



GROW
LEARN
PROGRESS

GLP Training is dedicated to helping businesses and learners make the most of their apprenticeships. Passionate about what we do and how we do it, our ethos is based around delivering exceptional service to both clients and learners, whilst providing a truly personal, bespoke service, rather than the off-the-shelf products provided by many training providers.

We are a growing, national company and our aim is to become the provider of choice for companies looking for a personal, tailored approach for their apprenticeship programmes.

CREDIT CONTROLLER / COLLECTOR / LEVEL 2

Course overview

This course will give you an introduction into monitoring and managing customer accounts, following financial policies to collect money owed to organisations. Credit management is a dynamic function found across all sectors of UK and international commerce and offers a range of challenging and interesting specialisms.

Suitability

There are no required qualifications for this apprenticeship. Apprentices without level 1 English and Maths will need to achieve this level and take the test for level 2 English and Maths prior to completion of their apprenticeship.

Duration

The apprenticeship will take a minimum of 12 months to complete, followed by an end-point assessment, taking place soon afterwards. This will be whenever you, your trainer & employer all feel you are ready.

Eligibility

Apprenticeships are available to people of all ages, who are either new to a role or looking to enhance their knowledge and skills within an existing role.

Career progression

On completion of this apprenticeship, you will be fully competent in the role and can continue to develop your career within the organisation through a range of possible pathways. These include senior credit controller/collector, credit risk analyst, team leader and credit manager. If you choose to study the suggested CICM qualification, you will become affiliate member of the CICM. This will put you on the pathway towards full qualification as a credit manager and full professional membership of the CICM.

Fees

The fees for this course are £5,000.

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Learning Outcomes

Upon completion of the qualification, apprentices will be able to showcase the following skills, knowledge and behaviours:

Skills

- Service delivery
- Work planning
- Teamwork
- Communication and relationship building
- Negotiation and decision making
- Continuous improvement
- Personal development

Behaviours

- Honesty & Integrity
- Flexibility
- Resilience

Knowledge

- Credit management
- Regulatory and compliance
- Industry and organisation understanding
- Products and services
- Systems and processes

Delivery

The training is a blended learning delivery model, which takes place in the work place during working hours, wherever this may be, according to the apprentices role. This consists of:

- 1 to 1 monthly meetings of approx. two hours with a GLP trainer (face to face or telephone)
- On-line learning courses and/or group sessions
- Building an electronic portfolio of work-related evidence
- Maths and English at Level 2 (if not previously achieved)
- 20% of time at work to be spent working towards apprenticeship
- End Point Assessment (EPA) by an external examiner to complete qualification, consisting of: knowledge test, portfolio-based Interview & project presentation

