



**Advanced Credit
Controller /
Debt Collection
Specialist
Level 3**

Seetec
OUTSOURCE



Advanced Credit Controller/ Debt Collection Specialist

Programme overview

Level: 3

Duration: 20 Months (including CICM diploma) + minimum of 3 months for end-point assessment.

Who is the programme suited to?

This apprenticeship would suit individuals looking to progress within credit management and debt collection. It will enable learners to practise proactive and complex interaction with customers who are high risk due to having multiple debts, consistently reaching credit limits or breaching credit agreements, missing repayments to minimise / recover bad debts while retaining positive sustained relationships.

The programme also builds the skills and knowledge needed to succeed in what are often fast-paced, target-driven roles and continue to maximise cash flow within an organisation whilst still achieving fair customer outcomes.

This programme includes one of the following mandatory qualifications:

- Chartered Institute of Credit Management (CICM) Diploma in Credit Management
- Chartered Institute of Credit Management (CICM) Diploma in Debt Collection

You'll be eligible to apply for professional membership of the Chartered Institute of Credit Management (CICM) when you successfully complete this programme.

TYPICAL JOB ROLES

- Advanced credit controller
- Debt collection specialist
- Customer account manager
- Credit risk manager
- Senior credit controller

Key learning outcomes

Knowledge

- Good understanding of the principles of credit management and debt collection
- Good understanding of the legal, regulatory, risk and compliance framework
- Understands professional standards; the commercial context, nature and priorities of the organisation they work in
- Understands the different areas of the organisation that they need to work with to deliver the best solution for the customer and business
- Broad understanding of the products and services offered to customers by their organisation
- In-depth understanding of the systems, tools and processes used in the role

Skills

- Delivers excellent service, identifying and meeting customer needs
- Uses questioning effectively to fully understand the customer's financial situation or specialist needs and requirements
- Able to identify, defuse, resolve difficult and sensitive and/or vulnerable situations professionally when they occur
- Communicates effectively with customers and colleagues at all levels, building rapport and defusing emotive situations.
- Uses a range of negotiating skills to work with customers to identify mutually acceptable solutions and outcomes to credit and debt issues within organisational and compliance guidelines
- Takes the initiative to meet challenging individual and team performance measures

Behaviours

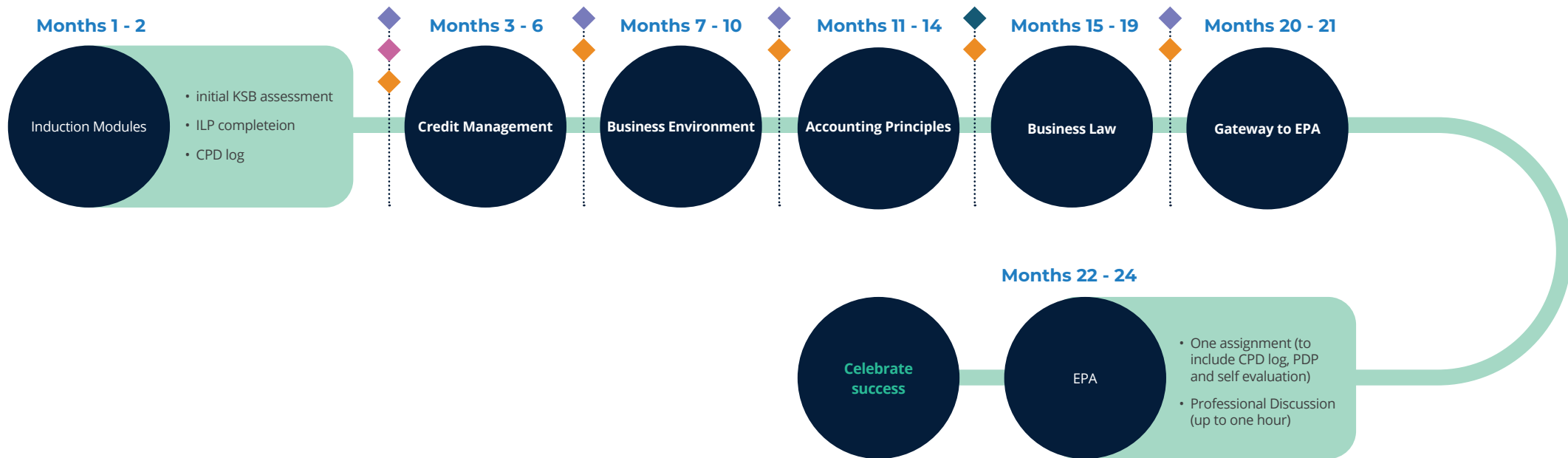
- Shows integrity by doing the right thing- maintains appropriate confidentiality at all times
- Adapts positively to changing work priorities and procedures when new tasks need to be done or business requirements change.
- Displays energy and enthusiasm in the way they go about their role, dealing positively with setbacks when they occur.

In addition to the core requirements of the apprenticeship, one of three specialist options must be completed from below:

- Credit risk
- Advance collections
- Enforcement recovery

Learner journey

This is an example learner journey and the timeline for completion may vary. The apprenticeship development coach (ADC) and the employer will agree when the learner is ready to be submitted to gateway for end point assessment (EPA).



◆ ADC coaching and feedback

◆ Functional skills (FS)

◆ Learner review

◆ Personal Development Plan and Review



Programme delivery

Apprentices follow a personalised learning plan tailored to their organisation and role. Supported by an experienced development coach, they undertake a range of 'blended learning' activities that can usually be completed in the workplace.

Blended learning activities could include:

- Facilitated workshops
- E-learning
- 1-2-1 coaching
- Self-directed learning
- Collaborative learning
- Research
- Industry visits
- Work shadowing
- Mentoring
- Assignments

All apprentices need to demonstrate that they have achieved a level 2 or above in English and maths before they can proceed to end-point assessment.

Learners who have not yet achieved a level 2 (or equivalent) in English and maths will be supported by a functional skills tutor to ensure they meet the minimum requirements for certification.

Why Seetec Outsource?

Part of the employee-owned Seetec group, we're one of the UK's leading providers of employment and training. We have more than 35 years' experience helping businesses and individuals to unlock potential through high-quality apprenticeships, skills training and work-based learning programmes across a range of sectors and occupations.

Our approach is consultative and we aim to be partners in our clients' success. We work closely with employers to gain an understanding of organisational objectives and workforce learning and development needs, helping them to select the right training solutions for their business. We then design and deliver programmes tailored to the needs of the organisation and the learners we support, with a focus on ensuring programme outcomes can be evidenced through improved practice in the workplace.

We also bring an energy and positive attitude that stems from our employee-owned status. Every Seetec colleague is encouraged to innovate, strive for excellence and take responsibility for their overall contribution to the business. These are values that we instil throughout our work.

seetecoutsource.co.uk



**Proud to be
employee
-owned**