



Face to Face Training Registration Form

Manage and recover bad and doubtful debts

February 24th 2020 - 1 Day Program – Brisbane

• Venue to be confirmed

• Time: 9:00am – 4:30pm

Manage bad and doubtful debts:

Build the skills of your credit team. This unit is beneficial to loans officers, collections and credit officers and credit team leaders. This course ensures candidates have the understanding and skills of best practice in the area of debt collection.

The ability to identify and recover an overdue customer account is a core requirement of a credit professional.

Outcomes covered within this unit:

This course deals with the key aspects of dealing with a debt that has been categorised as bad or doubtful including:

- The steps involved in reviewing an account to determine if a debt is likely to become bad or doubtful
- Understanding the difference between a bad and a doubtful debt
- Methods for dealing with a customer's excuses for not paying the outstanding amount
- Negotiating with the customer to recover the outstanding payment
- Monitoring and documenting the outcome of the recovery action

Topics Covered:

Negotiating the recovery process of an outstanding debt. The importance of the reporting function. Identify customer excuses and reasons and strategies to avoid payment. Commonly used reports used in consumer and commercial credit. Identifying a bad and doubtful debt. Managing the outsourced recovery process. Strategies for minimising uncollectable debt. Preparing recommendation for write off.

Participants that undertake and successfully complete the assessment requirements for **FNSCRD403 Manage bad and doubtful debts** which is a Core unit from the FNS40115 Certificate IV in Credit Management will receive a nationally recognised Statement of Attainment.



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Name _____ Surname _____

Company _____

Mailing Address _____ Postcode _____

Telephone _____ Fax _____ Mobile _____

Email _____

Will you be undertaking this training under a Traineeship arrangement?

Tick box if under 18yrs

Special dietary requirements _____

For other special requirements contact AICM

Emergency contact number _____

Name of person to be contacted _____

A minimum of 8 students is required for Face to Face classes to proceed

Fees, Cancellation & Refund Policy.

Cancellations received less than 10 days before commencement are subject to a cancellation fee of 50% of the course fee.

The enrolment of a substitute, advised in writing (email is sufficient) prior to the commencement of the course, will be accepted.

Any course may be cancelled by AICM if insufficient participants are registered and a full refund will be made in such cases.

Privacy

Personal details will remain in confidence and in accordance with the Australian Institute of Credit Management's privacy policy.

Copyright

Copyright of all materials provided rests with AICM, unless agreed otherwise in writing.

Liability

Whilst all care is taken in providing training, AICM does not accept any liability for the use made by the client or its employees or agents of any training, products, instruments or services provided.

Mandatory Enrolment Procedures

Before a student is able to commence their training AICM must receive a completed student enrolment form and certified proof of identity. This will be emailed to the student, or can be downloaded from our website at www.aicm.com.au selecting the Qualification Courses tab.



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AICM Members: \$750.00 (GST exempt)

Non Member: \$900.00 (GST exempt)

Please find **enclosed cheque** for \$ _____

OR

Visa / MasterCard / Amex #: _____

Expires: ____/____ CSV Number: _____

Cardholder's Name (Printed): _____ Signature: _____

OR

EFT payment (please quote name)

Bank details as follows:

Commonwealth Bank, Artarmon NSW BSB: 062 104 Account: 1003 9560

OR

Invoice:

Learner -

Signature: _____

Print name: _____

Email: _____

Company -

Signature: _____

*Person responsible for payment

Print name: _____

Telephone: _____

Email: _____

Email your completed Registration Form to aicm@aicm.com.au