

# Commercial Telephone Collections

33 Guided Learning Hours 105 Total Qualification Time

## Aim

This unit aims to develop the knowledge, skills and behaviours required for commercial telephone collections.

## Syllabus topics

### 1. Commercial telephone collection (10%)

- Qualities required for commercial telephone collections work
- Organisational measurement of quality of telephone collections

### 2. Main customer types and collection processes (15%)

- Identification of main types of customers in arrears
- Organisational collection process for each customer type
- Objective of collection calls for each customer type

### 3. Rules relating to commercial telephone collections (10%)

- Key laws and regulations
- Key organizational rules required to ensure compliance with legal and regulatory requirements

### 4. Conducting commercial telephone collection calls (30%)

- Organisation of commercial collections calls
- Structure of commercial telephone collections calls
- Techniques to build customer relations
- Excuses for late payment
- Vocal techniques used in commercial collections calls
- Post call action

### 5. Effective negotiations (25%)

- Assertiveness during commercial collections calls
- Influencing techniques used during commercial collection calls
- Overcoming resistance during commercial collections calls
- Negotiation in a commercial collections call
- Handling disputes and dealing with angry callers

### 6. Reflective practice (10%)

- Explanation of key personal strengths in collections call handling
- Reflection on work and learning activities to make improvements to performance

## Assessment

Assignment based assessment.