

## **Credit Controller / Collector Level 2**

Credit management is a dynamic function found across all sectors of UK and international commerce and offers a range of challenging and interesting specialisms. Given the importance of credit management and collections, roles are central to many operations, typically setting policies, facilitating sales, managing financial risk and customer relationships. Through this work credit management protects cash flow and facilitates all wider business activity.

Commercial teams have significant responsibility and manage high value accounts. Roles are typically fast-paced and target driven, requiring detailed knowledge of law, regulations and the business environment, and skilled practitioners possess excellent technical and interpersonal skills. Credit management and collections 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 Credit Controller/ Collector role is typically to monitor and manage customer accounts; follow organisational policies to collect monies owed and ensure that work quality targets are met. This requires proactive interaction with customers who have not paid or who have reached credit limits or terms in order to minimise bad debts while retaining positive relationships for the longer term. The range of activities within the role could include, but are not limited to, processing credit applications; agreeing credit terms and/or payment arrangements; invoicing; monitoring payment; allocating and reconciling cash; proactively contacting customers to collect debt/outstanding balances; resolving straight-forward disputes; debt support, and recommending write offs.

The Credit Controller/Collector Standard does not have a mandatory qualification, however employers strongly recommend that the apprentice should take one of the following qualifications as part of their apprenticeship to ensure robust expertise and contribute to raising standards of professionalism in Credit Management. If the employer chooses to use the qualification, competence in the standard can be achieved by completion of the two specific units specified in the table below rather than the whole qualification. The employer may want to encourage completion of the full qualification outside the apprenticeship. The options awarded by the Chartered Institute of Credit Management are Certificate in Credit Management (required unit Credit Control/Collections) or Certificate in Debt Collection (required unit Business Communications & Personal Skills).

Apprentices will complete an end point assessment. It includes the following components:

1. Two Assignments

The apprentice provides detailed evidence of how they carry out the role in their organisation – one of these focuses more on the technical aspects of the role and the other more on the behavioural aspects. Both focus on demonstrating that the apprentice has met the requirements of the Standard.

## 2. A Professional Discussion

Explores responses in the assignments, how the assignments have been produced and how well apprentices 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 Credit Controller / Collector Level 2 apprenticeship, please visit:

<https://www.instituteforapprenticeships.org/apprenticeship-standards/credit-controller-collector/>

or contact 0113 284 6464 / [employers@leedscitycollege.ac.uk](mailto:employers@leedscitycollege.ac.uk).