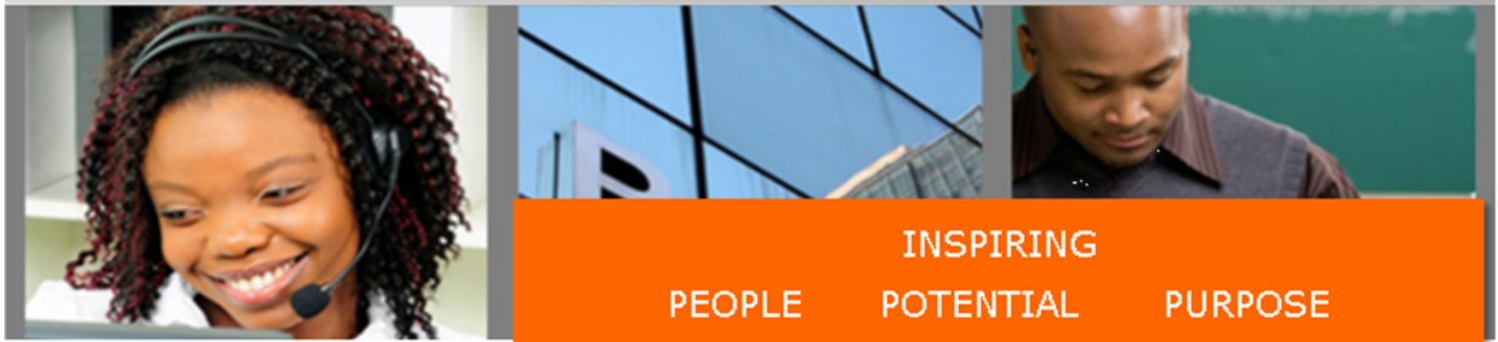


FETC: Debt Recovery NQF 4



Purpose of the National Further Education and Training Certificate: Debt Recovery (NQF 4)

This qualification is the first step on the learning pathway that underpins a career in credit management. The qualification has been designed to assist learners to acquire all the necessary knowledge, skills, attitudes and values required to operate confidently in a debt recovery or junior credit management position. The qualification includes a diversity of subjects, including an understanding of the legal environment, debtor correspondence and telephone contact, basic office administration skills and personal development skills such as time management, business numeracy, research skills and business awareness.

Training methodology

Training is best suited for new entrants to the sector. Chartall Business College can either deliver this qualification as a learnership, which will qualify the sponsoring employer for an additional tax deduction, or it can be offered as a training programme without the learnership requirements. The duration of the training will be approximately 18 full days, all of which can be scheduled to suit the employers' schedule. Alternatively, the qualification can be acquired by experienced candidates through Recognition of Prior Learning (RPL). RPL is an assessment process that captures a candidate's existing knowledge and skill and matches it to the qualification requirements. With RPL there is no formal training, but the RPL adviser will spend time with the learners to assist them to match their workplace learning to the requirements of the qualification.

Flexibility

Chartall Business College believes in flexibility. We have an in-house team of professionals who are able to customise the training curriculum to the needs of your organisation. This may include the addition of job-specific unit standards, the selection of particular elective unit standards or even the inclusion of non-unit standard based content (for example your company's processes or product information). In addition, we ensure that the content of the qualification does not conflict with the training, values and procedures prescribed by your company. This ensures complete alignment of standard operating procedures and learning content.

Support

Although the training is scheduled to be delivered over 18 (or 15, if learners are more experienced) full days, it does not mean that the learners will not have access to additional support. Each learner will have access to assistance via email, as well as access to a tutor who is able to provide extra assistance should the need arise. This tutor support can be used to assist learners who are not progressing at the same pace as the rest of the class or it could be used to catch up staff who miss sessions due to illness or annual holidays.

Note that this qualification is also available as an e-learning programme.

Administration

Chartall Business College will assist you to manage the administration associated with a nationally registered learnership. We will assist with SETA contracting, learnership preparation, briefing of workplace coaches and the SETA reporting.

Chartall Business College has experienced facilitators who can manage projects involving learners with disabilities.

Debt Recovery (NQF 4) - Unit standards:

Personal effectiveness skills	
110021	Achieve personal effectiveness
15234	Apply efficient time management to the work of a department
13943	Analyse new developments reported in the media
13948	Negotiate an agreement or deal
Legislation and ethical conduct	
116608	Demonstrate knowledge and application of ethical conduct in a debt recovery work context
116603	Demonstrate and apply understanding of the legal requirements relevant to the liquidation of debt
110026	Describe and assist in the control of fraud
Administer the debt recovery process	
110526	Plan, organise, implement and control record-keeping systems
110531	Plan, organise and control the day to day administration of an office support function
Managing debtor portfolios	
116598	Compile debtor correspondence in accordance with legislation and standard
116610	Assess and allocate debt collecting accounts according to risk profile
116599	Manage debtor portfolio
116601	Manage credit grantor portfolio
Debt recovery reporting	
110023	Present information in a report format
116606	Communicate orally with relevant stakeholders in the recovery of debt
Business mathematics	
7468	Use mathematics to investigate the financial aspects of issues
9015	Apply knowledge of statistics to interrogate life related problems
9016	Represent and calculate shape and motion in 2D and 3D
Business communication	
8974/8968	Engage in sustained oral communication and evaluate spoken texts
8975/8969/8972	Read analyse and respond to a variety of texts
8976/8970/12153	Write for a wide range of contexts

Chartall Business College (Pty) Ltd

Chartall Campus, Corner Cedar Road and Cedar Boulevard, Broadacres, Johannesburg 2191
Tel: 087 701 4663 Fax: 086 672 7121 Email: info@chartall.co.za