

A group of six diverse professionals (three women and three men) are smiling and giving a thumbs up. The woman in the foreground is wearing a green t-shirt. The background is a solid teal color.

Join the professionals

Advance your career. Gain recognition.
Be part of a **professional community.**



Chartered
Institute
of Credit
Management

WWW.CICM.COM

Welcome to the Chartered Institute of Credit Management

What we do

Whether you're just starting out, building your expertise or leading in your field, CICM membership supports you at every stage of your career. Our members are part of a trusted growing community that sets the standard for professionalism, knowledge and ethical practice across the credit & collections industry.

Founded in 1939, CICM has proudly stood at the heart of the credit profession for over 85 years. As the only recognised professional body in the UK for the credit management and debt collection community, we champion high standards and career development across the entire credit spectrum.

We're here to support you at every stage of your professional life with qualifications, expert resources, networking and career enhancing training designed to help you thrive. This brochure is your guide to everything CICM has to offer, from becoming a member through to helping unlock your full potential.

Welcome to the professional home of credit & collections.



Why join CICM?

Your professional home in credit and collections

Whether you are just starting out in your credit career, or are an industry leader, there is a CICM membership grade designed for you, giving you the recognition you deserve and the support you need.

- ▶ The only recognised professional body for credit & collections in the UK.
- ▶ Respected by employers – professional standards that set you apart.
- ▶ Career-long support – from entry level to senior leadership.
- ▶ Recognised qualifications – Levels 2-5, aligned to real-world practice ethical, professional community.
- ▶ Ethical, professional community – learn, grow and connect with peers that champion excellence.

Make your mark with CICM

Becoming a CICM member shows your commitment to professionalism, credibility, and continuous development. Whether you work in credit control, collections, enforcement, finance, insolvency, legal or related fields, membership helps you stay current, confident, and recognised in a changing



Membership Grades

Find the right grade for you

► Essentials

This entry level grade is perfect for individuals new to the credit profession or those looking to explore CICM and the industry before committing to a professional pathway.

► Studying

If you want to study towards a recognised CICM Qualification, regardless of where you are at in your Credit Management Career, or maybe you are new to the career and looking to grow your knowledge through recognition.

► Affiliate

For those with an interest in credit management and keen to stay informed but not currently studying or professionally qualified.

► Associate (ACICM)

Professional recognition for those working in supporting or developing a career in credit management, collections or related financial fields. Available via experience or gaining the Level 3 Diploma in Credit and Collections.

► Member (MCICM)

Recognises established professionals who apply credit management knowledge, judgement and responsibility in their role. Available via experience or gaining the Level 5 Diploma in Credit and Collections.

► Fellow (FCICM)

The highest level of CICM membership. Reserved for those who are Senior leaders and have demonstrated a significant contribution to the profession.

► Retired

For long standing members who have retired from professional practice but wish to remain part of the CICM community.



Find your membership grade today



Member benefits

What You Get With CICM Membership

- ▶ Digital Learning Hub with templates, guides & resources
- ▶ Webinars, podcasts, and on-demand training
- ▶ Exclusive member rates on events and training
- ▶ Monthly *Credit Management* magazine
- ▶ Partner Rewards Platform for lifestyle & retail discounts
- ▶ Networking through our national branch network
- ▶ Industry recognised letters after your name (Professional Grades only)
- ▶ Support and Guidance from CICM and industry experts
- ▶ Stand out in your industry as a member of a Chartered profession



View member
benefits



Supporting your career

Your development. Our priority.

- ▶ Clear pathways from entry level to Professional status
- ▶ Apprenticeships and employer supported training
- ▶ CICMQ accreditation for organisational excellence
- ▶ Career support, events, mentoring and community engagement

**Make this your year to thrive.
With CICM you can gain qualifications,
confidence and career momentum.**

Getting involved

Be part of
something bigger

- Join your local CICM Branch
- Take part in regional and national events
- Volunteer, speak at events or join advisory groups
- Celebrate success through the British Credit Awards

Join our **growing community** of Credit Management and Debt Collections Professionals that **stand out from the crowd.**

Join today

Visit **cicm.com/membership** to select your grade and complete your application in just a few steps.

Need support?

Our Membership Team is here to help:
cicmmembership@cicm.com

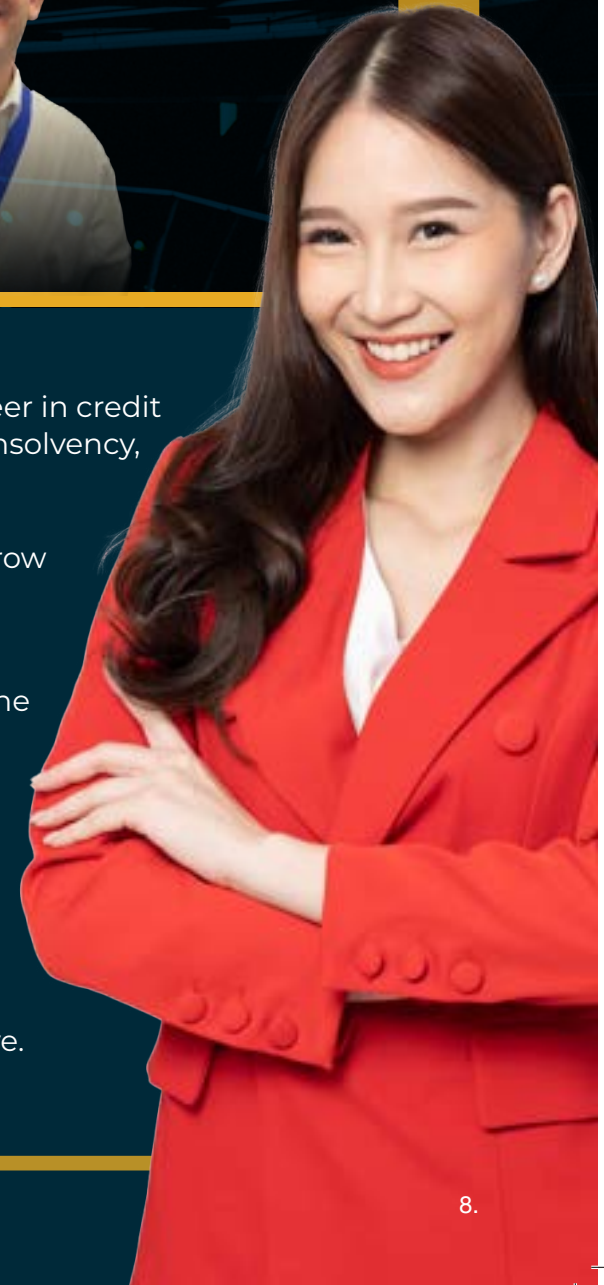
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Join CICM
today

Testimonials

Here are 10 reasons why being part of the CICM really matters to me, all centred on supporting others – **Neil Jinks FCICM**



- 1 Introducing people to a career they may never have considered because very few people plan to work in credit... they usually just “fall into it”.
- 2 Showing that credit management is not just a job, but a profession with real progression and credibility.
- 3 Supporting people to access professional membership and feel part of a wider, respected community.
- 4 Helping individuals elevate their career to the right level through qualifications, professional recognition and confidence.
- 5 Sharing best practice so people don't have to learn everything the hard way.
- 6 Opening eyes to just how varied a career in credit can be, spanning legal enforcement, insolvency, finance, accountancy and far more.
- 7 Creating opportunities for people to grow beyond the role they're currently in.
- 8 Raising awareness of credit as a genuine and rewarding career path for young people leaving education.
- 9 Building a profession where people support and celebrate each other.
- 10 Giving people a voice, a network and a platform they might not otherwise have.

Testimonials

I was recently asked why CICM membership matters and why I chose to serve on the Advisory Council.

For me, it's simple: the chance to give something back. CICM has shaped my career, and now I can use that experience to help others, champion our profession, and help shape the Institute's future by ensuring members get the training, support, and voice they need. CICM members do things the right way, keep learning, and help businesses stay financially healthy. It's credibility, connection, and expertise you can trust.

Proud to be part of a community that's strengthening our profession every day. – **Arvind Kumar FCICM (Grad)**

My CICM membership has been instrumental in shaping my career, providing both professional credibility and continuous development. Achieving MCICM status, alongside being recognised as Credit Professional of the Year, reflects the confidence, expertise, and progression that CICM has helped me build. I would highly recommend CICM membership to anyone looking to grow within the credit profession, enhance their knowledge, and gain recognition for their achievements. – **Rosie Payne MCICM**

Studying with CICM has been a valuable step in developing my career and an incredibly rewarding experience. The learning resources, expert support, and industry-recognised qualifications have strengthened both my knowledge and confidence within Credit Management. The flexibility of online learning has made it easy to balance studying alongside work, with consistent encouragement from CICM, tutors, and fellow students throughout. Being part of the CICM community has also connected me with experienced professionals, including Fellows who generously shared advice and support during my studies. I would highly recommend CICM to anyone looking to grow professionally and build their career. – **Sue Whittaker, Studying Member**



“The Chartered Institute of Credit Management isn’t just a membership body. It’s a **standard-setter**. A culture-setter. In many ways, a form of de facto regulation, because the people in this room choose to hold yourselves to **higher standards** than the minimum required. That matters enormously”

– **Robert Rinder MBE**



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