



## **Commercial Collection Training Institute**

We are proud to launch this online *individual* collector certification program, after many months of diligent work by the organization's members, the board of directors and top credit and collection professionals in the industry. This state-of-the-art program features fourteen (14) instructors who present a myriad of topics relevant to the accounts receivable management landscape. These dedicated professionals have fulfilled our mission to create an educational tool which can be used to create a knowledgeable workforce in our industry. There are two programs-Level I and Level II.

- Level I is designed for entry level personnel and provides the student with an overview of the industry, his/her role and contribution to the industry and a code of conduct.
- Level II is advanced coursework for personnel in the collections field for one or more years. The program is designed to give a more in-depth study of various aspects in the industry.

As outlined in the certification requirements, **each agency member "must have at least one senior certified collector on staff at all times."** Many agencies will opt to enroll more than one collector, as this is a valuable, reasonably-priced training platform which will increase the skillset of all collectors, while at the same time make an agency more marketable.

Each graduate of CCTI will receive a Certification of Completion and be named on our website.

The Board of Directors has also indicated that each agency whose membership is current as of November 1, 2015 **will receive one complimentary registration.**

Please contact Annette M. Waggoner, Executive Director for current registration rates at CCTI: