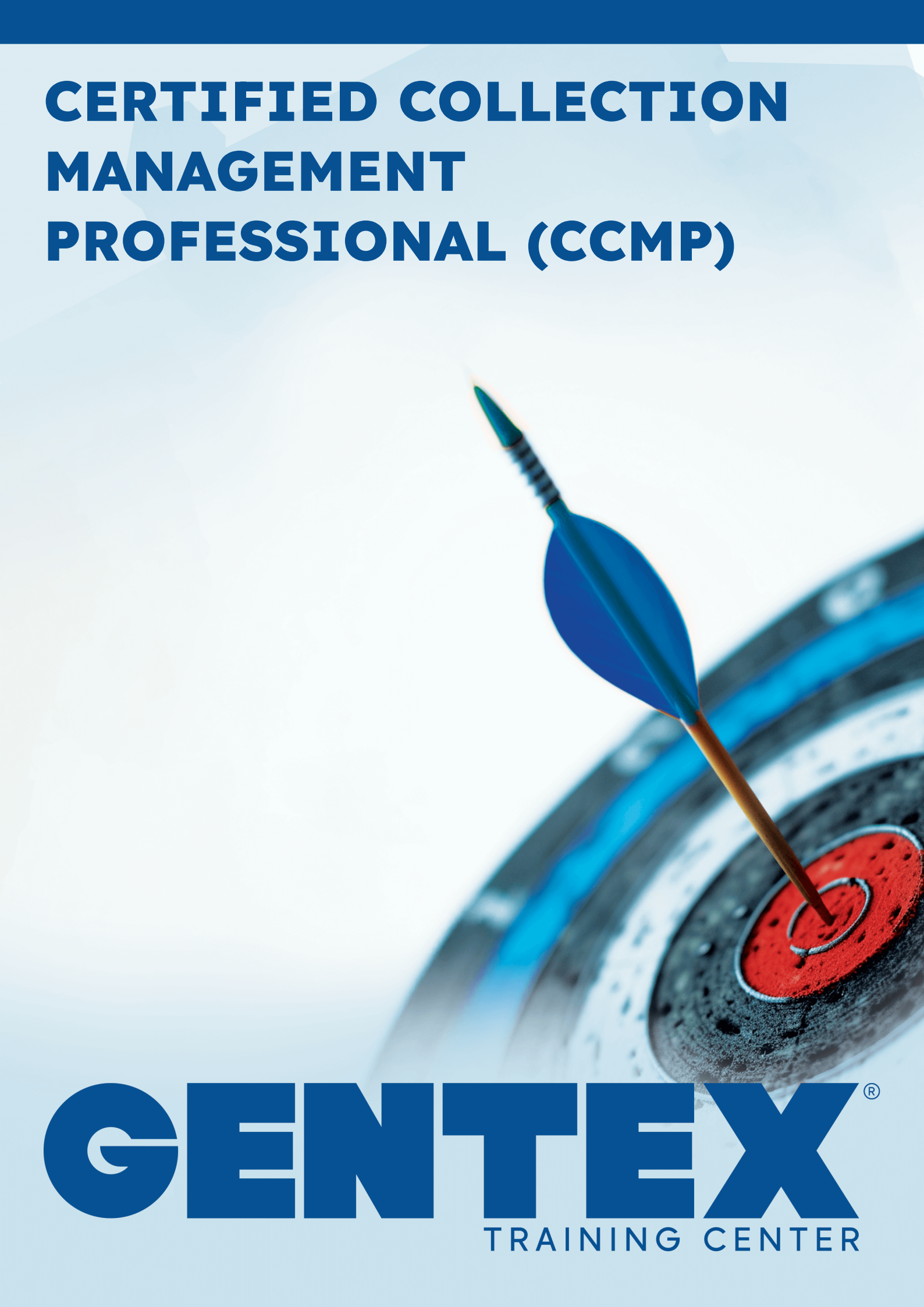
CERTIFIED COLLECTION MANAGEMENT PROFESSIONAL (CCMP)



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Introduction

Certified Collection Management Professional (CCMP) Training Course builds the strategic and operational competence that distinguishes a collections manager from a collections clerk. Collections affects cash flow, bad debt, customer retention, and regulatory compliance simultaneously, and it sits between finance, sales, and legal. Managing it well requires portfolio strategy, workflow design, performance measurement, and clear governance. This course develops all four. It covers portfolio analysis, segmentation, and collection strategy. Furthermore, it applies dunning design, negotiation, dispute resolution, recovery channels, and control frameworks. In addition, it develops team leadership and compliance practice. As a result, participants manage collections as a professional function.

Certified Collection Management Professional (CCMP) Course Objectives

- Explain the collections function's role in working capital and risk management.
- Analyse receivable portfolios by value, age, and risk segment.
- Design collection strategies aligned with customer segments.
- Build dunning cycles, escalation rules, and workflow automation.
- Apply negotiation techniques to recovery and settlement discussions.
- Manage disputes, deductions, and unauthorised short payments.
- Apply legal and third-party recovery channels appropriately.
- Apply provisioning, write-off, and expected credit loss policy.
- Design collection controls, governance, and compliance frameworks.
- Lead and measure collection team performance effectively.

Course Methodology

- Interactive lectures with real collection portfolio and recovery cases.

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- Portfolio analysis and segmentation workshops.
- Dunning design and workflow mapping exercises.
- Negotiation and settlement simulation with role-play.
- Structured peer review with facilitator feedback on collection strategy.

Who Should Take This Course

- Collections managers and team leaders.
- Credit controllers and receivables supervisors.
- Finance managers overseeing working capital.
- Banking and financial services recovery staff.
- Internal auditors reviewing collections controls.
- Consultants advising on collection operations.

Certified Collection Management Professional (CCMP) Course Outlines

Day 1: Collections Strategy and Portfolio Analysis

- Collections role in working capital and credit risk management.
- Portfolio composition analysis by value, age, and customer type.
- Risk segmentation and treatment strategy design.
- Cost to collect and recovery economics.
- Collection channels: in-house, outsourced, and legal.
- Policy framework for collection activity.
- Case study: analysing a receivable portfolio for strategy design.

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Day 2: Segmentation and Collection Workflow

- Customer segmentation and treatment differentiation.
- Dunning cycle design and escalation triggers.
- Automated reminders, statements, and digital collection tools.
- Workflow management and workload allocation.
- Prioritisation models and contact strategy.
- Early intervention and pre-delinquency programmes.
- Workshop: designing a dunning calendar and workflow.

Day 3: Negotiation, Settlement, and Dispute Resolution

- Negotiation preparation and interest-based approaches.
- Settlement authority levels and approval thresholds.
- Payment plans, instalments, and restructuring options.
- Dispute identification, logging, and resolution workflow.
- Unauthorised deductions and short payment handling.
- Difficult conversation management and conflict de-escalation.
- Workshop: negotiating a settlement and a payment plan.

Day 4: Recovery Channels, Provisioning, and Controls

- Third-party agency selection and performance management.
- Legal recovery process and documentation requirements.
- Write-off policy, approval thresholds, and reinstatement.
- Expected credit loss and provisioning methodology.
- Segregation of duties and authorisation in collections.

- Fraud indicators in receipts and settlement arrangements.
- Workshop: establishing a recovery escalation and controls framework.

Day 5: Performance, Leadership, and Compliance

- Collection performance indicators: DSO, CEI, roll rates, recovery rate.
- Team structure, skills, and coaching for collections.
- Performance targets, incentives, and ethical boundaries.
- Regulatory and consumer protection considerations.
- Reporting to management and governance committees.
- Continuous improvement and technology adoption.
- Course review, assessment, and action planning.

Conclusion

By successfully completing Certified Collection Management Professional (CCMP), participants will gain a thorough understanding of collections strategy and portfolio analysis, segmentation and collection workflow, negotiation and settlement practice, recovery channels and provisioning controls, and collection performance and compliance management. They will also acquire practical skills in collection portfolio analysis and strategy design, dunning workflow and segmentation design, negotiation, settlement and dispute resolution, and recovery controls, performance measurement and compliance. In addition, the course prepares them to lead collections as a professional function. Gentex Training Center delivers this programme with a strong focus on applied collection management practice and measurable working capital improvement.

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FAQs for Certified Collection Management Professional (CCMP) course

Q1 What is the "Certified Collection Management Professional (CCMP)" course about?

It is a five-day programme on managing collections as a professional function. It covers portfolio analysis and segmentation, collection strategy and dunning design, negotiation and settlement practice, dispute resolution, recovery channels, provisioning and write-off policy, controls, and performance measurement.

Q2 What are the key benefits of the "Certified Collection Management Professional (CCMP)" course?

Participants manage collections strategically rather than reactively. The course lowers days sales outstanding and bad debt, improves recovery rates through better segmentation and workflow, sharpens settlement and payment plan decisions, strengthens dispute resolution and control, reduces compliance and conduct risk, and improves collection team performance measurement.

Q3 What skills will I gain from the "Certified Collection Management Professional (CCMP)" course?

Participants gain collection portfolio analysis and strategy design, dunning workflow and segmentation design, negotiation, settlement and dispute resolution, and recovery controls, performance measurement and compliance. These four skills cover the practical core of professional collections management.

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Q4 What tools, methods, or standards are covered in the "Certified Collection Management Professional (CCMP)" course?

The course covers working capital and credit risk linkage, portfolio composition analysis by value, age and customer type, risk segmentation and treatment strategy, cost to collect and recovery economics, in-house, outsourced and legal collection channels, collection policy frameworks, customer segmentation and treatment differentiation, dunning cycle design and escalation triggers, automated reminders and digital collection tools, workflow management and workload allocation, prioritisation models and contact strategy, pre-delinquency intervention, negotiation preparation and interest-based approaches, settlement authority levels and approval thresholds, payment plans and instalment restructuring, dispute logging and resolution workflows, unauthorised deduction and short payment handling, conflict de-escalation, third-party agency selection and performance management, legal recovery processes and documentation, write-off policy and reinstatement, expected credit loss and provisioning methodology, segregation of duties and collection authorisation controls, fraud indicators in receipts and settlements, days sales outstanding, collection effectiveness index, roll rate and recovery rate measurement, team structure and coaching, incentive design and ethical boundaries, regulatory and consumer protection considerations, and collection governance reporting.

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Q5 How is the "Certified Collection Management Professional (CCMP)" course applied in real-world practice?

Participants apply the methods to their own portfolios and teams. They analyse portfolio composition and risk segments, design dunning cycles and escalation rules, set contact and workload prioritisation models, negotiate settlements and payment plans, log and resolve disputes, select and manage recovery channels, apply write-off and provisioning policy, build collection controls, and report DSO and recovery performance to management. Many leave with a segmentation model, a dunning calendar, and a collection performance dashboard ready to use.