

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

Credit management / debt collection is a dynamic function found across all sectors of UK and international commerce. Given the importance of credit management and debt collection, roles are central to many operations, typically setting policies, facilitating sales, managing financial risk and customer relationships. Credit management typically manages and protects cash flow, while debt collection focuses on overdue, late or unpaid money owed to the organisation.

Roles are generally fast-paced and target driven, requiring detailed knowledge of law, regulations and the business environment, and skilled practitioners possess excellent technical and interpersonal skills. They are rewarding career choices for self-motivated and enthusiastic individuals who would enjoy a varied role working at the centre of operations.

Within this, the focus of the Advanced Credit Controller / Debt Collection Specialist role is typically to work with internal and external customers, both commercial and/or consumer, to ensure that the cash flow of their organisation is maximised while achieving fair customer outcomes. This requires proactive complex interaction with customers who are high risk due, to e.g. having multiple debts, consistently reaching credit limits or breaching credit agreements, missing repayments to minimise / recover bad debts while retaining positive sustained relationships. The range of activities is outlined in the examples contained in the Standard below. In addition to the core requirements of the apprenticeship, one of three specialist options must be completed. These are:

Credit Risk – advising on credit policy and making decisions on credit limits and in some cases complex and non- routine credit arrangements.

Advanced Collections – managing complex customer relations to resolve payment issues or identify potential customer vulnerability through the use of recognised relevant assessment frameworks (e.g. TEXAS Model, Common Financial Statement, understanding of insolvency legislation). Examples might include significant corporate business or customers in complex financial difficulties or vulnerable circumstances.

Enforcement and Recovery – applying in-depth understanding of statutory / non-statutory enforcement solutions in the recovery of debt

The duration for this apprenticeship is 18-24 months (this does not include the End Point Assessment (EPA) period).

This standard allows the apprentice 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.

On completion the apprentice will be fully competent in the role and can continue to develop their career within the organisation through a range of possible pathways. This could include team leader, credit /collection manager or a more specialist role such as dealing with sensitive cases and senior credit risk analysts.

This apprenticeship is completed whilst studying the [CICM Diploma in Credit Management Level 3](#).

Click [here](#) to find out more information about the course.

In addition to the course assessments, apprentices will complete an end point assessment. It includes the following components:

1. A structured assignment

The apprentice provides detailed evidence on how they carry out the role in their organisation. This will cover both the core of the Standard and their chosen specialist option.

2. A Professional Discussion

Exploring their responses in the assignment and how the assignment has been produced, as well as focusing on the softer skills of the Standard and how well they are performing in their role

The purpose of this is to test the knowledge, skills and behaviours of the apprentice as set out in the apprenticeship standard.

For more information about the Advanced Credit Controller / Debt Collection Specialist Level 3 apprenticeship, please visit

[:https://www.instituteforapprenticeships.org/apprenticeship-standards/advanced-credit-controller-debt-collection-specialist/](https://www.instituteforapprenticeships.org/apprenticeship-standards/advanced-credit-controller-debt-collection-specialist/)

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