



Alabama Independent
Insurance Agents, Inc.



2025

Education Calendar

EDUCATION

IS THE MOST

POWERFUL WEAPON

WHICH YOU CAN USE TO

CHANGE THE WORLD!



Alabama Independent
Insurance Agents, Inc.



Thank you for choosing the Alabama Independent Insurance Agents Association as your source of continuing education. When you see the “Big I” emblem you can be assured of a quality course at a competitive price.

Your Association employs a full-time education staff to serve your needs. We have attempted to provide a full calendar of courses designed for all levels of instruction.

Basic level courses are offered for those who have little or limited knowledge of the topic to be taught. The Agents Licensing School is a basic level course.

Intermediate level courses are for those who have some knowledge of insurance but wish to expand their knowledge. Examples include the Certified Insurance Service Representative (CISR) courses and Specialty Seminars such as the Errors and Omissions Loss Control Seminars.

Advanced level courses are for experienced insurance personnel who wish to further an already high level of expertise. Those considered advanced are the Certified Insurance Counselor (CIC), Certified Risk Manager (CRM) courses and any courses that might be added during the year due to policy changes or other important issues.

All AIIA classes are open to all participants except the CIC Ruble Seminar, which is for CIC's and CRM's who are dues-paying members of the Society of CIC. CIC also recommends that you have at least two year's experience in the insurance business or be a licensed agent to attend a CIC institute. You must present a photo ID for admission to any Society program.

APPROVED PROVIDER:

The Alabama Independent Insurance Agents Association is an Alabama Department of Insurance approved provider of continuing education courses for insurance agents as well as an approved provider of the mandatory 40-hour pre-licensing courses for individuals who wish to obtain their Property/Casualty agent's licenses. We offer Property/Casualty pre-licensing courses in both a classroom and on-line format. We also offer an online Life & Health pre-licensing course.

ONLINE REGISTRATION

You may register for any course well in advance of the course date and *it is recommended that you do so as space is often limited*. Continuing education requirements have made our courses more popular than ever and we are accepting registrations throughout the year for any course shown in this catalog. Make your education *work for you*.

ALABAMA CONTINUING EDUCATION REQUIREMENT:

Agents with even-number birth years are on a 2-year compliance period to renew at the end of their birth month in even-numbered years. Agents with odd-number birth years are on a 2-year compliance period to renew at the end of their birth month in odd-numbered years. During the 2-year compliance period an agent must attain 24 hours of continuing education of which 3 must be on the topic of ethics. A student cannot repeat the same course number within the same compliance period.

A producer or service representative employed by another producer or by an insurer, who works only in the office of the employer, and who is not licensed as a non-resident in any other state, must attain 12 hours of continuing education, of which 2 must be on the topic of ethics.

Prior to January 1, 2013, there were exemptions for certain designations and for age plus number of years of licensing. These exemptions were discontinued effective 1-1-13. Those who qualified for any exemptions prior to January 1, 2013, were “grandfathered” and will continue to qualify for the exemptions. NOTE: CE hours can no longer be carried over to the next compliance period.

For more information, go to the Alabama Department of Insurance website (www.aldoi.gov).

CONTINUING EDUCATION CERTIFICATES OF COMPLETION:

Continuing Education Certificates of Completion will be issued for all qualified courses offered by the Association. Most certificates are distributed after the class or the certificates may be mailed to you. CIC, CRM and CISR certificates are issued by The National Alliance of Insurance Education and Research and are posted on the student’s “MyPage” account. Students must set up an account for the certificates to be posted. Instructions for set up are in the CIC, CRM and CISR manuals.

AIIA PAYMENT POLICY:

TRANSFERS-SUBSTITUTIONS-CANCELLATIONS-REFUNDS-CREDIT

Transfers or substitutions are honored up to the date of the class without penalty or loss of registration fees.

Registration fees for a class not attended due to unavoidable circumstances may be held for 5 work days during which time fees must be transferred or substituted. Fees not applied within 5 work days of the event will be handled as a “no show”.

“No Show” Absentees (no office contact or explanation) will lose 100% of their registration fees. Lost fees will be applied to contracted food, room reservations and material printing costs.

Cancellation/Refunds: A 100% refund will be given **IF** the request has been received up to **7 BUSINESS DAYS** prior to the date of the class. A 50% refund will be given **IF** the request is received less than **7 BUSINESS DAYS** prior to the date of the class.

Held or extended credit is not an option. Any fee credit will be refunded, transferred or substituted as stated above.

Prompt contact with our office may prevent loss of registration fees in the event of sickness, personal or family emergency.

COURSE FEES:

Course fees are divided into AIIA member and AIIA non-member categories for E&O and P&C pre-licensing classes. Members and Associate members of Alabama Independent Insurance Agents pay the lowest fee and are given first consideration for course registration. ***If a student's agency or company is an AIIA member then the student receives the member fee.*** Non-members are those whose agency or company is not a member of the association or are not eligible to join the association.

COURSE INFORMATION:

Courses may be added during the year depending on the demand and availability. We welcome your suggestions for education courses. Many courses are developed as a direct result of your requests. Please review the course offerings on our website or through the AIIA Newslane. If you are not receiving AIIA Newslane, please sign up so you do not miss a desired course. You

may use the registration form in this calendar to register for classes or you may register online at www.aiia.org.

In accordance with Title III of the Americans with Disabilities Act, we invite all registrants to advise us of any disability and any requests for accommodation to that disability. Please submit your request as far as possible in advance of the program you wish to attend. If you have any questions, please call 205-326-4129, ext. 105.

WAITING LISTS:

Some courses may fill up with early registrants and we utilize a waiting list for those wishing to attend in the event of a cancellation. First consideration is given to members and then to paid registrations. We will notify you in the event of a class registration cancellation to allow you time to make attendance plans. If we cancel a scheduled course, we will make a full refund or credit your full course fee to a future course of your choice.

HOTEL ROOM RESERVATIONS FOR CIC AND OTHER CLASSES:

Hotel room reservations are the responsibility of the student. Address and phone numbers for various hotels can be found online at www.aiia.org under **Hotel Recommendations**.

SELF-STUDY COURSES:

Your association has a self-study correspondence course and internet courses, which may be used for continuing education credit. The internet courses are quality insurance education courses offered through your association in partnership with ABEN. Most of them are approved for continuing education credit by the Alabama Department of Insurance. The current regulation for self-study courses requires you to pass a monitored exam with a grade of 70% or better to receive continuing education credit. **NOTE: An independent proctor is required for all self-study courses.**

Attendance of any AIIA course, except P&C Licensing School, qualifies you for the continuing education credit hours shown. Examinations for the CIC courses are online the following Monday – Thursday. Examinations for the CISR courses are online immediately at the end of the course through the following Thursday.

CIC/CRM EXAM PROCTORING

AIIA is an approved proctor for exams required for CIC and CRM courses taken online. Please contact Tangerie Underwood at (205) 326-4129 or tunderwood@aiia.org.

SHOULD YOU HAVE ANY QUESTIONS, PLEASE CONTACT YOUR ASSOCIATION'S EDUCATION DEPARTMENT AT (205) 326-4129, ext. 105 OR email to tunderwood@aiia.org TODAY.



CERTIFIED INSURANCE COUNSELOR - CIC

The Society of Certified Insurance Counselors (CIC) is a not-for-profit organization dedicated to professional insurance education for over 40 years. The CIC Program is designed to meet the practicing insurance professional's need for technical knowledge in all areas of the insurance industry. There are more than 50,000 participants in the CIC Program; over 25,000 hold the prestigious CIC designation. **The CIC Institute is comprised of five 2 ½ day courses including: Personal Lines / Commercial Casualty / Commercial Property / Life and Health / Agency Management.**

Each institute consists of 2 ½ days of intensive classroom instruction followed by a rigorous essay examination. The examination need not be passed to receive the continuing education credit for the seminar. **The successful completion of five examinations within a five-year period earns the Certified Insurance Counselor (CIC) designation and the right to attend the James K. Ruble Seminars, an annual seminar established for CIC designees to maintain their designation.** Becoming a CIC is a pledge to meet the challenge of lifelong professional continuing education. Practical and relevant knowledge gained keeps the CIC more competitive in meeting the changing needs of clients and the industry.

CIC courses are recognized nationally by all Insurance Departments as meeting the requirements for continuing education and are therefore exempt from filing CE hours as long as their CIC designation is current. If using a CIC Seminar for CE credit, it is approved for 20 hrs CE.

CERTIFIED INSURANCE SERVICE REPRESENTATIVE - CISR



The Society of Certified Insurance Service Representatives (CISR) is a not-for-profit organization founded in 1986 by a group of highly dedicated Certified Insurance Counselors in Kansas. In 1987, the Society of Certified Insurance Counselors, in Austin, Texas, assumed responsibility for the CISR program as part of its intent to create a comprehensive and enduring system of education for all segments of the industry. The CISR Program joined CIC institutes as a vital part of The National Alliance for Insurance Education and Research.

The CISR Program is first and foremost a practical program, stressing freedom from E&O claims and the understanding and analysis of risks and exposures. The CISR program is for anyone who wishes to develop their technical skills regarding the various insurance products we offer to our clients. **The CISR program is comprised of five one-day courses including: Agency Operations / Insuring Personal Residential Property / Insuring Personal Auto Exposures / Insuring Commercial Casualty Exposures / Insuring Commercial Property Exposures.**

An examination is administered at the conclusion of each course. **Those successfully passing all 5 examinations within 3 years earn the CISR designation.** The exam need not be taken to obtain continuing education hours shown for the seminar. Topics have been selected and developed around national standards applicable to all states. The Program has inherent flexibility to allow for each state's unique insurance coverages and regulations. CISR's may also take the William T. Hold Advanced Lecture to update their designation on topics that change on an annual basis. **Anyone may now attend a William T. Hold class previously open to CISR's only.** CISR courses are recognized nationally by all Insurance Departments as meeting the requirements for continuing education. Check with the Insurance Department in each of the states you are licensed with to determine the number of hours afforded for each course as well as for any restrictions that may be imposed by that state on their continuing education requirements. CISR courses are approved for 8 CE credit hours. CISR Agency Operations is approved for 8 CE credits hours including 3 ethics CE hours.



CERTIFIED RISK MANAGER – CRM

The **Certified Risk Managers International (CRM)** designation demonstrates knowledge in all areas of managing risks, hazards, and exposures. Five courses provide an in-depth knowledge of highest priorities – identifying, analyzing, controlling, financing, and administering operational risks – as well as political risks, catastrophic loss exposures, third-party exposures, fiduciary exposures, employee injury exposures, juridical risks, legal risks, and more – whether insurable or not. Skills learned make you more proactive and valuable to your organization by discovering how risks can interrupt the flow of earnings and how to protect against it.

CRM courses feature highly experienced instructors, skilled at making the most sophisticated subject interesting and directly applicable. Curricula developed by leading risk management practitioners and recognized as the most practical in the industry are regularly reviewed to ensure the CRM program's ongoing integrity and practicality.

To earn the CRM designation, one must take all five CRM courses and pass the exams within five after completion of the first exam. **The five courses offered are Principles of Risk Management / Analysis of Risk / Control of Risk / Financing of Risk / and Practice of Risk management.**

2025 CIC/CRM Course Dates:



<i>Date</i>	<i>Topic</i>	<i>Location</i>
<i>February 12-13</i>	<i>Agency Management</i>	<i>AIIA Classroom, Birmingham, AL (hybrid)</i>
<i>March 5-6</i>	<i>CRM Control of Risk</i>	<i>AIIA Classroom, Birmingham, AL (classroom only)</i>
<i>April 9-10</i>	<i>Commercial Casualty</i>	<i>AIIA Classroom, Birmingham, AL (hybrid)</i>
<i>May 14-15</i>	<i>Commercial Multi-line</i>	<i>AIIA Classroom, Birmingham, AL (hybrid)</i>
<i>July 9-10</i>	<i>Ruble Graduate Seminar</i>	<i>AIIA Classroom, Birmingham, AL (hybrid)</i>
<i>August 6-7</i>	<i>Commercial Property</i>	<i>AIIA Classroom, Birmingham, AL (hybrid)</i>
<i>September 17-18</i>	<i>Personal Lines</i>	<i>AIIA Classroom, Birmingham, AL (hybrid)</i>
<i>November 5-6</i>	<i>Ruble Graduate Seminar</i>	<i>AIIA Classroom, Birmingham, AL (hybrid)</i>

(Hybrid – live classroom and webinar options)

2025 CISR Course Dates:



<i>Date</i>	<i>Topic</i>	<i>Location</i>
<i>January 9</i>	<i>Insuring Personal Auto Exposures</i>	<i>Webinar</i>
<i>January 21</i>	<i>Insuring Commercial Property Exposures</i>	<i>Webinar</i>
<i>February 11</i>	<i>Insuring Personal Residential Exposures</i>	<i>Webinar</i>
<i>February 18</i>	<i>William T. Seminar</i>	<i>Webinar</i>
<i>February 25</i>	<i>Insuring Commercial Casualty Exposures 1</i>	<i>Webinar</i>
<i>March 13</i>	<i>Other Personal Lines Solutions</i>	<i>Webinar</i>
<i>March 18</i>	<i>Insuring Commercial Casualty Exposures 2</i>	<i>Webinar</i>
<i>April 3</i>	<i>Agency Operations</i>	<i>Webinar</i>
<i>April 23</i>	<i>Elements of Risk Management</i>	<i>Webinar</i>
<i>May 8</i>	<i>Essentials of Life & Health Insurance</i>	<i>Webinar</i>
<i>May 23</i>	<i>Insuring Personal Auto Exposures</i>	<i>Webinar</i>
<i>June 4</i>	<i>Insuring Personal Residential Exposures</i>	<i>Webinar</i>
<i>June 18</i>	<i>Insuring Commercial Property Exposures</i>	<i>Webinar</i>
<i>July 16</i>	<i>Other Personal Lines Solutions</i>	<i>Webinar</i>
<i>July 23</i>	<i>William T. Seminar</i>	<i>Webinar</i>
<i>July 29</i>	<i>Insuring Commercial Casualty Exposures 1</i>	<i>Webinar</i>
<i>August 12</i>	<i>Elements of Risk Management</i>	<i>Webinar</i>
<i>August 26</i>	<i>Insuring Commercial Casualty Exposures 2</i>	<i>Webinar</i>
<i>September 9</i>	<i>Agency Operations</i>	<i>Webinar</i>
<i>September 23</i>	<i>Insuring Personal Auto Exposures</i>	<i>Webinar</i>
<i>October 7</i>	<i>Insuring Commercial Property Exposures</i>	<i>Webinar</i>
<i>October 14</i>	<i>Essentials of Life & Health Insurance</i>	<i>Webinar</i>
<i>October 21</i>	<i>Insuring Personal Residential Exposures</i>	<i>Webinar</i>
<i>November 4</i>	<i>William T. Hold Seminar</i>	<i>Webinar</i>
<i>November 12</i>	<i>Insuring Commercial Casualty Exposures 1</i>	<i>Webinar</i>
<i>November 20</i>	<i>Other Personal Lines Solutions</i>	<i>Webinar</i>
<i>December 10</i>	<i>Insuring Commercial Casualty Exposures 2</i>	<i>Webinar</i>
<i>December 16</i>	<i>Agency Operations</i>	<i>Webinar</i>

2025 Property & Casualty Licensing School Dates:

<i>January 27-31</i>	<i>Birmingham</i>
<i>June 23-27</i>	<i>Birmingham</i>
<i>October 27-31</i>	<i>Birmingham</i>

2025 E&O & Ethics Seminars Dates:

<i>February 4</i>	<i>Webinar</i>
<i>April 22</i>	<i>Webinar</i>
<i>June 11</i>	<i>Webinar</i>
<i>August 28</i>	<i>Webinar</i>
<i>October 16</i>	<i>Webinar</i>
<i>December 4</i>	<i>Webinar</i>

Continuing Education Frequently Asked Questions



Independent Insurance Agent

Q: How many hours do I need to renew my license?

A: 24 hours (of which 3 must be ethics) per reporting period for producers and 12 hours (of which 2 must be ethics) per reporting period for service representatives or producers who are employed by another producer or insurer to work only in the office of the employer and who are not licensed as a non-resident in any other state.

Q: Do I need to complete the CE requirements if I am a non-resident?

A: A non-resident who has satisfied his/her home state's continuing education requirement is exempt.

Q: Do I need to complete CE to renew my license if I am an "inactive producer"?

A: A producer or service representative is required to comply with CE and biennial license renewal.

Q: Does my company renew my license?

A: No. Companies renew appointments each year by Dec. 31. Biennial license renewal is the producer's responsibility.

Q: Must licensees take courses related to the lines of insurance they hold?

A: No. You may take any approved course without regard to the type of license you hold.

Q: Can I count the pre-licensing course I recently took for my CE requirements?

A: No. This course is not approved for CE credits, only pre-licensing.

Q: Can extra credits earned from the previous year count for this year's renewal requirements?

A: No, beginning January 1, 2013, excess credit hours earned in the previous biennial renewal period cannot be carried over to the next reporting period. Any excess is lost.

Q: Can credits earned while taking courses to obtain a professional designation be used for the annual CE requirements?

A: Yes, only if the provider and courses have been approved by the Alabama Department of Insurance.

Q: Do I need to send my certificates of completion to the Alabama Department of Insurance?

A: No, when you renew online, there is no need to send certificates to the department; however, always keep your certificates on file. Yes, if you are unable to renew online due to a CE discrepancy or upon a CE audit request, you may have to send certificates for verification.

Q: Can the person who teaches the course receive CE credits?

A: Yes, instructors will receive the same number of credits as the individuals who take the course.

Q: Can I go to the website to look up how many CE credits I have?

A: Yes, you can view your transcript on the Department of Insurance website. (www.aldoi.gov)

Q: How can I find out how many continuing education hours I have?

A: It is your responsibility to keep up with your credit hours, but if there is a discrepancy, you may call our office for assistance.

Q: Do I have to take 12 hours for my life license and 12 hours for my property license?

A: No, you only have to submit the appropriate hours for your license no matter how many lines of authority you are licensed for. However, 3 hours of the 24 or 2 hours of the 12 must be in ethics.

Q: Can I take online CE courses?

A: Yes, if the provider and course is approved in Alabama. You may search the Department of Insurance website for approved providers and courses.

<https://sbs-al.naic.org/Lion-Web/jsp/extcellookup/ProviderLookup.jsp>

Q: Can I take the same CE course two years in a row and receive credit?

A: No. You cannot receive credit for any course more than once in any reporting period. Be sure to check the course number before registering.

Q: If I hold a CE exemption, do I still have to take the long-term care one-time 8-hour LTC CE course and the 4-hour LTC CE course for renewals?

A: Yes, as the Federal law does not allow for exemptions. Any producer licensed who continues to sell LTC must complete the required CE. As of March 1, 2009, any new or existing producer who has not complied with the 8-hour one-time training will need to take the LTC course before selling LTC. Be sure the course is approved for LTC credit and not just entitled long term care and approved for general credit.

Q: Are there any exemptions to the CE requirements?

A: Yes, the exemptions are:

- Non-residents of reciprocal states who have met the home state's CE requirements.
- Any producer whose license is limited to acting only as a producer for credit insurance, rental vehicle insurance, crop, portable electronic, travel, motor club, dental services, and legal services, or any combination thereof.
- Newly licensed producers, service representatives, adjusters or title insurance agents licensed within 12 months of the renewal date.

NOTE: Any individual exempt from the educational requirements of Ala. Code 27-8A-1 immediately prior to January 1, 2013, continues to receive the exemption, unless the license is permitted to expire or is otherwise terminated and remains out of effect for a period of 12 consecutive months, in which case the exemption is no longer applicable.

Q: I'm a customer service representative but my transcript shows I need 24 hours of CE. I thought I only needed 12.

A: Anyone licensed in Alabama has a producer license. In order to request the reduction, you must answer a question when you renew your license. If someone in your office is renewing it for you, be sure he or she knows to answer the question.

Q: Is there a time limit for earning the CISR designation?

A: Yes, you must complete any 5 of the 9 available courses and pass the exams within 3 calendar years. The 3-year period begins the January after you pass your first exam. For example, if you passed your first exam in April of 2014, you would have 2015, 2016 and 2017 to complete the required courses.

Q: What is the CISR "Elite" designation?

A: A student must take all 9 CISR courses and pass the exams. Those who are already CISR designees have already passed 5 parts and only need 4 more parts to receive the "elite" designation. If you completed CISR Commercial Casualty Exposures under the former curriculum, you may earn the "elite" designation by taking and passing the exam for CISR Commercial Casualty I or CISR Commercial Casualty II, but not both.

Q: Is there a time limit for earning the CISR "elite" designation?

A: Yes, a CISR must pass the four additional courses and exams within 3 calendar years, just as with the original designation.

Q: Once I earn the designation, am I automatically a CISR for life?

A: No. To remain current, you must take one CISR course each year based on your birthdate. You do not have to pass an exam unless you are working toward the CISR "elite" designation.

Q: What are my options for meeting the CISR update requirement?

A: Your options are:

- Any one of the 9 CISR courses (classroom or online). If you update online, you must pass the exam.
- Any CISR William T. Hold Seminar (classroom).
- Any two 4-hour William T. Hold on-line seminars, ethics or flood.
- Any CISR Dynamics of Service seminar.
- An entire 2 ½ day CRM seminar or CIC institute. This will update the designation for 2 years.
- Any 2 ½ day Dynamics Series Program (Selling, Sales Management, Personal Insurance, or Company/Agency Relationships). This will update the designation for 2 years.
- Any one of the one-day CSRM (Certified School Risk Manager) courses. If you update online, you must pass the exam.

For questions about any of the National Alliance programs, go to www.riskeducation.org.



aben

Agents & Brokers Education Network

ABEN Live Webcast

About ABEN

The Agents and Brokers Education Network (ABEN), founded by state associations of independent insurance agents, is dedicated to bringing highly relevant, interactive, and professionally produced continuing education programs to independent agents in the most convenient and economical ways possible.

ABEN is managed by Business Professionals' Network, Inc., the leader in association-based continuing professional education, using video streaming technology for the delivery of highly produced, valuable information to help the professional succeed. ABEN is intended to provide the insurance agent/broker with an efficient and effective medium for receiving live as well as archived educational courses through the state associations to which they belong.

You can now take E&O seminars via live, streaming video and receive 10% discount on your Errors & Omission policy with Westport and Allianz. Contact Carol Hunt @ hunt@aiaa.org or 205-326-4129 extension 209.

ABEN Live Webcast is available on our website at www.aiaa.org. Contact Tangerie Underwood for additional information at tunderwood@aiaa.org or 205-326-4129 extension 205.

AIIA RECOMMENDED HOTELS

**NOTE: Mileage to & from Birmingham Airport
Approximately 15 miles / 20- 25 minutes**



Hilton Garden Inn – Rate: \$129.00 per night.

Includes: Wireless, Indoor pool & hot tub, “American Grill Restaurant” (in-house).

Close to local restaurants / 2.72 miles from AIIA

TO RESERVE CALL: 877-STAYHGI (877-782-9444)

Address: 520 Wildwood Circle No, Birmingham, AL 35209

www.birminghamlakeshoredrive.gardeninn.com

Sonesta ES Suites – Homewood – Rate: \$94.00 per night.

Close (within walking) to local restaurants / 4.06 miles from AIIA

TO RESERVE CALL: (205) 943-0044

Address: 50 State Farm Parkway, Birmingham, AL 35209 (upper end, opposite side of Lowe’s)

AIIA Contact: Jana Hocutt – jana.hocutt@sonesta.com

Country Inn & Suites (New Facility)

Includes: Hot Breakfast, Wireless, Fitness room, Guest laundry, Business center

Close to local restaurants / 2.80 miles from AIIA

TO RESERVE CALL: 205-451-4000

Address: 485 Wildwood No. Circle, Birmingham, AL 35209 (upper end, beside Lowe’s)

Drury Inn & Suites

Includes: Free Hot Breakfast

Close (within walking) to local restaurants / 4.12 miles from AIIA / Free internet /

TO RESERVE CALL: 800-378-7946

Address: 160 State Farm Parkway, Birmingham, AL 35209 / www.druryhotels.com

Four Points Sheraton – Birmingham

Includes: Wireless/flat screen HDTV/

Indoor pool, fitness center - Close to local restaurants / 2.80 miles from AIIA

TO RESERVE CALL: 205-942-6070

Address: 492 Wildwood Circle, Birmingham, AL 35209 (behind Lowe’s on the hill)



January 2025

- Date: 1/ 9 /25
Course: **Certified Insurance Service Representative - Insuring Personal Auto Exposures**
Description: This is an intermediate level personal auto and rental car course that details coverage exposures and endorsements used to meet the client's needs. This course is open to all participants.
Location: Webinar
Time: 8:00 A.M.-3:45 P.M. The CISR exam window will be 4:15 PM CST the day of the class through Thursday at 11:59 PM CST the week following the class.
CE Credit: This course is approved for 7 hours of continuing education credit.
Cost: \$190. The registration fee does not include the \$7.00 CE
- Date: 1/ 21 /25
Course: **Certified Insurance Service Representative – Insuring Commercial Property Exposures**
Description: Improve your cross-selling abilities with up-to-date knowledge of commercial property coverage and reduce E&O exposures. Insuring Commercial Property gives you the skills to address these issues with greater ease and confidence.
Location: Webinar
Time: 8:00 A.M -3:45 P.M. The CISR exam window will be 4:15 PM CST the day of the class through Thursday at 11:59 PM CST the week following the class.
CE Credit: This course is approved for 7 hours of continuing education credit.
Cost: \$190. The registration fee does not include the \$7.00 CE fee.
- Dates: 1/ 27-31 /25
Course: **Property and Casualty Agent's Licensing School**
Description: This in-depth 40-hour course is designed to prepare students for the P&C licensing exam.
Location: AIIA, 141 London Parkway, Birmingham, (205) 326-4129 (live class only)
Time: 8:00 A.M.-5:00 P.M. Daily
CE Credit: This course is **NOT** approved for continuing education credit.
Cost: \$260 members/ \$325 non-members. Includes the textbooks and study material. *(Does not include ALDOI exam fee)*

January 2025

AIIA Education Calendar

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
			1 HAPPY NEW YEAR AIIA OFFICE CLOSED	2	3	4
5	6	7	8	9 CISR Personal Auto Webinar F. Millsaps	10	11
12	13	14	15	16	17	18
19	20	21 CISR Commercial Property Webinar E. Simmons	22	23	24	25
26	27	28	29	30	31	
<div>P&C Licensing School - Birmingham E. Simmons</div>						



February 2025

- Date: 2/ 4 /25
Course: **E&O Loss Prevention Seminar: E&O Roadmap to Professional & Executive Liability Coverage**
Description: This course is approved for Swiss Re and Fireman's Fund loss control credits.
Location: Webinar
Time: 9:00 A.M.-12:00 P.M.
CE Credit: This course is approved for 3 hours of continuing education credit.
Cost: \$55 members/ \$90 non-members
- Date: 2/ 4 / 25
Course: **Ethics: Navigating Ethical Challenges in Insurance**
Description: This course will discuss ethics and professionalism for insurance agency and company personnel. The course will also include a discussion of ethics case studies.
Location: Webinar
Time: 1:00 P.M.-4:00 P.M.
CE Credit: This course is approved for 3 hours of ethics education credit.
Cost: \$55 members/ \$90 non-members
- Date: 2/ 11 /25
Course: **Certified Insurance Service Representative – Insuring Personal Residential Exposures**
Description: A detailed course on homeowners and dwelling fire, and many of the endorsements used with these policies.
Location: Webinar
Time: 8:00A.M.-3:45P.M. The CISR exam window will be 4:15 PM the day of the class through Thursday at 11:59 PM CST the week following the class.
CE Credit: This course is approved for 7 hours of continuing education credit.
Cost: \$190. The registration fee does not include the \$7.00 CE fee.
- Dates: 2/ 12-13 /25
Course: **Certified Insurance Counselor – Agency Management Institute**
Description: An advanced comprehensive seminar detailing management subjects with a chance to network with other principals for an overall view of the management process.
Location: Webinar
Time: Wednesday 8:00 A.M.-5:15 P.M., Thursday 8:00 A.M.-5:00 P.M. The CIC exam window will be Monday at 12:01 AM CST through Thursday at 11:59 PM CST the week following the class.
CE Credit: This course is approved for 16 hours of continuing education credit.
Cost: \$450
- Date: 2/ 18 /25
Course: **Certified Insurance Service Representative – William T. Hold Seminar**
Description: An advanced customer service representative course. The WTH topics are “ ”. The WTH seminar is open to everyone – not just CISR designees!
Location: Webinar only
Time: 8:00 A.M -3:45 P.M. (Note: there is no exam for this course)
CE Credit: This course is approved for 7 hours of continuing education credit.
Cost: \$190. The registration fee does not include the \$7.00 CE fee.
- Date:: 2/ 25 /24
Course: **Certified Insurance Service Representative – Insuring Commercial Casualty 1**
Description: The focus of this course is the Commercial General Liability Coverage Form. Also addressing additional insured exposures and the coverage available to meet them, the course provides a strong foundation that is valued by insurance professionals.
Location: Webinar
Time: 8:00 A.M-3:45 P.M. The CISR exam window will be 4:15 PM the day of the class through Thursday at 11:59 PM CST the week following the class.
CE Credit: This course is approved for 7 hours of continuing education credit.
Cost: \$190. The registration fee does not include the \$7.00 CE fee.

February 2025

AIIA Education Calendar

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
						1
2	3	4 E&O – Ethics Webinar L. Worley	5	6	7	8
9	10	11 CISR Personal Residential Webinar L. Worley	12 <div>CIC Agency Management Webinar Only R. Shomo & Rummelt</div>	13	14	15
16	17	18 CISR WTH Webinar F. Millsaps	19	20	21	22
23	24	25 CISR Commercial Casualty 1 Webinar L. Worley	26	27	28	



March 2025

Dates:	3/ 5-6 /25
Course:	Certified Risk Manager – Control of Risk
Description:	Students will gain proficiency in the application of risk control techniques—safety, alternative dispute resolution, employment practices liability, and crisis management. The course centers on the latest trends in risk control for cyber, fleet, and ergonomic risks and provides crisis management, disaster planning, and claims management concepts. The course includes application exercises.
Location:	AIIA, 141 London Parkway, Birmingham, (205) 326-4129 (classroom only)
Time:	Wednesday 8:00 A.M -5:15 P.M., Thursday 8:00 A.M.-5:00 P.M. The CRM exam window will be Monday at 12:01 AM CST through Thursday at 11:59 PM CST the week following the class.
CE Credit:	This course is approved for 16 hours of continuing education credit.
Cost:	\$450 (register directly with The National Alliance at www.riskeducation.org)
Date:	3/ 13 /25
Course:	Certified Insurance Service Representative - Other Personal Lines Solutions
Description:	This course addresses the coverage exclusions and limitations in the most current ISO Homeowners 3 – Special Form and the ISO Personal Auto Policy for exposures created by clients’ business activities, their ownership or use of recreational vehicles and watercraft, and personal umbrella exposures.
Location:	Webinar
Time:	8:00A.M.-3:45P.M. The CISR exam window will be 4:15 PM the day of the class through Thursday at 11:59 PM CST the week following the class.
CE Credit:	This course is approved for 7 hours of continuing education credit.
Cost:	\$190. The registration fee does not include the \$7.00 CE fee
Date:	3/ 18 /25
Course:	Certified Insurance Service Representative - Insuring Commercial Casualty 2
Description:	An intermediate level course detailing the commercial auto, workers compensation and commercial umbrella policies. Coverage pitfalls are highlighted in this course.
Location:	Webinar
Time:	8:00 A.M.-3:45 P.M. The CISR exam window will be 4:15 PM the day of the class through Thursday at 11:59 PM CST the week following the class.
CE Credit:	This course is approved for 7 hours of continuing education credit.
Cost:	\$190. The registration fee does not include the \$7.00 CE fee.

March 2025

AIIA Education Calendar

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
						1
2	3	4	5	6	7	8
			CRM -Control of Risk Birmingham / Classroom Only Instructors TBD			
9	10	11	12	13	14	15
				CISR Other Personal Lines Solution Webinar F. Millsaps		
16	17	18	19	20	21	22
		CISR Commercial Casualty 2 Webinar E. Simmons				
23	24	25	26	27	28	29
30	31					



April 2025

- Date: 4 / 3 / 25
Course: **Certified Insurance Service Representative - Agency Operations**
Description: An intermediate level course detailing current agency operations, with an emphasis on internal and external agency systems.
Location: Webinar
Time: 8:00A.M.-3:45P.M. The CISR exam window will be 4:15 PM the day of the class through Thursday at 11:59 PM CST the week following the class.
CE Credit: This course is approved for 7 hours of continuing education credit, including 1 hour of ethics credit.
Cost: \$190 - Course fee includes lunch.
- Dates: 4/ 9-10 /25
Course: **Certified Insurance Counselor – Commercial Casualty Institute**
Description: An advanced comprehensive seminar with an emphasis on commercial general liability, additional insureds, commercial auto, and workers compensation.
Location: AIIA, 141 London Parkway, Birmingham, (205) 326-4129 (hybrid – class or webinar)
Time: Wednesday 8:00-5:15 P.M., Thursday 8:00 -5:00 P.M. The CIC exam window will be Monday at 12:01 AM CST through Thursday at 11:59 PM CST the week following the class.
CE Credit: This course is approved for 16 hours of continuing education credit.
Cost: \$450
- Date: 4/ 22 /25
Course: **E&O Loss Prevention Seminar - E&O Roadmap to Professional & Executive Liability Coverage**
Description: This course is approved for Swiss Re and Fireman's Fund loss control credits.
Location: Webinar
Time: 9:00 A.M.-12:00 P.M.
CE Credit: This course is approved for 3 hours of continuing education credit.
Cost: \$55 members/ \$90 non-members
- Date: 4/ 22 / 25
Course: **Ethics: Navigating Ethical Challenges in Insurance**
Description: This course will discuss ethics and professionalism for insurance agency and company personnel. The course will also include a discussion of several ethics case studies.
Location: Webinar
Time: 1:00 P.M.-4:00 P.M.
CE Credit: This course is approved for 3 hours of ethics education credit.
Cost: \$55 members/ \$90 non-members
- Date: 4/ 23 /25
Course: **Certified Insurance Service Representative - Elements of Risk Management**
Description: Insurance professionals need training in risk management. This course will cover each of the five steps in the risk management process, which protects not only the organization's assets, but also its mission and brand.
Location: Webinar
Time: 8:00 A.M. - 3:45 P.M. The CISR exam window will be 4:15 PM the day of the class through Thursday at 11:59 PM CST the week following the class.
CE Credit: This course is approved for 7 hours of continuing education credit.
Cost: \$190. The registration fee does not include the \$7.00 CE fee.

April 2025

AIIA Education Calendar

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1	2	3 CISR Agency Operations Webinar F. Millsaps	4	5
6	7	8	9	10 CIC Commercial Casualty Birmingham/Hybrid W. Bailey & T. McClendon	11	12
13	14	15	16	17	18	19
20	21	22	23 CISR Elements of Risk Management Webinar L. Worley	24 E&O – Ethics Webinar F. Millsaps	25	26
27	28	29	30			



May 2025

Date: 5/ 8 /25
Course: **Certified Insurance Service Representative – Life & Health Essentials**
Description: While Personal Lines business may be your primary focus, cross-selling life and health products is a proven revenue generator and client retention tool. Grow your skills and grow your value for your future and for your agency!
Location: Webinar
Time: 8:00 A.M.-3:45 P.M. The CISR exam window will be 4:15 PM the day of the class through Thursday at 11:59 PM CST the week following the class.
CE Credit: This course is approved for 7 hours of continuing education credit.
Cost: \$190. The registration fee does not include the \$7.00 CE fee.

Dates: 5/ 14-15 /25
Course: **Certified Insurance Counselor – Commercial Multi-Line Institute**
Description: Students will learn how to identify Commercial Inland Marine, Crime, Cyber and Employment Practices exposures. The course will also help you learn about the types of coverage available to address these exposures as you develop insurance programs for your clients.
Location: AIIA, 141 London Parkway, Birmingham, (205) 326-4129 (hybrid – class or webinar)
Time: Wednesday 8:00-5:15 P.M., Thursday 8:00 -5:00 P.M., The CIC exam window will be Monday at 12:01 AM CST through Thursday at 11:59 PM CST the week following the class.
CE Credit: This course is approved for 16 hours of continuing education credit.
Cost: \$450

Date: 5/ 23 /25
Course: **Certified Insurance Service Representative - Insuring Personal Auto Exposures**
Description: This is an intermediate level personal auto and rental car course that details coverage exposures and endorsements used to meet the client's needs. This course is open to all participants.
Location: Webinar
Time: 8:00 A.M.-3:45 P.M. The CISR exam window will be 4:15 PM the day of the class through Thursday at 11:59 PM CST the week following the class.
CE Credit: This course is approved for 7 hours of continuing education credit.
Cost: \$190. The registration fee does not include the \$7.00 CE

May 2025

AIIA Education Calendar

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
				1	2	3
4	5	6	7	8 CISR Essentials of Life & Health Webinar F. Millsaps	9	10
11	12	13	14	15	16	17
			CIC Commercial Multi-line Birmingham/Hybrid R. Ford & J. Chapman			
18	19	20	21 CISR Personal Auto L. Worley	22	23	24
25	26 MEMORIAL DAY AIIA OFFICE CLOSED	27	28	29	30	31

June 2025



- Date: 6/ 4 /25
Course: **Certified Insurance Service Representative – Insuring Personal Residential Exposures**
Description: A detailed course on homeowners and dwelling fire, and many of the endorsements used with these policies.
Location: Webinar
Time: 8:00A.M.-3:45P.M. The CISR exam window will be 4:15 PM the day of the class through Thursday at 11:59 PM CST the week following the class.
CE Credit: This course is approved for 7 hours of continuing education credit.
Cost: \$190. The registration fee does not include the \$7.00 CE fee.
- Date: 6/ 11 /25
Course: **E&O Loss Prevention Seminar - E&O Roadmap to Professional & Executive Liability Coverage**
Description: This course is approved for Swiss Re and Fireman's Fund loss control credits.
Location: Webinar
Time: 9:00 A.M.-12:00 P.M.
CE Credit: This course is approved for 3 hours of continuing education credit.
Cost: \$55 members/ \$90 non-members
- Date: 6/11/ 25
Course: **Ethics: Navigating Ethical Challenges in Insurance**
Description: This course will discuss ethics and professionalism for insurance agency and company personnel. The course will also include a discussion of several ethics case studies.
Location: Webinar
Time: 1:00 P.M.-4:00 P.M.
CE Credit: This course is approved for 3 hours of ethics education credit.
Cost: \$55 members/ \$90 non-members
- Date: 6/ 18 /25
Course: **Certified Insurance Service Representative – Insuring Commercial Property Exposures**
Description: Improve your cross-selling abilities with up-to-date knowledge of commercial property coverage and reduce E&O exposures. Insuring Commercial Property gives you the skills to address these issues with greater ease and confidence.
Location: Webinar
Time: 8:00 A.M -3:45 P.M. (Note: there is no exam for this course)
CE Credit: This course is approved for 7 hours of continuing education credit.
Cost: \$190. The registration fee does not include the \$7.00 CE fee.
- Dates: 6/ 23-27 /25
Course: **Property and Casualty Agent's Licensing School**
Description: This in-depth 40-hour course is designed to prepare students for the P&C licensing exam.
Location: AIIA, 141 London Parkway, Birmingham, (205) 326-4129 (live class only)
Time: 8:00 A.M.-5:00 P.M. Daily
CE Credit: This course is **NOT** approved for continuing education credit.
Cost: \$260 members/ \$325 non-members. Includes the textbooks and study material. *(Does not include ALDOI exam fee)*

June 2025

AIIA Education Calendar

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2	3	4 CISR Personal Residential Webinar F. Millsaps	5	6	7
8	9	10	11 E&O – Ethics Webinar L. Worley	12	13	14
15	16	17	18 CISR Commercial Property Webinar E. Simmons	19	20	21
22	23	24	25	26	27	28
P&C Licensing School – Birmingham E. Simmons						
29	30					



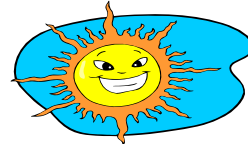
July 2024

Dates:	7/ 9-10 /25
Course:	Certified Insurance Counselor - James K. Ruble Graduate Seminar
Description:	An advanced comprehensive seminar with an emphasis on advanced coverage topics in commercial lines.
Location:	Webinar
Time:	8:00 A.M.-5:15 P.M. Daily (there is no exam for this seminar)
CE Credit:	This course is approved for 16 hours of continuing education credit.
Cost:	\$450
Date:	7/ 16 /25
Course:	Certified Insurance Service Representative - Other Personal Lines Solutions
Description:	This course addresses the coverage exclusions and limitations in the most current ISO Homeowners 3 – Special Form and the ISO Personal Auto Policy for exposures created by clients’ business activities, their ownership or use of recreational vehicles and watercraft, and personal umbrella exposures.
Locations:	Webinar
Time:	8:00A.M.-3:45P.M. The CISR exam window will be 4:15 PM the day of the class through Thursday at 11:59 PM CST the week following the class.
CE Credit:	This course is approved for 7 hours of continuing education credit.
Cost:	\$190. The registration fee does not include the \$7.00 CE fee
Date:	7/ 23 /25
Course:	Certified Insurance Service Representative – William T. Hold Seminar
Description:	An advanced customer service representative course. The WTH topics are “ ”. <u>The WTH seminar is open to everyone – not just CISR designees!</u>
Location:	Webinar
Time:	8:00 A.M -3:45 P.M. (Note: there is no exam for this course)
CE Credit:	This course is approved for 7 hours of continuing education credit.
Cost:	\$190. The registration fee does not include the \$7.00 CE fee.
Date:	7/ 29 /25
Course:	Certified Insurance Service Representative – Insuring Commercial Casualty 1
Description:	The focus of this course is the Commercial General Liability Coverage Form. Also addressing additional insured exposures and the coverage available to meet them, the course provides a strong foundation that is valued by insurance professionals.
Location:	Webinar
Time:	8:00 A.M-3:45 P.M. The CISR exam window will be 4:15 PM the day of the class through Thursday at 11:59 PM CST the week following the class.
CE Credit:	This course is approved for 7 hours of continuing education credit.
Cost:	\$190. The registration fee does not include the \$7.00 CE fee.

July 2025

AIIA Education Calendar

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1	2	3	4 4 TH of JULY AIIA OFFICE CLOSED	5
6	7	8	9 <div>CIC Ruble Graduate Webinar Only C. Trischan & K. Brady</div>	10	11	12
13	14	15	16 CISR Other Personal Lines Solutions Webinar L. Worley	17	18	19
20	21	22	23 CISR WTH Webinar F. Millsaps	24	25	26
27	28	29 CISR Commercial Casualty 1 Webinar L. Worley	30	31		



August 2025

- Date: 8/ 6-7 /25
Course: **Certified Insurance Counselor – Commercial Property Institute**
Description: Commercial property insurance is one of your business customers' greatest concerns. You'll improve your cross-selling abilities with up-to-date knowledge of commercial property coverage and reduce E&O exposures. This course gives you the skills to address these issues with greater ease and confidence.
Location: AIIA, 141 London Parkway, Birmingham, (205) 326-4129 (hybrid – class or webinar)
Time: Wednesday 8:00-5:15 P.M., Thursday 8:00 -5:00 P.M. The CIC exam window will be Monday at 12:01 AM CST through Thursday at 11:59 PM CST the week following the class.
CE Credit: This course is approved for 16 hours of continuing education credit.
Cost: \$450
- Date: 8/ 12 /25
Course: **Certified Insurance Service Representative - Elements of Risk Management**
Description: Insurance professionals need training in risk management. This course will cover each of the five steps in the risk management process, which protects not only the organization's assets, but also its mission and brand.
Location: Webinar
Time: 8:00 A.M. - 3:45 P.M. The CISR exam window will be 4:15 PM the day of the class through Thursday at 11:59 PM CST the week following the class.
CE Credit: This course is approved for 7 hours of continuing education credit.
Cost: \$190. The registration fee does not include the \$7.00 CE fee.
- Date: 8/ 26 /25
Course: **Certified Insurance Service Representative - Insuring Commercial Casualty 2**
Description: An intermediate level course detailing the commercial auto, workers compensation and commercial umbrella policies. Coverage pitfalls are highlighted in this course.
Location: Webinar
Time: 8:00 A.M.-3:45 P.M. The CISR exam window will be 4:15 PM the day of the class through Thursday at 11:59 PM CST the week following the class.
CE Credit: This course is approved for 7 hours of continuing education credit.
Cost: \$190. The registration fee does not include the \$7.00 CE fee.
- Date: 8/ 28 /25
Course: **E&O Loss Prevention Seminar - E&O Roadmap to Professional & Executive Liability Coverage**
Description: This course is approved for Swiss Re and Fireman's Fund loss control credits.
Location: Webinar
Time: 9:00 A.M.-12:00 P.M.
CE Credit: This course is approved for 3 hours of continuing education credit.
Cost: \$55 members/ \$90 non-members
- Date: 8/ 28 /25
Course: **Ethics: Navigating Ethical Challenges in Insurance**
Description: This course will discuss ethics and professionalism for insurance agency and company personnel. The course will also include a discussion of several ethics case studies.
Location: Webinar
Time: 1:00 P.M.-4:00 P.M.
CE Credit: This course is approved for 3 hours of ethics education credit.
Cost: \$55 members/ \$90 non-members

August 2025

AIIA Education Calendar

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					1	2
3	4	5	6	7	8	9
			CIC Commercial Property Birmingham/Hybrid M. Sapourn & W. Reedy			
10	11	12 CISR Elements of Risk Management Webinar L. Worley	13	14	15	16
17	18	19	20	21	22	23
24	25	26 CISR Commercial Casualty 2 Webinar F. Millsaps	27	28 E&O – Ethics Webinar F. Millsaps	29	30
31						



September 2025

Date:	9/ 9 / 25
Course:	Certified Insurance Service Representative - Agency Operations
Description:	An intermediate level course detailing current agency operations, with an emphasis on internal and external agency systems.
Location:	Webinar
Time:	8:00A.M.-3:45P.M. The CISR exam window will be 4:15 PM the day of the class through Thursday 11:59 PM CST the week following the class.
CE Credit:	This course is approved for 7 hours of continuing education credit, including 1 hour of ethics credit.
Cost:	\$190. The registration fee does not include the \$7.00 CE
Dates:	9/ 17-18 /25
Course:	Certified Insurance Counselor – Personal Lines Institute
Description:	This course will focus on Personal Residential, Personal Auto, and Personal Umbrella or Excess Policies.
Location:	Webinar
Time:	Wednesday 8:00 A.M.-5:15 P.M., Thursday 8:00 A.M.-5:00 P.M. The CIC exam window will be Monday at 12:01 AM CST through Thursday at 11:59 PM CST the week following the class.
CE Credit:	This course is approved for 16 hours of continuing education credit.
Cost:	\$450
Date:	9/ 23 /25
Course:	Certified Insurance Service Representative - Insuring Personal Auto Exposures
Description:	This is an intermediate level personal auto and rental car course that details coverage exposures and endorsements used to meet the client's needs. This course is open to all participants.
Location:	Webinar
Time:	8:00 A.M.-3:45 P.M. The CISR exam window will be 4:15 PM the day of the class through Thursday at 11:59 PM CST the week following the class.
CE Credit:	This course is approved for 7 hours of continuing education credit.
Cost:	\$190. The registration fee does not include the \$7.00 CE

September 2025

AIIA Education Calendar

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	1 LABOR DAY AIIA OFFICE CLOSED	2	3	4	5	6
7	8	9 CISR Agency Operations Webinar L. Worley	10	11	12	13
14	15	16	17	18	19	20
			CIC Personal Lines Webinar Only C. Tucker & N. Sherill-Wyatt			
21	22	23 CISR Personal Auto Webinar F. Millsaps	24	25	26	27
28	29	30				



October 2025

Date:	10/ 7 //25
Course:	Certified Insurance Service Representative – Insuring Commercial Property Exposures
Description:	Improve your cross-selling abilities with up-to-date knowledge of commercial property coverage and reduce E&O exposures. Insuring Commercial Property gives you the skills to address these issues with greater ease and confidence.
Location:	Webinar
Time:	8:00 A.M -3:45 P.M. (Note: there is no exam for this course)
CE Credit:	This course is approved for 7 hours of continuing education credit.
Cost:	\$190. The registration fee does not include the \$7.00 CE fee.
Date:	10/ 14 /25
Course:	Certified Insurance Service Representative – Life & Health Essentials
Description:	While Personal Lines business may be your primary focus, cross-selling life and health products is a proven revenue generator and client retention tool. Grow your skills and grow your value for your future and for your agency's!
Location:	Webinar
Time:	8:00 A.M-3:45 P.M. The CISR exam window will be 4:15 PM the day of the class through Thursday at 11:59 PM CST the week following the class.
CE Credit:	This course is approved for 7 hours of continuing education credit.
Cost:	\$190. The registration fee does not include the \$7.00 CE fee.
Date:	10/ 16 /25
Course:	E&O Loss Prevention Seminar - E&O Roadmap to Professional & Executive Liability Coverage
Description:	This course is approved for Swiss Re and Fireman's Fund loss control credits.
Location:	Webinar
Time:	9:00 A.M.-12:00 P.M.
CE Credit:	This course is approved for 3 hours of continuing education credit.
Cost:	\$55 members/ \$90 non-members
Date:	10/ 16 /25
Course:	Ethics: Navigating Ethical Challenges in Insurance
Description:	This course will discuss ethics and professionalism for insurance agency and company personnel. The course will also include a discussion of several ethics case studies.
Location :	Webinar
Time:	1:00 P.M.-4:00 P.M.
CE Credit:	This course is approved for 3 hours of ethics education credit.
Cost:	\$55 members/ \$90 non-members
Dates:	10/ 21 /25
Course:	Certified Insurance Service Representative – Insuring Personal Residential Exposures
Description:	A detailed course on homeowners and dwelling fire, and many of the endorsements used with these policies.
Location :	Webinar
Time:	8:00A.M.-3:45P.M. The CISR exam window will be 4:15 PM the day of the class through Thursday at 11:59 PM CST the week following the class.
CE Credit:	This course is approved for 7 hours of continuing education credit.
Cost:	\$190. The registration fee does not include the \$7.00 CE fee.
Dates:	10/ 27-31 /25
Course:	Property and Casualty Agent's Licensing School
Description:	This in-depth 40-hour course is designed to prepare students for the P&C licensing exam.
Location:	AIIA, 141 London Parkway, Birmingham, (205) 326-4129 (live class only)
Time:	8:00 A.M.-5:00 P.M. Daily
CE Credit:	This course is NOT approved for continuing education credit.
Cost:	\$260 members/ \$325 non-members. Includes the textbooks and study material. <i>(Does not include ALDOI exam fee)</i>

October 2025

AIIA Education Calendar

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
			1	2	3	4
5	6	7 CISR Commercial Property Webinar E. Simmons	8	9	10	11
12	13	14 CISR Essentials of Life & Health Webinar F. Millsaps	15	16 E&O – Ethics Webinar L. Worley	17	18
19	20	21 CISR Personal Residential Webinar L. Worley	22	23	24	25
26	27	28	29	30	31	
P&C Licensing School - Birmingham E. Simmons						



November 2025

Date: 11/ 4 /25
Course: **Certified Insurance Service Representative – William T. Hold Seminar**
Description: An advanced customer service representative course. The WTH topics are “”. *The WTH seminar is open to everyone – not just CISR designees!*
Location: Webinar only
Time: 8:00 A.M -3:45 P.M. (Note: there is no exam for this course)
CE Credit: This course is approved for 7 hours of continuing education credit.
Cost: \$190. The registration fee does not include the \$7.00 CE fee.

Dates: 11/ 5-6 /25
Course: **Certified Insurance Counselor - James K. Ruble Graduate Seminar**
Description: An advanced comprehensive seminar with an emphasis on advanced coverage topics in commercial lines.
Location: AIIA, 141 London Parkway, Birmingham, (205) 326-4129 (hybrid – class or webinar)
Time: 8:00 A.M.-5:15 P.M. Daily (there is no exam for this seminar)
CE Credit: This course is approved for 16 hours of continuing education credit.
Cost: \$450

Date: 11/ 12 /25
Course: **Certified Insurance Service Representative – Insuring Commercial Casualty 1**
Description: The focus of this course is the Commercial General Liability Coverage Form. Also addressing additional insured exposures and the coverage available to meet them, the course provides a strong foundation that is valued by insurance professionals.
Location: Webinar
Time: 8:00 A.M-3:45 P.M. The CISR exam window will be 4:15 PM the day of the class through Thursday at 11:59 PM CST the week following the class.
CE Credit: This course is approved for 7 hours of continuing education credit.
Cost: \$190. The registration fee does not include the \$7.00 CE fee.

Date: 11/ 20 /25
Course: **Certified Insurance Service Representative - Other Personal Lines Solutions**
Description: This course addresses the coverage exclusions and limitations in the most current ISO Homeowners 3 – Special Form and the ISO Personal Auto Policy for exposures created by clients’ business activities, their ownership or use of recreational vehicles and watercraft, and personal umbrella exposures.
Location: Webinar
Time: 8:00A.M.-3:45P.M. The CISR exam window will be 4:15 PM the day of the class through Thursday at 11:59 PM CST the week following the class.
CE Credit: This course is approved for 7 hours of continuing education credit.
Cost: \$190. The registration fee does not include the \$7.00 CE fee

November 2025

AIIA Education Calendar

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
						1
2	3	4 CISR William T. Hold Webinar F. Millsaps	5 CIC Ruble Graduate Birmingham/Hybrid B. Hutchison & A. Messer	6	7	8
9	10	11	12 CISR Commercial Casualty 1 Webinar L. Worley	13	14	15
16	17	18	19	20 CISR Other Personal Lines Solutions Webinar F. Millsaps	21	22
23	24	25	26	27 THANKSGIVING DAY AIIA OFFICE CLOSED	28 AIIA OFFICE CLOSED	29
30						

December 2025

AIIA Education Calendar

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	1	2	3	4 E&O – Ethics Webinar F. Millsaps	5	6
7	8	9	10 CISR Commercial Casualty 2 Webinar E. Simmons	11	12	13
14	15	16 CISR Agency Operations Webinar L. Worley	17	18	19	20
21	22	23	24 CHRISTMAS EVE AIIA OFFICE CLOSED	25 CHRISTMAS AIIA OFFICE CLOSED	26	27
28	29	30	31			



December 2025

Date: 12/ 4 /25
Course: **E&O Loss Prevention Seminar - E&O Roadmap to Professional & Executive Liability Coverage**
Description: This course is approved for Swiss Re and Fireman's Fund loss control credits.
Locations: Webinar
Time: 9:00 A.M.-12:00 P.M.
CE Credit: This course is approved for 3 hours of continuing education credit.
Cost: \$55 members/ \$90 non-members

Date: 12/ 4 / 25
Course: **Ethics: Navigating Ethical Challenges in Insurance**
Description: This course will discuss ethics and professionalism for insurance agency and company personnel. The course will also include a discussion of several ethics case studies.
Location: AIIA, 141 London Parkway, Birmingham, (205) 326-4129 (hybrid – class or webinar)
Time: 1:00 P.M.-4:00 P.M.
CE Credit: This course is approved for 3 hours of ethics education credit.
Cost: \$55 members/ \$90 non-members

Date: 12/ 10 /25
Course: **Certified Insurance Service Representative - Insuring Commercial Casualty 2**
Description: An intermediate level course detailing the commercial auto, workers compensation and commercial umbrella policies. Coverage pitfalls are highlighted in this course.
Location: Webinar
Time: 8:00 A.M.-3:45 P.M. The CISR exam window will be 4:15 PM the day of the class through Thursday at 11:59 PM CST the week following the class.
CE Credit: This course is approved for 7 hours of continuing education credit.
Cost: \$190. The registration fee does not include the \$7.00 CE fee.

Date: 12/ 16 / 25
Course: **Certified Insurance Service Representative - Agency Operations**
Description: An intermediate level course detailing current agency operations, with an emphasis on internal and external agency systems.
Location: Webinar
Time: 12th AIIA, 141 London Parkway, Birmingham, (205) 326-4129 (hybrid – class or webinar)
Time: 8:00A.M.-3:45P.M. The CISR exam window will be 4:15 PM the day of the class through Thursday at 11:59 PM CST the week following the class.
CE Credit: This course is approved for 7 hours of continuing education credit, including 1 hour of ethics credit.
Cost: \$190 The registration fee does not include the \$7.00 CE fee.



Thanks for making 2025 another successful year. Your AIIA Education Department wishes you a Merry Christmas and a Happy New Year!