



Australian Government

Department of Education, Employment and Workplace Relations

TLIP4031A Maintain customer credit accounts and services

Release: 1

TLIP4031A Maintain customer credit accounts and services

Modification History

Not Applicable

Unit Descriptor

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. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

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

Refer to Unit Descriptor

Pre-Requisites

Not Applicable

Employability Skills Information

Employability Skills This unit contains employability skills.

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

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

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**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:

EVIDENCE GUIDE

- a range of relevant exercises, case studies and/or 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 equipment, and
 - 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 activities in an appropriately simulated environment 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

RANGE STATEMENT

- 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

RANGE STATEMENT

Applicable regulations and legislation may include:

- arrangements
- relevant Australian standards and certification requirements
- quality assurance procedures
- emergency procedures
- 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

Competency Field

P - Administration and Finance