

Advanced Collections

32 Guided Learning Hours 104 Total Qualification Time

Aim

The unit develops the advanced collection knowledge and skills required for advanced credit controller and debt collection specialist work.

Syllabus topics

1. **Organisation of collections work** (22%)
 - Organisation's collections strategy
 - Group, prioritization and monitor of collections work
 - Collections cycle.
2. **Collection skills and tools** (22%)
 - Different methods of contact
 - Range of effective communication skills
 - Collection tools.
3. **Working relationships** (14%)
 - Challenges of managing internal and external relationships
 - Achievement of positive outcomes for a range of stakeholders.
4. **Collections work** (21%)
 - Handling of collections work including complex customer requirements
 - Handling customers with disputes or complaints
 - Handling challenging customer behaviour.
2. **Reflective practice** (21%)
 - Evaluation of credit risk performance
 - Assessment of changes in approach and outcome
 - Action planning to improve performance

Assessment

Assignment.