



## Eligibility

To be eligible to apply for CCE status a member requires a minimum 1 year continuous membership and 100 CCE points.

## Step 1 – Online Exam

The first step will be to successfully complete the CCE online exam available twice each year in March and September, with additional sittings depending on demand.

The online exam will be worth 40 marks and will be based upon the previous 3 years of AICM magazine articles and AICM National Seminar content. The objective being to confirm currency of knowledge. The back copies of the magazine will be available on the web in the CCE resources section.

The online exam will comprise the following

- 10 True/false questions - each worth 1 mark
- 10 multiple choice questions - each worth 1 mark
- 10 short answer questions each worth 2 mark

## Step 2 – Essay Assessment

Once a candidate has successfully completed the online exam the person will then have 5 months to complete a written essay style component. If the person does not submit the written component within 5 months of completing the online exam they will have to re-sit the online exam.

The essay should display the candidates understanding of Credit Management concepts, skills, issues and/or processes and is a component worth 60 marks.

## Marking Criteria

13 marks for overall clarity of writing and logical presentation of concepts and ideas

5 marks for references

6 marks for each of the 7 criteria

The pass mark will be 35 marks

The candidate will submit a written paper which addresses one of the following workplace credit management issues:

- Staff management such as team building, staff recruitment/retention
- Performance management such as customer service, implementing/reviewing KPIs, monitoring the credit function performance against organisational performance standards
- Compliance management
- Accounts receivable management such as installing new systems, revising terms and conditions, managing Accounts
- Other relevant topics to credit management with prior approval



## The paper needs to include:

- A brief outline of the issue to be addressed
- How the candidate analysed the issue
- The resources the candidate would utilise to address the issue
- How the candidate planned to deal with the issue
- How stakeholders would be consulted/involved in the management of the issue
- Monitoring of the implementation of the proposed resolution
- Evaluation strategies to assess the outcome of the solution

The candidate will be required to prepare a written paper of 3,500 -4,000 words this is approximately 12 -14 typed pages based on the format set out below. Include any references/sources referred to.

The recommended page length is based on the following format:

- The document is typed
- Spacing is 1.5
- The font and size is Verdana 10

The paper topic must clearly demonstrate the candidates understanding and analysis of the ideas and concepts addressed and how they relate to credit management

Candidates should note that while referring to real life examples and projects is recommended, simply reporting the facts will not be sufficient to demonstrate an understanding of the ideas and concepts.

If a candidate has any apprehension that their topic may not be acceptable then the paper title and a synopsis may be submitted for sign off before the candidate submits their final work.

The candidate may refer to their workplace by name provided they have the necessary permission to do so. Alternatively the candidate may approach the written paper on a hypothetical basis where they would outline how they would address the issue should they be in a position to do so.

The structure of the written paper would need to address predetermined issues. This will facilitate the marking of the paper and also provide a structure for the paper.

## CCE Dux of the year

The CCE Dux will be awarded to the candidate with the highest score in the calendar year ending 30 September.

The announcement and presentation of the CCE Dux is made at the CCE luncheon held at the Annual National Conference in October.



## **Written paper example – DSO's**

In this case the candidate would commence with and an outline of why the DSOs need to be reduced and the target they are seeking to achieve.

This would be followed by an analysis of the ledger and the identification of accounts that would be a prioritised for action.

Next would be a discussion of the resources available to achieve the objective.

The paper would next outline how the candidate planned to meet the objective.

Consideration would be given as to the need to gain stakeholder support, for instance gain the support and commitment of the credit team, engage the sales team and highlight to them the reasons for the initiative.

Next would be an outline of how the initiative would be monitored.

The final section will include an analysis of the initiative, in other words were the DSOs reduced, was the target achieved, what factors may have impeded the achievement of the objective and how they may be addressed in the future.