

American Society

ASCCP

Credit & Collection Professionals

### About the courses:

Each course is approximately one (1) hour in length. Courses can be taken individually, and used for professional training or the series of courses can be taken to fulfill certification requirements for either the Certified Credit Professional (CCP) or the Certified Professional Collector (CPC) accreditation. To meet eligibility requirements for accreditation, students must complete all courses in each module. In addition, certain core competencies are required for both the CPC and the CCP accreditations. Dropbox is required to receive the recordings. A link to a free download will be sent along with your confirmation.

### Fees:

Students will indicate on the registration form their choice of courses or if they wish to take the complete series. Please note: A sizable discount in fees is offered for participation in the entire series of programs.

### Completion of the Course or Program:

For those enrolled in the entire series to fulfill the CPC and/or CCP Certification requirements an extensive examination will be administered following completion of the coursework. Successfully passing the exam(s) at the conclusion of the courses is required to qualify for the CCP and/or CPC eligibility requirements. An Application for Council Record should be submitted to the CSB Board prior to enrolling in the series if you are taking all the courses to pursue the CPC and/or CCP accreditations.

Successful completion of one or both modules with a minimum of one (1) year each working in the business credit or business collection field, allows the applicant to request the CSB Board review their application under the training series plan.

**Participation Tracking:** A Certificate of Completion will be awarded to students completing one or both CCP | CPC Modules and passing the exams. For those individuals seeking to meet course requirements for accreditation, a transcript will accompany your Completion Certificate that you will send with your Application For Council Record to apply for your Certification(s) to the American Society of Credit & Collection Professionals. All registered attendees, regardless of the number of courses taken, will receive a Student Record Participation Form.

## COMPREHENSIVE CREDIT PROFESSIONAL'S TRAINING SERIES

Online – On Time – Concise – Thorough  
In Depth – Relevant

In collaboration with the American Society of Credit & Collection Professionals, this series of courses was developed to provide comprehensive training for individuals in credit and collection in order to prepare them for their role in this ever-changing field.

### Training for the **Certified Professional Collector & the Certified Credit Professional**

You may apply for the Certified Professional Collector (CPC) and Certified Credit Professional (CCP) after 5 years on-the-job experience. However, by successfully completing the CPC and CCP Modules and passing all the exams, you will be eligible to apply for the Certification(s). If you are approved by the CSB Board and work one year in business credit and/or collection you, will be recognized as a Certified Credit Professional and/or a Certified Professional Collector.

*This series will help those who aspire to become Certified and also those who wish to use these courses to learn techniques that will improve their job skills immediately!*

### CERTIFICATION

Why should business credit and collection professionals apply for Credentialing Standards Board (CSB) accreditation as soon as the opportunity is available? The answer is this. By having accreditation in place, Certificate holders are more valuable to their employers. Why? Because they have invested in their own professional development in order to strengthen specific skills needed on the job. Individuals with professional credentials are also more respected by their colleagues and peers in the industry.

### CERTIFICATION ELIGIBILITY REQUIREMENTS

In summary, there are three (3) paths to CCP & CPC Certification:

- 1) A Broadly Experienced Credit & Collection Professional (BECCP) applicant must have a minimum of five (5) years credit & collection management experience.
- 2) The Intern Development Program permits applicants with less than (five) 5 years of experience to apply for Certification after acquiring 700 on-the-job training units from a variety of core competency areas.
- 3) Complete this Comprehensive Training Series, successfully pass the exam(s) associated with each module (CCP and/or CPC), in addition to one year of directly related, on-the-job experience for each credential.

If you already hold one Certification, either the CPC or CCP, you may complete the alternate course module to reach eligibility requirements sooner.

These modules may be used for RECERTIFICATION purposes if you presently hold the CPC and/or CCP Certificates.

The knowledge gained in these courses will not only speed up the certification eligibility process, but will also enhance the necessary skills you need on the job today!

## REGISTRATION:

### For those taking courses individually:

I have checked the individual course(s) I will participate in. I understand that BCMA will track my participation and Continuing Professional Education Units: (1.0 CPE's) and (.1 CEU's) Continuing Education Units will be awarded for each course completed.

### For those taking every course in each module in fulfillment of core competency requirements for the Certified Professional Collector (CPC) and/or the Certified Credit Professional (CCP):

I am registering for all courses for the CPC Module

I am registering for all courses for the CCP Module

In order for these courses to meet eligibility requirements for the CPC and CCP, individuals must successfully pass an exam for each module. Upon successful completion of all courses and exams, students will receive a Certificate of Completion for each or both CPC and CCP. In addition to successfully completing the Module(s) and exams, students will also be required to officially apply for the Certification(s) by completing the Application for Council Record and submitting that form to the American Society of Credit & Collection Professionals along with associated fees. To meet eligibilities requirements for both Certifications, one year of on-the-job training is also required. NOTE: Not interested in Certification? You may want to take all the courses in these modules at the lower cost and use the training for educational purposes without having to apply for Accreditation.

## COURSES may be taken individually, or sign up for one or both modules

Courses may be taken individually or sign up for the entire Module  
(13 sessions one-hour each) to meet **CPC** Core Competency Requirements

- 1) Become a more successful collector
- 2) Managing stress in the workplace
- 3) Negotiation techniques and the collection call
- 4) Effectively addressing broken payment commitments
- 5) When and how to hold orders
- 6) Deduction resolution
- 7) Establishing credit limits
- 8) Bankruptcy essentials
- 9) Account analysis tools
- 10) Business entities and legal structure
- 11) Basic credit risk management
- 12) Foreign Debt Collection
- 13) Credit law

Courses may be taken individually or sign up for the entire Module  
(19 sessions one-hour each) to meet **CCP** Core Competency Requirements

- 1) Organize the credit department for optimum performance
- 2) Using your credit application to reduce risk and accelerate collections
- 3) Formulating, implementing and monitoring a credit policy
- 4) Establishing and managing credit limits
- 5) People management
- 6) Advanced bankruptcy issues
- 7) Trade credit insurance
- 8) Effective communications
- 9) Conflict management
- 10) Laws governing credit department activities
- Financial Statement Analysis (4, one-hour sessions)  
     Session 11    Session 12    Session 13    Session 14
- 15) Credit risk management
- 16) Doing business with different types of business entities
- 17) Improving interactions with sales
- 18) Advanced negotiation skills
- 19) Dispute deduction management

### FEES:

- \$75 per course individually (check those you are registering for)
- \$759 for CPC module (13 courses, 13 total hours)
- \$759 for CCP module (19 courses, 19 total hours)
- \$1159 for both modules CPC and CCP (32 courses, 32 total hours)

Name \_\_\_\_\_ Company \_\_\_\_\_  
Company mailing address \_\_\_\_\_  
Email \_\_\_\_\_ Phone \_\_\_\_\_ Fax \_\_\_\_\_

Method of payment \_\_\_\_\_ Total Investment \$ \_\_\_\_\_  
 Send invoice (BCMA/WCA members only)  
 Check enclosed  
 Credit card  
(Please contact WCA at 262.827.2880 with credit card information)

#### RETURN TO:

The Business Credit Management Association-Wisconsin  
[www.wcacredit.org](http://www.wcacredit.org)  
15755 W Rogers Dr #200 | New Berlin WI 53151  
Questions: Dianna Rowinski 262.827.2880 X225