

## Credit Control/Collections

40 Guided Learning Hours 91 Total Qualification Time

### Aim

This entry level aims to assess essential knowledge and skills of Credit Controllers and Collectors.

### Syllabus topics

#### 1. Principles of credit/collections in organisation (30%)

- Importance of credit control/collections in organisation
- Structure of credit/collection function
- Organisational policies and procedures
- Product/services support explanation
- Personal work objectives

#### 2. Risks related to credit control/collections (15%)

- Risks related to credit control/collections work
- Minimising risks

#### 3. Working in a compliant way (20%)

- Compliance with legal, regulatory, or organizational requirements
- Consequences of not following organizational policies and procedures
- Raising concerns if errors made

#### 4. Excellent service delivery (15%)

- Organisational standards and values
- Personal knowledge, skills and behaviours needed to ensure excellent service delivery

#### 5. Reflective practice (20%)

- Evidence of effective credit control/collections
- Reflection on work and learning activities to make improvements to performance
- Progress identification and evaluation of performance

### Assessment

One written assignment