



**National Partners**



**Credit Toolbox – Collect with Confidence 4 CCE points**

**DATE:** Monday 23<sup>rd</sup> September 2019  
**VENUE:** Results Legal Office – Level 4, 183 North Quay Brisbane  
**TIME:** 12:00pm Registration 4:30pm Finish  
**COST:** Members \$175 (Inc. GST) Non-members \$225 (Inc. GST)

Credit Toolbox courses are a unique opportunity to learn and refresh on the fundamentals of Credit Management from Credit Professionals with extensive real world experience.

The courses have been designed by the AICM's most experienced Credit Management Trainer to ensure all courses cover the fundamentals required to understand what and why credit professionals do what they do.

This module will enable new and experienced Credit Professionals to be proficient in the topics such as;

- Making the call
- Documentation
- Securities
- When, why and how to make a call
- Best practice for all call types

**BOOK NOW**

Australian Institute of Credit Management



**Register online** (+ pay online) at: <http://memberhub.aicm.com.au/login.aspx> (you need your user name or the email address registered in your membership details) OR



**Fill in this form**, then email or fax it to us (at the details below)

**TAX INVOICE M20**

Name ..... Company ..... Date .....

Address ..... Member Y/N .....

Dietary Requirements: ..... Telephone .....

Email ..... Please debit my credit card \$ .....

Cardholders Name (Printed) ..... Signature .....

Security No.....Expiry.....Visa/MasterCard/Amex.....

EFT payment – Commonwealth Bank BSB: 062 104 Account: 1003 9560 (please quote name & event).

*Personal details will remain in confidence and in accordance with the Australian Institute of Credit Management's privacy policy*

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## Speakers Profile – Toni Sawyer

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With consumer and commercial experience of over 30 years, Toni brings to the AICM's training programs a wealth of academic and professional knowledge enhancing the programs offered.

A widely recognised credit professional and Life Member of the AICM, Toni combines her industry experience obtained in a senior management role when she was National & Group Credit Manager for Ideal Electrical Suppliers. With this industry knowledge Toni came to the AICM Registered Training programs 10 years ago. Her mix of academic and workplace knowledge has enabled her to bring to the table a view from both sides of the credit management spectrum.

Toni has been part of the AICM training team that travelled to Fiji, New Zealand, Manilla and United Emirates. Toni's presentation style for the groups in the programs enables everyone to become involved and participate in discussion, which ensures that the participant leaves with further and better understanding of the subject.

As part of her working life, Toni is an active member of the AICM and is a regular attendee of professional development events, as both a presenter or as a participant, which keeps her knowledge of critical issues up to date. Toni is extremely passionate about sharing her knowledge with the industry especially younger members seeking a comprehensive base for their chosen career.

Toni holds:

- Graduate Diploma in Financial Services
- Diploma of Credit Management
- Cert IV in Financial Services
- Cert IV in Accounting
- TAE40110 Training and Assessment
- Certified Credit Executive
- Justice of the Peace (Qual)
- Life member of AICM