

Credit Control & Debt Management - Level 3 Course

Key Information

Course Format:
Paper Based Course Materials

Price:
£250.00

Assessment:
Written Assignments

Payment Options:
Spread the cost over 4 monthly payments

Approximate Study Time:
80 Hours of Self Study

Initial Payment of
£100.00

Approximate Delivery Time:
1-2 Working Days (Courier Service)

Followed by 3 payments of:
£50.00



The **Credit Control & Debt Management - Level 3 Course** is designed for students who wish to gain an understanding of principles and practice of controlling credit and managing debt in commercial organisations.

On successful completion of this course students will receive an accredited Level 3 Certificate of Achievement.

Objectives:

The objectives of the home study courses 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

The Home Study Courses Include the Following 3 Units Containing 14 Individual Lessons:-

UNIT 1: Credit Control

• Module One -Credit

The following topics are covered: Cutting down on credit; Bad debts; and Sales discounts.

• Module Two -Is My Customer Credit Worthy?

The following topics are covered: Credit application form; Trade references; Bankers references; Credit checks; and Credit insurance.

• Module Three -Credit Control Routines

The following topics are covered: Terms and conditions of sale; Interest; Invoices and Aged debt analysis and debt turn.

• Module Four -Debt Recovery Through the Courts

The following topics are covered: The Courts and their powers of collection; and 3 track system - (Full description in unit 2).

• Module Five - Statutory Demands, Insolvency and Bankruptcy

The following topics are covered: Statutory demands; Insolvency; Winding up petitions; Voluntary arrangements; and Administration orders.

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- **Module Six -VAT & Tax Relief for Bad Debts**

The following topics are covered: What VAT relief is available?; How to claim relief; and Tax relief.

- **Module Seven -Credit Checking Agencies**

The following topics are covered: An explanation of what credit checking agencies do; The information they hold and How to use their services.

- **Module Eight -Factoring Companies**

The following topics are covered A history of factoring; an explanation of how their products work; and The services they can offer.

- **Module Nine -Specialist Legal Services**

The following topics are covered: What services are on offer; and How to use their services effectively.

- **Module Ten -The Courts**

The following topics are covered: 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; and Costs verses Settlement and Is it worth it?.

- **Module Eleven -Debt Collection Agencies**

The following topics are covered: 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

- **Module Twelve - Telephone Communication**

The following topics are covered: Telephone skills; Handling problems and objections; Dealing with difficult customers and controlling anger; and How to gain commitment to pay.

- **Module Thirteen - Written Communication**

The following topics are covered: When to choose written forms of communication; Email verses letters and When is each format appropriate?; Sample letters (Request for payment, Demand for payment and Legal demand for payment).

- **Module Fourteen - How to Deal with Customer Responses**

The following topics are covered: Common responses and excuses; How to reply to customer responses; and How to gain commitment.

Prerequisites:

There are no particular entry requirements.

Course Duration & Support:

Students may register at any time and have a full year to complete their studies. You also have access to a personal tutor by mail or email for a 12 month period. As the course is self study you can complete in as little or as long a time as you prefer.

Assessment:

You will be assessed on coursework which is detailed in the course materials. Coursework consists of a series of word processed or written assignments, which are submitted to and then marked by your course tutor.

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Certification:

On successful completion of this course students will receive a Credit Control & Debt Management Certificate of Achievement by ABC Awards and a Learner Unit Summary (which lists the details of all the units you have completed as part of your course).



The completion of this course alone does not lead to an Ofqual regulated qualification but may be used as evidence of knowledge and skills towards regulated qualifications in the future. The unit summary can be used as evidence towards Recognition of Prior Learning if you wish to progress your studies in this sector. To this end the learning outcomes of the course have been benchmarked at Level 3 against level descriptors published by Ofqual, to indicate the depth of study and level of difficulty involved in successful completion by the learner.

Information on level descriptors can be found on the Ofqual Qualification & Credit Framework level descriptors page.

The course has been endorsed under the ABC Awards' Quality Licence Scheme. ABC Awards' endorsement involves a robust and rigorous quality audit by external inspectors to ensure quality is consistently met. A regular review of courses is carried out as part of the endorsement process. This means that the course developers (Kendal Publishing) have undergone an external quality check to ensure that the organisation and the courses it offers, meet certain quality criteria. The course itself has been designed by Kendal Publishing to meet specific learners' or employers' requirements.