

"Level 3 – Credit Control & Debt Management"



Student Profile

This programme is designed for people who wish to gain an understanding of principles and practice of controlling credit and managing debt in commercial organisations.

Objectives

The objectives of the course are to:

- Describe methods of controlling credit
- Investigate methods of credit checking
- Examine the use of the courts and debt management agencies in recovering debt
- Describe how to collect debt by letter and telephone

Study Method

The course is designed for study by distance learning at work or at home. Students receive course manual, assignments and study-guide plus tutor support by mail and email. You can start at any time and plan your studies over a period of up to one year from the time of enrolment.

Assessment

Each element is followed by a written assignment, which is submitted and then marked by your tutor. There is no external examination required.

Course Accreditation

At the end of this course successful learners will receive a level 3 NCFE Award certificate of achievement. That means that it is independently accredited at a level of learning equivalent to level 3 on the National Qualifications Framework (NQF) for England, Wales and Northern Ireland. The course is provided in conjunction with Kendal Publishing Limited - a licensed NCFE centre.

NCFE is recognised as an awarding body by the qualification regulators for England, Wales and Northern Ireland. The regulators are the Office of the Qualifications and Examinations Regulator (Ofqual) in England, the Department for Children, Education, Lifelong Learning and Skills (DCELLS) in Wales and the Council for Curriculum, Examinations and Assessment (CCEA) in Northern Ireland.

Course Duration

Students may register at any time and have a full year to complete their studies. The course will take around 60 hours of study to complete.

Pack/Course Contents

Your study pack is dispatched in full at the time of enrolment and provides all you need to complete your studies:

- Study-guide.
- Comprehensive study notes for each element of the course.
- Self-assessment activities.
- Assignments.
- Tutor support.
- Assignment marking & feedback.
- Certification.

Price and Payment Methods

Please refer to current price list or call for details.

Course Contents

This course consists of three units of study:

Unit 1 - Credit Control

Credit

- Cutting down on credit
- Bad debts
- Sales discounts
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Is my customer credit worthy?

- Credit application form
- Trade references
- Bankers references
- Credit checks
- Credit insurance

Credit control routines

- Terms and conditions of sale
- Interest
- Invoices
- Aged debt analysis and debt turn

Debt recovery through the courts

- The Courts and their powers of collection
- 3 track system - Full description in unit 2

Statutory demands, Insolvency and Bankruptcy

- Statutory demands
- Insolvency
- Winding up petitions
- Voluntary arrangements
- Administration orders

VAT and Tax relief for Bad debts

- What VAT relief is available?
- How to claim relief
- Tax relief

Unit 2 - Debt Management Agencies

Credit checking agencies

- An explanation of what credit checking agencies do
- The information they hold
- How to use their services.

Factoring companies

- A history of factoring
- an explanation of how their products work
- The services they can offer.

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Specialist Legal Services

- What services are on offer
- How to use their services effectively

The Courts

- How and when it is appropriate to use the courts
- Advice on applying for legal resolution
- The 3 track system
- Small Claims Track
- Fast Track
- Multi track
- Costs verses Settlement - Is it worth it?

Debt Collection Agents

- Bailiffs
- What are they?
- What are the costs involved?
- What are their collection powers?
- Sheriffs
- What are they?
- What are the costs involved?
- What are their collection powers?
- Private Debt Collections agents
- What are they?
- What are the costs involved?
- What are their collection powers?

Unit 3 - Communication

Telephone Communication

- Telephone skills
- Handling problems and objections
- Dealing with difficult customers and controlling anger
- How to gain commitment to pay

Written Communication

- When to choose written forms of communication
- Email verses letters - When is each format appropriate?
- Sample letters
- Request for payment
- Demand for payment
- Legal demand for payment

How to deal with customer responses

- Common responses and excuses
- How to reply to customer responses
- How to gain commitment



Course Provider



Accreditation Body

Training Provider details:

Focus Coaching & Training



☎ 0116 215 5559

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🌐 www.focuscoaching.org.uk