

Further and Training Certificate: Debt Recovery Level 4

SAQA Qualification ID 49021, NQF Level 4, 140 Credits

Introduction

Bad debt can have serious consequences for any company. It is essential to ensure that your debt collection activities result in fast payment of the outstanding amounts, without damaging your relationship with customers. This qualification will enable you to do just that. You will learn about ethics and personal effectiveness within the debt recovery context, the application of the legalities in the liquidation of debt, the management of the debtor and credit grantor portfolios and the facilitation of oral and written communication for the purposes of effectively administering debt recovery.

Who should attend

Managers, supervisors, team leaders and professionals in all aspects of corporate life who find themselves having to manage debt recovery.

Entry Requirements

- Communication at NQF Level 3 (Grade 11)
- Mathematical Literacy at NQF Level 3 (Grade 11)
- Computer Literacy at NQF Level 3 (Grade 11)

Training Breakdown

This qualification runs over a period of one year with at least 15 days of training. Learners also have additional access to mentors and work groups to assist in the completion of the activities.

Qualification Objectives

- Manage credit grantor portfolios
- Manage debtor portfolios
- Administer the debt recovery process
- Apply key legislation, codes of conduct and ethics in debt recovery
- Communicate effectively with internal and external stakeholders in at least two languages
- Use mathematics correctly in work and personal situations

Qualification Outline

Module 1: Communication fundamentals

- Accommodate audience and context needs in oral communication
- Engage in sustained oral communication and evaluate spoken texts
- Read, analyse, interpret and respond to a variety of literary texts
- Write for a range of business contexts

Module 2: Numeracy fundamentals

- Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life- related problems
- Represent, analyse and calculate shape and motion in 2- and 3D space in different contexts
- Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues

Module 3: Debtor assessment and portfolio management

- Manage a debtor portfolio
- Assess and allocate debt collecting accounts according to risk profiles

Module 4: Personal effectiveness and record keeping

- Achieve personal effectiveness in a business environment
- Plan, organise, implement and control record keeping systems
- Plan, organise and control the day-to-day administration of an office support function
- Demonstrate skills and techniques required to build a relationship with clients in a financial services environment

Module 5: Legal and ethical frameworks for debt recovery

- Demonstrate knowledge and application of ethical conduct in a debt recovery environment
- Demonstrate and apply understanding of the legal requirements relevant to the liquidation of debt

Module 6: Effective debt collection strategies

- Communicate orally with relevant stakeholders in the recovery of debt
- Negotiate an agreement or deal in an authentic work situation
- Compile debtor correspondence in accordance with legislation and standard procedures

Module 7: Manage a credit provider portfolio in a debt recovery environment

- Manage a credit grantor portfolio
- Present information in a report format

Module 8: Accounting practices

- Demonstrate knowledge and understanding of accounting practice and procedures associated with the collection of debts
- Calculate interest using the basic mathematics of interest rates

Module 9: The nuts and bolts of securities for finance and repossession of goods

- Understanding the basics of securities for finance
- Building your knowledge of the repossession of goods under a credit agreement

Module 10: Budget basics

- Apply the budget function in a business unit
- Record income and receipts