

FSPCP03 – SQA Unit Code H5FL 04

Operate credit control procedures



Overview

This unit may be suitable for you if your work involves you in identifying instances of non-payment and taking appropriate action to recover moneys due. Operating credit control procedures requires you to accurately identify and understand the reason(s) for non payment, to identify opportunities for the collection of money and to recognise when outstanding debts should be referred to others in your organisation. This includes where partial payment has been received. You will need to take into consideration the age of the debt as well as the value and type of business. You will need to pay attention to details that are critical to your work and act within the limits of your responsibility.

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Performance criteria

You must be able to:

- P1 Identify instances of non-payment
- P2 Identify bad and potentially bad debts accurately
- P3 Take action to recover monies due
- P4 Establish the reasons for non-payment
- P5 Clarify discrepancies and request any outstanding amounts
- P6 Obtain the customer's agreement to pay the amount owed
- P7 Agree appropriate methods of payment with the customer and monitor their compliance with these
- P8 Identify continued non-payment and take appropriate action
- P9 Take the nature and circumstances of the account holder into account when deciding what action to take
- P10 Keep accurate and up-to-date records of all actions taken
- P11 Comply with legal requirements, industry regulations, ethical standards, organisational policies and professional codes

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Knowledge and understanding

You need to know and understand:

- K1 Sources of information and advice within your organisation
- K2 Your organisation's timescale standards
- K3 How information is stored and how to access it
- K4 Your organisation's customer service procedures, including dealing with complaints
- K5 Your organisation's requirements relating to the application of codes, laws and regulatory requirements, including ethical standards and health and safety as they impact on your activities
- K6 The limits of your own authority and the action required if any action is required which is beyond your authority
- K7 Your organisation's policy and procedures for communicating with customers
- K8 Customer payment procedures
- K9 Ledger systems
- K10 Your organisation's systems, procedures and time limits for dealing with late payments
- K11 Different methods of receiving financial information
- K12 Escalation procedures when dealing with late payments
- K13 Your organisation's procedures for identifying bad and potentially bad debts

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Additional Information

Behaviours

1. You use information and knowledge effectively, efficiently and ethically
2. You show respect for others in your dealings with them

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