



Chartered  
Institute  
of Credit  
Management

# CICM: Chartered Institute of Credit Management

Recognised standard in the credit and  
collections industry since 1939

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### Executive Level

- Director of Credit
- Head of Financial Solutions
- VP for Credit Risk
- Chief Credit Officer
- Head of Revenue Recovery

### Senior Level

- Credit Manager
- Collections Manager
- Debt Recovery Manager
- Credit & Risk Manager
- Credit Ops Manager
- P2P/O2C Manager

### Operating Level

- Credit Analyst
- Collections Specialist
- Debt Recovery Officer
- Credit Risk Supervisor
- Collections Team Lead
- Customer Account Manager

### Entry Level

- Credit Controller
- Collections Agent
- Sales Ledger Clerk
- Loan Servicing Officer
- Billing Specialist



A festival of skills



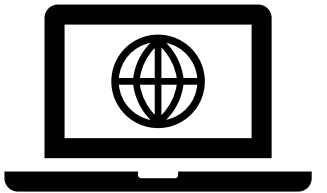
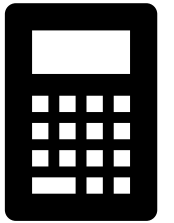
Laura Brown MCICM (Grad)

Finance Director

Saint Gobain Shared Service Centre

“Partnering with CICM allows us to face today’s business demands with foresight and confidence. The range of learning and development options mean we can shape a CPD programme that meets the needs of a diverse credit team within a rapidly changing global environment.”





# Skills that matter





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of Credit  
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“Credit wasn’t just a process — it became something our team are passionate about.”

**HAYS** Recruiting experts  
worldwide

Dean Cottle

Credit Manager

Hays Recruitment

“The CICM training and support gave them confidence, clarity, and a sense of purpose. It’s helped us create a group of people who are not only qualified but genuinely engaged and feel as though they not only have a job but a career in credit. That energy shows up in their work, every single day.”





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## CICM Apprenticeships, Awards, Certificates and Diploma Qualifications



Education & Skills  
Funding Agency

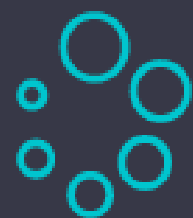
Master the art of **credit management**  
and boost your personal success with  
our **high quality training**

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Management  
**WWW.CICM.COM**

Subjects that matter



# CICM Qualifications and Training



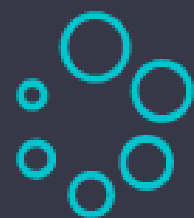
## STEP 01

CHOOSE YOUR LEVEL

**Entry-Level**  
For those starting out

**Intermediate**  
For those looking to  
progress

**Advanced**  
For those in senior roles /  
extensive experience



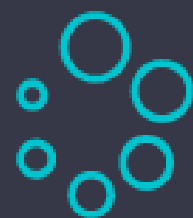
## STEP 02

CHOOSE YOUR  
AREA

**CREDIT MANAGEMENT  
AND COLLECTIONS**

**MONEY & DEBT  
ADVICE**

**ENFORCEMENT**



## STEP 03

CHOOSE YOUR  
PREFERRED STUDY  
METHOD

**SELF STUDY**

**VIRTUAL**

**CLASSROOM**



**CICM  
CREDIT  
ACADEMY**



Master the art of **credit manage**  
and boost your personal success  
our **high quality training**





Gavin Jones MBA, FCICM, FCM

Head of Income

Imperial College London

“Because CICM uses qualified tutors and trainers, who are also experts in their vocational field, learners get a combination of academic knowledge and practical application.

Whether they are assessing risk, managing key relationships or collecting payment, every learner comes away with the knowledge, skills and behaviours to succeed.

They leave the lesson knowing how to do their job better and bring practical improvements to their role.”



# Results that matter







Health and Social Care  
in Northern Ireland

Nigel Mullin

Head of Income Shared Services

Health and Social Care Northern  
Ireland

“The organisation has seen a measurable return on investment. Days Sales Outstanding (DSO) has reduced, liquidity has improved, and the credit team is playing a more strategic role in managing risk and supporting wider financial objectives.”



Experience that matters







Charlotte Manley

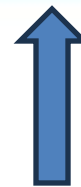
Interim Revenue Operations  
Director

EDF

“As a highly regulated business, it is crucial that our people are equipped with the right skills to manage their work effectively and compliantly.

The expertise gained through the CICM programme enables our teams to implement effective credit management strategies, resulting in improved cash flow and reduced bad debt.

This not only enhances our financial stability but also strengthens our reputation as a reliable and trustworthy supplier.”



## Learning & Development

Learning and Development is essential for all Credit Management and Debt Collections professionals in an ever-changing industry.





## CICM Training

Portfolio of training, virtual or face-to-face, designed by the credit profession, for the credit profession.

## CICM Qualifications

Credit Academy study options, methods and packages to match learning preferences and circumstances

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Here to help you