



APPROVED

Level 3


# Advanced Credit Controller


## Programme Overview

Welcome to the 18 month, Level 3 Advanced Credit Controller Programme.


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.

## Key Facts

 **Price**  
£9,000

 **Duration**  
Typically, 18 months

 **Apprenticeship Level**  
Level 3

 **Qualifications**  
This standard require the completion of an appropriate qualifications (as considered most relevant by the employer from either the Chartered Institute of Credit Management or the London Institute of Banking and Finance.

## Role Profile

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.

## Core Knowledge

This standard delivers the following key knowledge areas:

- Credit Management/Debt Collection
- Legal, Regulatory and Compliance
- Industry and Organisation Understanding
- Products and Services
- Systems and Processes

**Speak to one of us today  
to find out more:**

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