

Level 2 Credit Control & Collections

Indicative content

Whilst not exhaustive this document provides an illustration of topics and themes in this unit.

NOTE: When completing CICM assignment units it is not intended that learners include **ALL** the suggested areas below, rather, they are intended as guidance on the type of content you may study and include.

CICM assignments require a high level of personal application. Therefore, when completing them careful consideration needs to be given to the relevance within your organisation, industry and your specific role.

1	- Principles of credit management and collections. - Nature and priorities of their organisation and organisational standards and values. - Structure of their credit/collections function and where their role fits in. - How their role fits in and different areas of the organisation that they work with. - Organisational products/services and how their role supports the delivery.
2	- Credit control/collections policies and techniques, e.g. credit policies, customer service standards, policies for working with vulnerable customers. - How to use external sources of information. - Relevant legal, regulatory, risk and compliance frameworks and requirements.
3	- Systems, tools and processes used in role and standards to be met in using these, including how to: - Organise own accounts, completing tasks to required organisational deadlines. - Track individual customer accounts, where necessary, taking appropriate action. - Take ownership through to completion, escalating when required. - Consequences of not following processes and when to raise concerns if errors are made.
4	- Professional standards of working practices; importance of integrity and ethical behaviour. - Organisational customer service standards and how to work positively with customers.
5	- Individual and team objectives and how to work consistently to support colleagues and collaborate to achieve results. - How to deal objectively with setbacks when they occur, learning for the future. - How to support others when setbacks occur, sharing learning with others. - How to keep up to date with relevant changes and work with a manager to build capability and identify opportunities to improve work practices and performance.

Assessment

One written assignment.