

FNSCRD405

Manage overdue customer accounts

Table of Contents (Extract)

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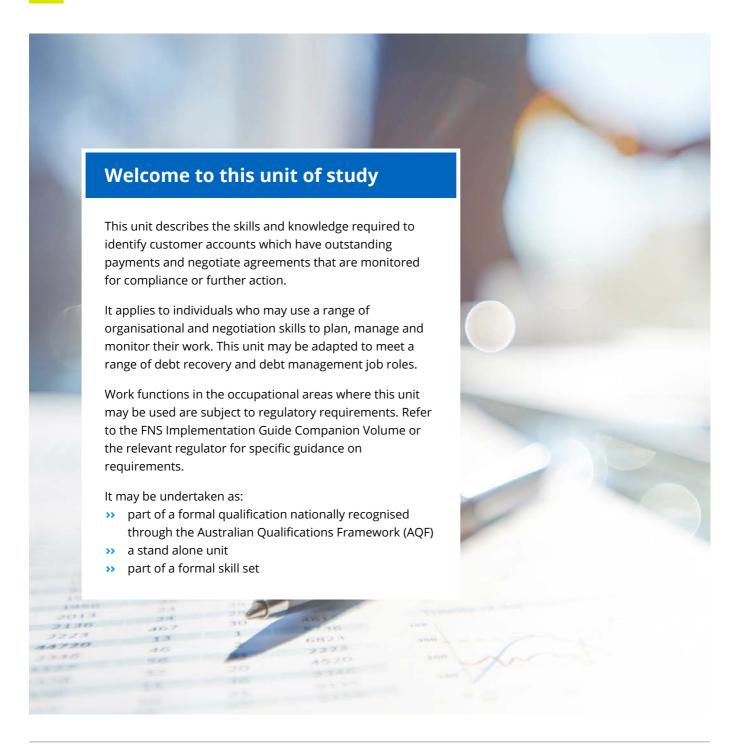
This Table of Contents extract is taken from Catapult Smallprint's full hardcopy Trainer/Assessor Guide for the unit FNSCRD405.

For more information, including using our enhanced online version of this unit in Catapult LMS, or to purchase the Learner or Trainer printed books, please see this unit on our website by clicking this link:

https://catapultlearning.com.au/product/FNSCRD405/

Trainer/assessor guide

FNSCRD405 Manage overdue customer accounts



Contents

About this trainer/assessor guide	4
Learning resource	5
Topic 1: Identify customers requiring collection activity	5
Monitoring organisational reporting system	5
Access customer information	11
Review overdue accounts and customer credit histories	17
Check your understanding	21
Topic 2: Establish contact with customers and attempt to resolve outstanding payment matters	23
Communicating with customers	23
Establishing rapport with customers	29
Advising purpose of contact	31
Check your understanding	37
Topic 3: Negotiate resolution of outstanding payments	39
Advising customers of legal action	39
Techniques for resolution	42
Scheduling further action	45
Check your understanding	47
Topic 4: Monitor agreements to ensure adherence	49
Regularly review accounts	49
Breaches of agreements	51
Referring outstanding payment matters	55
Check your understanding	57
References	59
Assessment workbook	61
Unit information	
What is competency-based assessment?	
How will my competency be assessed?	
Assessment agreement	
Foundation skills checklist	
Skills recognition	68
Topic 1: Identify customers requiring collection activity	
Topic 2: Establish contact with customers and attempt to resolve outstanding payment matters	
Topic 3: Negotiate resolution of outstanding payments	
Topic 4: Monitor agreements to ensure adherence	
Knowledge questions	
Topic 1: Identify customers requiring collection activity	
Topic 2: Establish contact with customers and attempt to resolve outstanding payment matters	
Topic 3: Negotiate resolution of outstanding payments	
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Performance tasks	93
Third party evidence collection agreement	94
Topic 1: Identify customers requiring collection activity	95
Topic 2: Establish contact with customers and attempt to resolve outstanding payment matters	97
Topic 3: Negotiate resolution of outstanding payments	98
Topic 4: Monitor agreements to ensure adherence	99
Completion record	101
Unit mapping	102
Trainer/ assessor user instructions	104



About this trainer/assessor guide

Learning resource

The learning resource is divided into the following topics:

- >> Identify customers requiring collection activity
- >> Establish contact with customers and attempt to resolve outstanding payment matters
- >> Negotiate resolution of outstanding payments
- Monitor agreements to ensure adherence

Each topic provides information to help you gain the skills and knowledge required to perform the work tasks to which they refer. Read the information and practise the skills described. You should also take the opportunity to undertake additional independent research. Your trainer/assessor may also provide supplementary information including interpretation of the contents of this resource.

At the end of each topic is:

- >> a set of true or false questions
- >> a set of multiple choice questions

These questions provide an opportunity to check your understanding and progress. They are self-marking and do not form part of the assessment for the unit.

Assessment workbook

To have this unit recognised as a formal qualification you need to have your skills and knowledge assessed. The assessment workbook provides:

- >> information on competency-based assessment
- >> instructions on how you will be assessed
- >> assessment tools to assess your competence
- >> instructions on how to complete the assessment tasks within each assessment tool

To be assessed as competent you need to provide evidence that you have the skills and knowledge to undertake the requirements of this unit. This assessment of competency is made by a qualified trainer/assessor from a registered training organisation. You must complete all the assessments as directed by your trainer/assessor to the required standard. It is not necessary to work through the guide in the order in which it is written. However this is at the discretion of your trainer/assessor.

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