

Credit Management (trade, export and consumer)

46 Guided Learning Hours 101 Total Qualification Time

Aim

The unit provides an understanding of the concepts, processes and techniques that underpin best practice across a range of credit environments.

Syllabus topics

1. **Value of credit (10%)**
 - Definition of credit
 - Cost of credit
2. **Organisation of the credit function (15%)**
 - The credit department
 - Credit policy
3. **Credit customers and arrangements (35%)**
 - Customers
 - Credit agreements
 - Documents
4. **Credit risk control (15%)**
 - Risk assessment and control
 - Information sources and their value
 - Scoring
 - Insurance
5. **Credit documents and systems (10%)**
 - Customer master file
 - Sales ledger system
 - Computerised systems
6. **Collections methods and legal action (15%)**
 - Targets and use of resources
 - Methods
 - Dealing with problems
 - Legal procedures and use of third parties

Assessment

One hour online examination involving 60 multiple choice questions.