

Debt Recovery Management

32 Guided Learning Hours 104 Total Qualification Time

Aim

To develop advanced knowledge and skills required for debt recovery management work.

Syllabus topics

1. **Debt recovery options** (10%)
 - Different options available in the recovery of debt
2. **Preparation for debt recovery** (20%)
 - Liaison with relevant parties
 - Debtor case review
3. **Management of debt recovery procedures** (30%)
 - Monitor progress of debt recovery cases
 - Maintain customer records in accordance with organisational legal and regulatory requirements
 - Work with stakeholders.
4. **Debt recovery in line with legal, regulatory and industry frameworks** (20%)
 - Debt recovery case management including customers with complex requirements
5. **Reflective practice** (20%)
 - Evaluation of oversight of debt recovery options
 - Assessment of changes in approach and outcome
 - Action planning to improve personal skills.

Assessment

One written assignment.