

IRISH
creditmanagement
TRAINING



INTERNATIONAL DIPLOMA IN CREDIT MANAGEMENT

Call **Catriona** on 📞 087 627 3239 or **Declan** on 📞 087 244 7052

© www.icmt.ie

OVERVIEW

The world has changed over the past year and will change even faster in the months and years to come. The arrival of AI is changing everything we do and as a result we have redesigned the International Diploma in Credit Management format and delivery.

Irrespective of AI, there will always be a need for a commercially focused credit function in every business to ensure what should happen does happen. Qualified Credit Professionals will always have the edge on their unqualified counterparts with equal experience.

Up to now the focus of the Diploma has been to give the student the information they require to perform at a level of excellence, with the arrival of AI, everyone now has access to all the information they could possibly need, so, the focus has shifted to knowing:

- ☑ What information critical,
- ☑ What information helpful and
- ☑ What information is not relevant.
- ☑ Where to access the information and
- ☑ How to validate and interpret the information received to make the best possible decisions every time.

The New International Diploma in Credit Management now runs over fifteen weeks, with live lectures every Monday evening, so, you can attend the live event or watch the recording afterwards, in your own time, giving you the flexibility to fit this into an already busy schedule. There are three topics covered each week, with the focus on getting measurable results as the course progresses and beyond.

A new feature is the optional involvement of your manager who can be kept informed of what we are covering on the course and the areas within your business that need to be addressed, if optimal results are to be achieved.

PROGRAM STRUCTURE

The Program begins with a questionnaire that you complete prior to the start date that identifies the issues you need to resolve and to act as a starting position for the course. The questionnaire gives you the option to include your manager in communications from ICMT which is designed to get you extra support and recognition for your role.

You attend an induction session at 10am on Saturday 20th of September, either in person in UCD, Belfield or on Zoom, as the event will be live streamed for registered students.



Every Monday between 6.00pm and 8.00pm, you can either attend the live lecture on Zoom or watch the recording, that will be sent to you after each evening. We will be online from 5.30pm to answer any individual questions you may have and to give you help and support, each session will include a module on AI and we will have a real life case study, delivered by industry experts to give you an insight to the technology and services that are available.

PROGRAM STRUCTURE

	COLLECTIONS	CREDIT MANAGEMENT	AI IN CREDIT
Week 1	Starting on Collections	Your Approach to Credit	Introduction to AI
Week 2	Communications	Credit Policy	Suggested AI searches
Week 3	Understanding your customers	Credit Terms and T's & C's	AI for Data checking
Week 5	Dealing with Sales and other Depts	Managing your Data	Customer data
Week 6	Written Communications	Sources of Information	Automating Processes
Week 7	Understanding Insolvency	Right First Time	AI as your personal assistant
Week 9	Dealing with Overdue accounts	Opening New Accounts	AI for customer voice calls
Week 10	Understanding Law and the Legal Process	How to read a set of accounts	AI for Time Management
Week 11	International Collections	Credit Risk Assessment	AI for spreadsheets
Week 13	Negotiating skills	Risk Mitigation	
Week 14	Maintaining Resilience and Stress Management	Reporting & KPI's	

DELIVERY FORMAT

Each week, you will receive a short test on the material presented that you submit within a week for marking and feedback.

On week 4, 8, 12 and 15 – you will receive a practical assignment that is related to putting the information received into action within your business.

Your overall marks will be a combination of the short tests, assignments and the progress you have made over the fifteen weeks. There is no final exam.

The total cost of the fifteen-week Diploma is €1,980. If you have any questions or require any further information, please contact Catriona Byrne on catriona@icmt.ie or you can complete the interest form [HERE](#). Further details are available on our website www.icmt.ie

We look forward to welcoming you on the course and to helping you to achieve great results and a rewarding career in Credit Management.

To reserve your place, you can do it [HERE](#)