

## Getting started in credit control and collections

This ideal induction covers all credit control basics and helps you understand the significance of your role and how to organise work to maximise cash collections.

### What will you gain?

- An overview of credit management and better understanding about your role.
- Improved cash collections skills.
- Post-course assignment if you're interested in getting qualified.

### Who is it for?

The training is designed for anyone new to credit or who would like a broader understanding of cash collections. The course is the recommended start to any programme of training for credit professionals.

### What will it cover?

- Commercial background to credit
- Level implications of our contract with customers
- Meaning of due date
- Deciding on priorities
- Monthly cycle of activity
- Working with the sales team
- Handling invoice disputes
- Calculating Days Sales Outstanding (DSO)
- Telephone collections techniques

### Assessment

Questionnaire six weeks after training so you can check progress with your action plan.

Opportunity to complete an assignment to gain a Level 2 or Level 3 award in cash collections (3 credits) in January, June or October.

Duration	1 day
Cost	£310 + VAT CICM member
	£390 + VAT Non-member
Code	S107

Recommended next course:  
Telephone Collections

### Training options



Open training



In-company training

### OPTIONAL assignment towards CICM Certificate in Credit Management

“ I have a much better understanding of credit management now and useful tools to try out at work. Great trainer. ”

Customer Adviser, Telecoms

[View and Book Scheduled Courses](#)

[Training Directory](#)

The Recognised Standard

T: 01780 722907

E: [training@cicm.com](mailto:training@cicm.com)

[www.cicm.com](http://www.cicm.com)