

Certified Cards and Payments Professional

BUILD, MANAGE AND LEAD A PROFITABLE CARDS AND PAYMENTS BUSINESS PRIMED FOR SUSTAINABLE GROWTH



DURATION

90 - 120 hours



DELIVERY CHANNEL

eLearning
+ Textbook



Certifications:

- 1 Cards and Payments I
- 2 Cards and Payments II
- 3 Cards and Payments III

CERTIFICATION OVERVIEW & BENEFITS

The Certified Cards and Payments Professional program provides the breadth of best practices for managing a profitable and sustainable cards and payments business, from the essential business acumen to the advanced leadership competencies.

Cards and Payments I is the first level of the CCPP curriculum which provides a broad overview and coverage of the entire lifecycle of all types of payments cards: credit cards, debit cards, prepaid cards, corporate cards, and mobile payments. Candidates gain a comprehensive understanding of the operating environment, core technology requirements, risk management methodologies and various supporting services.

Cards and Payments II teaches the holistic competencies required to manage a profitable and sustainable cards and payments business end-to-end. Candidates learn how to manage the features and components of service delivery in the entire card lifecycle - from best practices in sales and marketing strategies, operations and servicing infrastructure, fraud and data security - to risk management.

Cards and Payments III teaches Candidates how to lead a cards and payments business. The certification program covers areas such as successful strategies for setting up a robust infrastructure, learning how to prime for growth while effectively managing risk, and delivering best-in-class customer experience.

Upon completion, Candidates have the practical tools and competencies to build and manage a world class cards and payments business in a dynamic environment.

LEARNING OBJECTIVE

To gain the breadth of best practices for building and managing a profitable and sustainable cards and payments business, from the essential business acumen to the advanced competencies.

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COMPETENCIES GAINED

Candidates are able to:

- Understand the core parameters, features, services, processes, management best practices and metrics that form the crux of a cards business.
- Distinguish the unique features and concepts of Issuing and Acquiring.
- Launch a profitable credit card, debit card, prepaid card and corporate card business.
- Manage the key areas of service delivery and features in the card life cycle.
- Conceive and execute winning Sales and Marketing strategies that address disruptive and competitive challenges.
- Set up and manage a world class operations and servicing infrastructure.
- Identify types of fraud and review fraud best practices that have proven effective in reducing fraud losses.
- Apply risk management best practices and track and measure key industry metrics.
- Develop strategies for product development, features and benefits to differentiate their cards and payments business.
- Build successful partnerships and loyalty customer relationship management strategies that can meet customer needs.
- Analyze how product strategies and their related service strategies have a direct impact on financial outcomes over a time horizon.
- Understand how regulatory developments impact growth and expansion rates in the cards and payments industry.

INTENDED AUDIENCE

This certification is designed to meet the learning objectives of all levels of employees – from entry level to senior executive.

PATHWAY

The program is relevant for cards and payments businesses of all sizes and geographies.

