



**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.

## **ADVANCED CREDIT CONTROLLER / DEBT COLLECTION SPECIALIST LEVEL 3**

### **Course overview**

This course will give you an advanced view of monitoring and managing customer accounts, following financial policies to collect money owed to organisations, typically working with internal and external customers. Your role will be central to many operations, managing and protecting cash flow, as well as debt collections including late or unpaid money.

### **Duration**

The apprenticeship will take a minimum of 18 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.

### **Link to professional registration**

This standard allows you to apply for professional membership of the Chartered Institute of Credit Management or the London Institute of Banking & Finance, depending on which qualification is taken.

### **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**

This apprenticeship provides an ideal entry into the occupation and supports progression within the sector.

### **Professional qualification included**

During the apprenticeship, you are required to achieve one of the following: Diploma in Credit Management; Diploma in Debt Collection; Diploma for the Debt Collection Industry, Certificate in Consumer Debt Collection Management Qualification), which is achieved alongside the standard.

### **Fees**

The fees for this course are £9,000.

# ADVANCED CREDIT CONTROLLER / DEBT COLLECTION SPECIALIST LEVEL 3

## Learning Outcomes

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

### Skills

- Analysis and decision making
- Managing complex relationships
- Teamwork
- Communication and relationship building
- Negotiation and decision making
- Continuous improvement
- Personal development

### Behaviours

- Managing relationships with customers
- Communication
- Negotiation and decision making
- Delivering Results



### 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