What You’ve Learned</li> <li>• Small Business Borrowing – Learner Toolkit</li> <li>• Small Business Borrowing – Coach's Toolkit</li> </ul>	Self-paced 20 minutes	\$65
	<a href="#">Small Business Products Suite</a>	Explore the features and benefits of credit products, retirement products, and treasury management products. Completing this suite develops the key skills needed to create and sustain successful small business relationships. <ul style="list-style-type: none"> <li>• Presenting Credit Products</li> <li>• Presenting Retirement Products</li> <li>• Presenting Treasury Management Products</li> <li>• Knowing Your Small Business Products – Apply What You’ve Learned</li> <li>• Small Business Products – Learner Toolkit</li> </ul>	Self-paced 20 minutes	\$90

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<b>Compliance**</b>  <b><i>**Must complete five of the nine compliance course options to count towards the VBA Certificate of Completion</i></b>	<a href="#">BSA/AML: Fundamentals</a>	Provides a broad understanding of the Bank Secrecy Act's key components, including stages of money laundering, filing reports and retaining records, and compliance requirements and penalties.	Self-paced 30 minutes	\$35
	<a href="#">Community Reinvestment Act</a>	Learn how regulators evaluate a bank's efforts to meet the credit needs of the assessment area(s) and an overview of the bank examination categories and the ratings regulatory agencies use to define a bank's performance. Describes the items a bank must keep in a public file.	Self-paced 30 minutes	\$35
	<a href="#">FCRA Overview</a>	Explains how the FCRA endeavors to ensure the accuracy and privacy of the information in consumer reports and focuses on the provisions of the FCRA that are relevant to banks as users of consumer reports and furnishers of information to consumer reporting agencies.	Self-paced 15 minutes	\$25
	<a href="#">Identity Theft Red Flags and Information Security</a>	Explains how to protect identifiable information from unauthorized access through cybersecurity attacks.	Self-paced 50 minutes	\$65
	<a href="#">Privacy: Overview of Laws</a>	Provides a high-level overview of the general purpose and function of each key consumer privacy law that impacts banks and their customers.	Self-paced 25 minutes	\$35
	<a href="#">Reg B Overview</a>	Provides an overview of purpose, applicability, and prohibitions against illegal discrimination of the Equal Credit Opportunity Act and Regulation B and explains how they apply throughout the credit cycle.	Self-paced 20 minutes	\$35
	<a href="#">Reg CC Overview</a>	Provides an overview of Regulation CC including its provisions related to when funds from deposits must be available to customers and required notices and disclosures. It also covers the Regulation CC provisions pertaining to the collection and return of checks and indorsement standards.	Self-paced 20 minutes	\$35
	<a href="#">Reg E Overview</a>	Describes the disclosures required, explains error resolution and consumer liability for unauthorized transactions, explains rules pertaining to debit cards and ATM overdraft fees, and touches on the transactions and disclosure requirements of Regulation E's foreign remittance provisions.	Self-paced 15 minutes	\$25
	<a href="#">Reg Z Overview</a>	Explains the basics of Regulation Z, along with the applicability and coverage of Reg Z and what types of transactions are not covered.	Self-paced 50 minutes	\$65