

SYLLABUS

	VALUE CREATION IN CREDIT	STRATEGIC CREDIT MANAGEMENT	CORPORATE FINANCE AND TREASURY MANAGEMENT
01	PEOPLE AND RELATIONSHIP MANAGEMENT	DEVELOPING CORPORATE CREDIT POLICIES	CORPORATE FINANCE AND LENDING
	- Identifying the team's capabilities and training needs - Empowering team members and sharing best practices - Integrating and mentoring new staff - Developing successful working relationships - Dealing with misunderstandings	- Objectives and underlying factors of corporate credit policies - Establishing credit standards, terms and collection policies - Contents of a corporate credit policy - Implementing and monitoring corporate credit policies - Strategies of credit management Industry risks	- Commercial loan structuring - Loan pricing and negotiating - Secondary and tertiary sources of repayment - Growing shareholder value - Financing in the short and long term - Capital structure and financing decisions - Foreign exchange and Interest rate risk - Capital Budgeting
02	LEADERSHIP AND INFLUENCING SKILLS	MANAGING STAKE HOLDERS	CORPORATE AND PERSONAL INSOLVENCY
	- Tact and diplomacy skills - Championing solutions and delegation skills - Effective personal qualities - Resource utilization and workload planning	- Stakeholder motivations - Mendelow's matrix - Stakeholder analysis - Strategies for stakeholder management	- Indicators for corporate and personal insolvency - Bankruptcy - Debt Management Plans - Debt Relief Orders - Court liquidation - Receivership
03	MODERN BUSINESS SOLUTIONS IN CREDIT INDUSTRY	STRATEGIC PLANNING	MANAGING THE TREASURY FUNCTIONS
	- Venture capital and Angel funds - Online Leasing - Mobile - optimized lease - Personal financial planning - Crowd funding and P2P lending - Project financing	- Link between organizational strategy and strategic credit management - Industry assessment and long-term goals - Strategic direction and strategy selection	- Treasury structures, policies, processes and procedures - Raising finance in practice - Relationship between treasury management and credit management

		Developing strategic plans	- Treasury risk management (Including: Interest rate risk and Foreign exchange risk)
04	CREATIVE BUSINESS SOLUTIONS	CHANGE MANAGEMENT	FINANCING INTERNATIONAL TRADE
	- Attributes of creative ideas - Conventional approaches to creativity - Implementing creativity at work - Converting creative ideas into a reality - Creative people at work	- Change management theories - Managing the human aspects of change - Issues impacting on a businesses' need to change - Putting together an effective change management plan	- International Payment and Shipping Terms Process of making and receiving - international payments - Documents used in international trade Documentary Credit /Letters of Credit) - Industry practices applicable to international trade - Credit enquiries in trade finance - Risks involved and Methods of risk mitigation in international trade
05	DELIVERING A RELIABLE CUSTOMER SERVICE	OFFICE AND QUALITY MANAGEMENT	REGULATORY ASPECTS(CB AND CSE)
	- Making realistic promises to customers - Keeping the promises made to customers - Customizing the product/service to meet changing customer expectations - Giving a consistent service to customers	- Managing the office environment(including; Office building, office size, layout, safety and security measures, Office machines, manuals, charts and reports) - Personnel management, supervision, control and coordination - Quality management and excellence models - Connecting quality to the business processes - Measuring and optimizing efficiency of the credit function	- Central Bank regulations for finance companies and banks - Regulatory aspects of non-equity financing - Non-equity financing methods, (Including: Loan agreements, - Convertible debentures, Sale and lease backs, Securitization, Project financing) Specific types of structured financing - Deals (Including: Private equity structures)