



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **TLIQ1007B Maintain customer credit accounts and services**

**Release: 1**

## **TLIQ1007B Maintain customer credit accounts and services**

### **Modification History**

Not applicable.

### **Unit Descriptor**

This unit involves the skills and knowledge required to maintain customer credit accounts and services in accordance with workplace requirements, including establishing and maintaining customer credit accounts and services, and maintaining a customer information system.

### **Application of the Unit**

Work must be carried out in compliance with the relevant regulations and workplace requirements concerning the maintenance of customer credit accounts and services.

Work is performed under some supervision generally within a team environment. It involves the application of workplace procedures and regulatory requirements to the maintenance of customer credit accounts and services as part of work activities in the transport, distribution and/or allied industries.

### **Licensing/Regulatory Information**

Not applicable.

### **Pre-Requisites**

Not applicable.

### **Employability Skills Information**

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

### **Elements and Performance Criteria Pre-Content**

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

## Elements and Performance Criteria

### Elements and Performance Criteria

<b>Element</b>	<b>Performance Criteria</b>
<b>1 Establish and maintain customer credit accounts and services</b>	<p>1.1 Lines of credit and other credit facilities are established and communicated to customers</p> <p>1.2 Payment schedules by customers are monitored</p> <p>1.3 Debtors are regularly identified and listed to initiate follow-up action</p> <p>1.4 Debt recovery procedures are initiated and if unsuccessful approval is sought to write off bad debts</p>
<b>2 Maintain customer information system</b>	<p>2.1 Status of credit accounts is conveyed to customers on a regular basis.</p> <p>2.2 Statistical returns displaying actual against anticipated performance are prepared</p> <p>2.3 Database information regarding products and services sales on credit is maintained</p> <p>2.4 Customer queries are dealt with promptly and courteously</p> <p>2.5 Security of database and data integrity is maintained</p>

## Required Skills and Knowledge

### REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

#### Required knowledge:

Australian and international codes and regulations relevant to freight services, including the Australian Dangerous Goods Code and relevant bond, quarantine or other legislative requirements

Relevant OH&S and environmental protection procedures and guidelines

Workplace procedures and policies for the maintenance of customer credit accounts and services

Focus of operation of work systems, equipment, management and site operating systems for the maintenance of customer credit accounts and services

Problems that may occur when maintaining customer credit accounts and services and appropriate action that can be taken to resolve the problems

Information on relevant aspects of credit services, including: credit services offered by the workplace, credit account systems, credit ratings and limits and credit approval policies and procedures

Documentation requirements for the maintenance of customer credit accounts and services

Instruments of payment including letters of credit, cheques, promissory notes, bank drafts, etc.

#### Required skills:

Communicate, negotiate and liaise effectively with others when maintaining customer credit accounts and services

Read and interpret instructions, procedures and information relevant to the maintenance of customer credit accounts and services

Interpret and follow operational instructions and prioritise work

Complete documentation related to the maintenance of customer credit accounts and services

Work collaboratively with others when maintaining customer credit accounts and services

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems that may arise when maintaining customer credit accounts and services in accordance with regulatory requirements and workplace procedures

Monitor work activities in terms of planned schedule

Modify activities depending on differing operational contingencies, risk situations and environments

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Select and use relevant computer and communication/office equipment

Adapt to differences in equipment in accordance with standard operating procedures

## **Evidence Guide**

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

**Critical aspects for assessment and evidence required to demonstrate competency in this unit**

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

- the underpinning knowledge and skills
- relevant legislation and workplace procedures
- other relevant aspects of the range statement

**Context of and specific resources for assessment**

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

- a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

- access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

- relevant and appropriate materials and/or equipment, and/or

- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

**Method of assessment**

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

- through appropriately simulated activities at the registered training organisation, and/or

- in an appropriate range of situations in the workplace



## Range Statement

### RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:	in a range of work environments by day or night
Customers may be:	internal or external
Workplaces may comprise:	large, medium or small worksites
Customers include:	all other rail and freight authorities private businesses government bodies members of the public as well as internal customers
Equipment used may include:	computer intercom system facsimile machine calculator telephone answering machine photocopier
Consultative processes may involve:	other employees and supervisors current and potential customers suppliers, customers and clients relevant authorities and institutions management and union representatives industrial relations and OH&S specialists
Communication in the work area may include:	phone electronic data interchange (EDI) fax email internet



	RF systems
	oral, aural or signed communications
Personal protective equipment may include:	gloves
	safety headwear and footwear
	safety glasses
	two-way radios
	high visibility clothing
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	company procedures
	enterprise procedures
	organisational procedures
	established procedures
Information/documents may include:	codes of practice and regulations concerning the operation of credit accounts and services
	customer requests and works orders
	workplace procedures and policies including accounting procedures, credit approval procedures, office organisation procedures, record keeping, credit limits, and levels of credit authority
	operations manuals, job specifications and induction documentation
	manufacturers specifications for office equipment
	documentation and forms used for credit services
	supplier and/or client instructions
	award, enterprise bargaining agreement, other industrial arrangements
	relevant Australian standards and certification requirements
	quality assurance procedures
	emergency procedures
Applicable regulations and legislation may include:	relevant codes and regulations for the provision of credit services
	privacy legislation
	conditions of credit extension policies and

related government legislation  
audit and financial legislation  
relevant state/territory OH&S and  
environmental protection legislation  
workplace relations regulations  
workers compensation regulations

### **Unit Sector(s)**

Not applicable.

### **Competency Field**

Q - Financial Management