

# Membership INFORMATION

2016

Australian Institute of Credit Management



Australian Institute of  
**CREDIT MANAGEMENT**

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[aicm.com.au](http://aicm.com.au)

## About AICM

**The Australian Institute of Credit Management (AICM) is Australia's leading professional member body for commercial and consumer credit professionals across all industries and sectors, and the only credit industry-specific Registered Training Organisation in the country.**

### Our vision

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We have connected, represented and educated credit professionals to help them do their jobs better, advance their careers and achieve better outcomes for their businesses since 1937. We value integrity, credibility and camaraderie, are forward-thinking and progressive, and operate as a benchmark for the industry.

### Who our members are

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Our members are responsible for maximising the cash flow and minimising the bad debt risk of more than 1300 Australian companies, including 34 of the ASX100.

### Our achievements

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Our recent lobbying efforts have resulted in a permanent exemption from a requirement of the *Privacy Amendment Act 2012* that commercial credit providers register with an External Dispute Resolution Scheme (EDRS), which could have resulted in significantly increased operating costs for members and their employers. Had the exemption not been secured, AICM had gained access for members to capped-price membership of an EDRS in order to mitigate costs.

We currently await the outcomes of Federal Government reviews of two submissions. The first was made in response to Treasury's Exposure Draft of the *Insolvency Law Reform Bill 2014*. This Bill represents a real frustration to AICM members and to business in general, and the AICM submission urged minimisation of proposed new requirements that would increase administration costs associated with reporting.

The second submission was in response to the Productivity Commission's Inquiry into Business Set-up, Transfer and Closure. Focusing on the 'closure' aspect of the inquiry, particularly the cost and complexity of the insolvency regime, we intend to ensure that proposed changes reflect the interests of AICM members. The inquiry report was released in December 2015 and formed part of the Federal Government's Innovation statement which signalled plans for insolvency reform. The AICM will be a working closely with its members, stakeholders and other associations to ensure the reforms reflects its members interests..

### What we offer

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While the core functions of AICM include setting high industry standards and helping members to reach them through continuing professional development, high quality resources and events, and nationally recognised qualifications, we also represent members' interests to government and regulatory bodies. Find out more about the [benefits we offer to members](#).

## What AICM offers members

**AICM educates, develops, represents and connects credit professionals to help them do their jobs better, advance their careers and achieve better outcomes for their businesses, while improving the profile and professionalism of the industry.**

### Development: continuing professional development

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A range of CPD events, including the annual National Conference, National seminars, and division seminars and workshops, keep AICM members abreast of regulatory updates and help to maintain their high professional standards. These are also valuable opportunities to network and share ideas with other credit management professionals.

Find out more:

- [Professional development](#)
- [National Conference](#)
- [Upcoming division seminars and workshops](#)

### Education: nationally recognised qualifications

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As Australia's only credit industry-specific Registered Training Organisation, AICM Learning offers nationally recognised qualifications including Certificate III Mercantile Agents, Certificate IV Credit Management and the Diploma of Financial Services, all delivered in student-centred intensives either face-to-face or online.

AICM Learning is also able to recognise current skills and prior training, and offers bespoke corporate training packages for member organisations.

In combination with the CPD program, AICM Learning offers a clear development path for credit managers, from the Credit Toolboxes that provide an introduction at entry level or a refresher to more experienced credit professionals, the Certificates and Diplomas that testify to a credit professional's technical and practical competence, and the CPD events that keep members abreast of regulatory changes and hone their practical skills and knowledge.

Find out more:

- [Certificate IV Credit Management](#)
- [Diploma of Financial Services](#)
- [Corporate training](#)
- [AICM Learning](#)

### Representation: lobbying for members' interests

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AICM works to reduce the impact to members of an ever-increasing regulatory burden. Recent lobbying efforts have resulted in a permanent exemption from a requirement of the *Privacy Amendment Act 2012* that commercial credit providers register with an External Dispute Resolution Scheme (EDRS), which would have resulted in significantly increased operating costs for members.

Late in 2014, AICM made a submission to the Federal Government in response to Treasury's Exposure Draft of the *Insolvency Law Reform Bill 2014*. This Bill represents a real frustration to AICM members and to business in general, and the AICM submission urged minimisation of proposed new requirements that would increase administration costs associated with reporting. We await the outcome of the government review, and will continue to lobby at the highest levels to ensure credit management professionals' interests are represented.

## Recognition: showcasing member professionalism

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AICM members are entitled to use the post-nominals MICM, signifying their commitment to professional excellence and attainment of high professional standards. Members who have distinguished themselves through service to AICM and the industry may be awarded life membership or fellowship of the association, entitling them to use the post-nominals LICM or FICM, respectively.

AICM also offers long-standing members who complete a training and assessment series the senior credit management qualification Certified Credit Executive, which is unique to AICM members.

To earn the CCE designation, members must hold the MICM designation for a minimum of three years, complete 100 hours of training, study or CPD approved by the AICM board, pass an online exam, and submit an essay on a set topic.

The achievements of AICM members are also recognised and celebrated through annual awards including Young Credit Professional Award and Credit Team of the Year.

Find out more:

- [Membership](#)
- [Certified Credit Executive](#)
- [Young Credit Professional Award](#)
- [Credit Team of the Year](#)

## Connection: making your job easier

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AICM exists for members, and one of the central goals is to make it easier to be a better credit manager and build a successful career. Alongside training and CPD, AICM offers valuable networking opportunities through which members share their expertise and learn from their peers, lobbies on behalf of the industry to keep check on the regulatory burden, provides resources including an online journal and a monthly e-newsletter to keep members informed of best practice and industry updates and aggregates credit management employment opportunities on the AICM jobs board. AICM is also a sponsor of the Credit Network Forum, where credit managers can connect with their peers for advice and ideas.

Find out more:

- [Credit Management in Australia journal](#)
- [Enewsletter](#)
- [AICM Jobs](#)
- [Upcoming member events](#)
- [Credit Network Forum](#)

## Join AICM

AICM is focused on improving the credit industry by providing useful, practical information and guidance to members, which helps them to meet the high professional standards that the AICM sets and upholds.

Members have access to a range of training and CPD events and resources that have been developed specifically for the credit industry, including the annual National Conference and a forum for networking with peers and sharing their expertise.

Membership is available in three categories: full membership, retiree membership and corporate membership.

### Individual Membership

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AICM members are entitled to use the post-nominals MICM and, after three years of membership, able to work towards the Certified Credit Executive qualification through CPD activities and assessment. Members are also eligible to be elected to their relevant Division Councils.

Applicants are assessed by AICM on an individual basis, based on the information provided in the application and assessment forms.

First-year membership fees include an annual subscription of \$335.50 and a non-refundable application fee of \$55, and the annual renewal fee is \$335.50.

Benefits of membership include:

- Use of post-nominals MICM
- Discounted rates for attendance of AICM CPD events, seminars and conferences
- Eligibility to apply for Certified Credit Executive status, and to work towards life membership (LICM) and fellowship (FICM)
- Access to the members section of the AICM website
- Access to the digital AICM journal
- Discounted member rates for qualification-based training run by AICM, including Certificates III and IV
- Eligibility to stand for election to Division Councils
- Attendance and voting at AICM AGMs

To apply for membership, fill out and submit the [membership application form](#) and the [membership assessment form](#).

### Employer-sponsored membership

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For the full benefits of membership at discounted rates, employers can sign up any number of their staff.

Additional benefits for the employer include:

- Significant savings on costs of membership
- Improvement of the credit management maturity of the company

- Incentives for staff retention
- Simplified access to expert knowledge through AICM resources
- Improved education of employees through discounted attendance of AICM meetings, seminar and formal training

[Find out more](#) about employer-sponsored AICM membership, or [contact AICM](#).

## Retired Membership

Retired membership allows AICM members who are no longer working full time to keep in touch with industry developments and continue to have access to AICM resources, events and training.

As well as satisfying the criteria for membership, retired members must be over 60 years of age, have been AICM members for the previous 10 years and paid subscription fees, and no longer be employed. This class of membership does not allow election to Division councils or retention of MICM or CCE status. Retired members who wish to retain post-nominals or stand for election can pay the full membership fee.

To find out more about retired membership, [contact AICM](#).

## Q&A:

### Rebecca Edmiston, Team Leader Legal and Resolutions, Bendigo and Adelaide Bank

**Q Can you tell us about your role?**

**A** I look after our legal team, which handles enforcement action on mortgage accounts; the resolutions team, which looks after internal disputes and external disputes; and the quality assurance team for our department, which reviews the work that the rest of the team does and provides feedback and training.

**Q Why did you join AICM?**

**A** We knew how we do things at the bank, but wanted to know about how everyone else goes about credit duties. Attending the AICM training sessions, there's always an opportunity to network and speak with people, and we end up talking about what has been discussed at the session.



You get to hear about how people are interpreting different parts of the regulations and how they are applying them to their day-to-day work. It's been good to hear about how they have gone about implementing things and their different processes.

**Q How has your membership helped you and your company?**

**A** It's been really good for me; I've worked on a number of projects over the past year and been able to apply a lot of what I have learned through AICM to those projects.

I was also part of the Young Credit Professional Award last year, and was a state winner and one of the dual national winners, so that has been a fantastic opportunity to get some recognition for my work.

It's been good to be part of an industry organisation, work on my networking skills, and have the opportunity to get to know other people within the industry and lots of different service providers - it's been really good for me.

## AICM Member Discount Program

The program offers employers the opportunity to enroll multiple employees as members of the AICM at a discounted rate. The more members, the greater the discount from the standard cost of \$390.50 for a new member.

### Benefits of the Program - To the company

- Significant savings on individual membership
- New member administration fee is waived
- Elevate the credit function of the company by having all credit staff as AICM members
- Enhance the company's status as "Employer of Choice" by supporting staff to be AICM members
- Improve staff retention
- Improved education of employees through attendance at network meetings, seminars, formal training and knowledge gained from magazine articles

### Benefits of the Program - To the individuals

Full benefits of membership including:

- Use of post-nominals "MICM"
- Attend AICM events, seminars and conferences at member rates
- Gain eligibility to apply for Certified Credit Executive status
- Access the members section of the AICM website
- Receive complimentary copies of the AICM magazine
- Receive discount member rates for qualification based training run by the AICM e.g. Cert. IV in Credit Management
- Being eligible to run for office
- Attend and vote at AGMs

### Costs (all amounts include GST)

- 4 -10 employee members at a cost of \$1,100
- 11 -20 employee members at a cost of \$2,200
- 21 -50 employee members at \$2,750
- > 50 employee members by arrangement

| Number of members | Costs if registering individually |                 |          | Costs if registering as a group |                 |               |
|-------------------|-----------------------------------|-----------------|----------|---------------------------------|-----------------|---------------|
|                   | Membership Fee                    | Application fee | Total    | Total Cost                      | Cost per Member | Total Savings |
| 1                 | \$335.50                          | \$55            | \$390.50 |                                 |                 |               |
| 4                 | \$1,342                           | \$220           | \$1,562  | \$1,100                         | \$275           | \$462         |
| 10                | \$3,355                           | \$550           | \$3,905  | \$1,100                         | \$110           | \$2,805       |
| 20                | \$6,710                           | \$1,100         | \$7,810  | \$2,200                         | \$110           | \$5,610       |
| 30                | \$10,065                          | \$1,650         | \$11,715 | \$2,750                         | \$92            | \$8,965       |
| 50                | \$16,775                          | \$2,750         | \$19,525 | \$2,750                         | \$55            | \$16,775      |

AICM members will retain their membership should they leave their place of employment however the employer will be entitled to replace the employee member for the remainder of the year. Interested? For more information email the AICM National Office [aicm@aicm.com.au](mailto:aicm@aicm.com.au) or call 1300 560 996.



## Section 1 – Personal Details for Database and Communications

Mr Ms Mrs Miss Given Name: ..... Surname: .....

Name to appear on all Correspondence (preferred name): ..... Date of Birth: .....

Organisation/Company Name (in full): .....

Business Mailing Address: ..... Post Code: .....

Business Phone: ..... Business fax: ..... E-mail Address: .....

Job Title: ..... Industry: .....

Manager/Supervisors Name - opt: ..... Please indicate if you do not wish AICM to contact Manager/Supervisor: Y N

Home Address: ..... Post Code: .....

Home Phone: ..... Home fax: ..... Home E-mail: .....

Preferred Mailing Address: Home Business Preferred form of notification for events: E-mail – Business E-mail – Home

## Section 2 – Privacy Statement

The Australian Institute of Credit Management (AICM) is committed to ensuring the privacy of the personal information we collect and that you have provided to us in the course of business. We believe that respect of privacy forms part of the going trust we wish to develop with you.

We would like to send offers for valuable services and products that may be of interest to you.

Generally, when providing good and services to our members/students we collect personal information directly from the individuals where reasonable and practical. We may also collect information about you from other sources such as publicly available sources of information. We collect personal information in order to operate our businesses efficiently as well as to provide and market our products and/or services for the benefit of our members.

We may use your personal information to identify and communicate with you, for billing purposes, to enable us to provide requested goods and services, to help us to manage, measure interest and enhance goods and services we provide to you, to develop and market goods and services that we consider may be of interest, unless you advise us not to do so.

We may disclose your personal information to third parties where it is necessary to enable us to provide a product or service. We may disclose your personal information to nominated personnel and office holders within AICM, nominated representatives of the individual, other companies or individuals who assist us in providing products and services to you, professional services providers and advisors who perform functions on our behalf. Organisations providing professional services to us are required to keep those dealings and personal information provided by us as confidential unless required to disclose such information by statute or law.

You may obtain access to personal information that we hold about you. Upon written request, we will provide access to your personal information, except in circumstances limited by the Privacy Act or law.

## Section 3 – Declaration

I warrant by my signature below that the details provided in this application are true and correct. I hereby apply to be admitted to membership of the Australian Institute of Credit Management and, in support of my application. I herewith submit personal particulars and information. If admitted as a member of the Institute, I agree to be bound by the Constitution and the By-Laws of the AICM. I understand that the Australian Institute of Credit Management is a not-for-profit company limited by guarantee and that guarantee is limited to two dollars (AUS\$2.00).

Signature of Applicant: ..... Date: .....

## Section 4 – Payment Details

AUSTRALIAN INSTITUTE OF CREDIT MANAGEMENT ABN 79 008 455 758

TAX INVOICE

|                                   |          |                               |                                     |
|-----------------------------------|----------|-------------------------------|-------------------------------------|
| I enclose and Application Fee of: | \$55.00  | GST included (non refundable) |                                     |
| Plus the Annual Subscription of:  | \$335.50 | GST included                  |                                     |
| Total Payable:                    | \$390.50 | GST included                  | Prices are valid until 30 June 2016 |

Paid by: Cheque Mastercard Visa Amex

I wish to debit my credit card #: ..... Expires: ...../..... Card ID# .....

Card Holders Address: ..... Post Code: .....

Cardholders Name (as shown on the card): ..... Signature: .....

Australian Institute of Credit Management Level 3, Suite 303, 1-9 Chandos Street, St Leonards NSW 2065,

PO Box 64, St Leonards NSW 1590 | Tel: 1300 560 996 | Fax: (02) 9906 5686 | Email: aicm@aicm.com.au | Web: www.aicm.com.au





Mr Ms Mrs Miss Given Name: ..... Surname: .....

### IMPORTANT NOTICE

To enable AICM to assign the appropriate level of membership and to assist you with your Certified Credit Executive (CCE) qualification, it would be appreciated if you would complete this form. There are a number of CCE points which can be awarded to you on joining AICM. To avoid you completing the information already detailed in your Resume, please supply a COPY OF YOUR RESUME AND QUALIFICATIONS WITH THIS APPLICATION and we will assess the information for you.

## Section 1 – Employment History and Work Experience

Total number of years working in the credit industry: ..... Years Total number of years acting as a manager/supervisor: ..... Years  
Organisation/Company Name (in full): .....  
Business Mailing Address: ..... Post Code: .....  
Business Phone: ..... Business fax: ..... E-mail Address: .....  
Title of position held ..... Number of years in that position: .....  
Percentage of day spent doing credit duties: ..... % Number of people supervised: ..... Value of receivables ledger: \$ .....

## Section 2 – Employer Sponsored Training and Education Courses Attended

|      |              |       |                                |
|------|--------------|-------|--------------------------------|
| Date | Course Title | Venue | Number of Hours/Credit Content |
| Date | Course Title | Venue | Number of Hours/Credit Content |
| Date | Course Title | Venue | Number of Hours/Credit Content |

## Section 3 – Professional Accreditation and Qualifications Attained

|      |              |                               |  |
|------|--------------|-------------------------------|--|
| Date | Course Title | Learning Institution Attended | Units Completed/Qualification Attained |
| Date | Course Title | Learning Institution Attended | Units Completed/Qualification Attained |
| Date | Course Title | Learning Institution Attended | Units Completed/Qualification Attained |

## Section 4 – AICM CCE Accredited Courses and Qualifications Attained

|      |              |       |                     |
|------|--------------|-------|---------------------|
| Date | Course Title | Venue | CCE Points Attained |
| Date | Course Title | Venue | CCE Points Attained |
| Date | Course Title | Venue | CCE Points Attained |

## Section 5 – Declaration

I warrant by my signature below that the details provided in this application are true and correct. I hereby apply for membership classification within the Australian Institute of Credit Management and in support of my application I herewith submit personal particulars and information. If admitted as a member of the Institute, I agree to be bound by the Constitution and the By-Laws of the AICM.

Signature of Applicant: ..... Date: .....