



EDUCATION

Introduction to Credit Control and Collections (2-day workshop) Course Outline

To find out how to *fast-track* your career in the dynamic financial services industry, **call a training adviser on 1300 559 666**

Course overview

The introduction to Credit Control and Collections course is designed for Credit Union and Building Society consumer lending staff who require practical and the steps of Credit Control and Collection practices.

Course outcome

This course will equip you with the theory, knowledge and skills to provide operational support to organisations dealing with Credit Control and Collections in regards to arrears, over limit and overdrawn accounts. The strength of this course, apart from satisfying adult learning principles is that our training can be applied in an everyday workplace environment.

Education pathway

The Introduction to Mortgage Lending is one of 5 short courses tailored for individuals employed in the Credit Union and Building Society industry. Other short courses to consider are:

- ASIC Tier 2 Basic Deposit Taking Products, Non Cash Payment Facilities and General Insurance (2-days)
- Introduction to Consumer Lending (2-days)
- Introduction to Commercial Lending/Lending to Self Employed (2-days)
- Introduction to Mortgage Lending (1-day)

Who should enrol?

This course has been designed for currently employed Credit Union and Building Society collection staff that may have:

- already have some lending experience;
- have less than six months, or part time equivalent, collections experience; or
- a need to meet their organisations APRA requirements by completing a Credit Control course

Course entry requirement

This is a course open to existing Credit Union and Building Society consumer lending staff with no pre-requisite qualifications. In order for participants to successfully gain the intended knowledge of this course, they are expected to be financially numerate and literate.



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www.futurestaff.com.au



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Assessment

No formal assessment is conducted for this course. Course participation provides opportunity to acquire knowledge and skill-based learning through teaching, structured learning activities, case studies and networking.

Training delivery

Participants undertake the training in an intensive two day face-to-face Workshop Course at either Melbourne or Parramatta venues.

Workshop Course

The workshop combines teaching, case study tutorials and activities to ensure participants demonstrate acquiring the required skills and knowledge. Successful candidates complete the course in one day with no assignments or exams.

This course is facilitated by professional facilitators with extensive experience within the Credit Union Industry.

Visit our website for full course schedule www.futurestaff.com.au

Course content

- Risk Management of loans and the loan portfolio prior to and after a loan is funded.
- When is a credit facility in default?
- Arrears notices and how to use them in an effective way in managing arrears.
- The principles and behaviours that need to be considered when collecting debts
- Telephone and other communication techniques that is required in collections
- Consistencies with practices in relation to reducing outstanding accounts to meet the guidelines of APRA and management of your own organisation
- Understanding loan restructures, loan variations, payment arrangements and dealing with financial hardship cases
- Reports used in collections and the terms associated within these, such as specific provision, impaired loans, Basel II and restructured loans
- Repossessions and the guidelines that need to be adhered to
- The legal terms used in recovering debts and the step by step process involved, including the options upon judgment being obtained e.g. attachment of earnings, garnishee etc
- Considering what legal action to take and the costs involved
- Dealing with bankruptcy and alternatives to this legislation

To register for this course please complete pre-enrolment form available on our website and email to training@futurestaff.com.au or fax to **(02) 9231 4124**.

Note: Terms of training delivery including cancellation policy can be viewed at www.futurestaff.com.au



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