



Australian Government

Department of Education, Employment and Workplace Relations

CPPWMT3054A Maintain credit control

Release: 1

CPPWMT3054A Maintain credit control

Modification History

Revised unit

Unit updated and equivalent to PRMWM54A Maintain credit control

Unit Descriptor

This unit of competency specifies the outcomes required to conduct credit control. This includes maintaining cash flow and financial liquidity. It requires the ability to monitor organisational performance.

Application of the Unit

This unit of competency supports individuals with responsibilities for conducting clerical processes and maintaining financial records. It includes contributing to the implementation of developed operational procedures, as well as recognising the need for expert advice.

Licensing/Regulatory Information

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Pre-Requisites

Not applicable.

Employability Skills Information

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 performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

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|---|-------------------------------------|-----|--|
| 1 | Identify overdue accounts. | 1.1 | Current state of accounts payable is monitored regularly. |
| | | 1.2 | Clients with overdue accounts are identified. |
| | | 1.3 | Overdue or outstanding accounts are reported to appropriate person in line with organisational procedures . |
| 2 | Notify debtor and negotiate payment | 2.1 | Debtor is notified of overdue account and associated interest charges or fines according to organisational procedures. |
| | | 2.2 | Communication , discussions and negotiations are conducted with debtors firmly and courteously. |
| | | 2.3 | Arrangements for payment are made in line with organisational requirements, procedures and legislation and codes . |
| | | 2.4 | Outcomes are recorded according to organisational requirements. |
| | | 2.5 | Compliance with arrangements is monitored and further action is taken if necessary according to organisational procedures. |

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- technology skills to use:
 - computers
 - software, such as:
 - word processing
 - spreadsheets
 - proprietary accounting software
- numeracy skills for:
 - cash handling
 - financial processing
 - analysing financial information
- oral communication skills to:
 - resolve conflict
 - provide customer service
 - ask questions
 - provide information
 - listen actively
 - negotiate
 - seek feedback
- reading skills to interpret:
 - organisational procedures
 - client requests
- problem-solving skills to facilitate payment arrangements and credit control
- self-management skills to:
 - conduct work practices safely and efficiently
 - organise work methodically
 - monitor waste business transactions
- written communication skills for:
 - record keeping
 - documentation

Required knowledge

- financial policy and procedures:
 - organisational accounting and ledger systems

- record-keeping requirements for accounts receivable
- invoicing processes
- double-entry bookkeeping operation of computer and manual systems
- industry regulations, standards and codes of conduct
- sources of credit status information
- liquidity management
- debt collection
- personnel computer features, including:
 - accounting software
 - security arrangements
- service requirements for maintaining credit control, including:
 - client requirements
 - duty of care
 - organisational requirements
 - occupational health and safety (OHS) requirements
 - reporting requirements
 - waste management business options

Evidence Guide

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

Overview of assessment	This unit of competency could be assessed by observation of practical demonstration in the workplace or by demonstrating maintenance of credit control.
Critical aspects for assessment and evidence required to demonstrate competency in this unit	A person who demonstrates competency in this unit must be able to provide evidence of the required skills and knowledge specified in this unit. In particular the person should demonstrate the ability to: • identify overdue accounts and negotiate arrangements for payment with debtor • monitor debtor compliance.
Context of and specific resources for assessment	Assessment of essential underpinning knowledge may be conducted in an off-site context. It is to comply with relevant regulatory or Australian standards' requirements. Resource implications for assessment include: • work plans and approved specifications • forms and procedures manuals.
Method of assessment	The process of maintaining credit control must comply with industry expectations in the particular client environment. If the environment is narrowly defined or is not representative of industry needs, it may be necessary to refer to portfolio case studies to assess competency in the maintenance of credit control. Assessment methods must: • satisfy the endorsed Assessment Guidelines of the Property Services Training Package • include direct observation of tasks in real or simulated work conditions, with questioning to confirm the ability to consistently identify and correctly interpret the essential underpinning knowledge required for practical application • reinforce the integration of employability skills with workplace tasks and job roles • confirm that competency is verified and able to be transferred to other circumstances and environments.
Guidance information for assessment	Reasonable adjustments for people with disabilities must be made to assessment processes where required. This could include access to modified equipment and other physical resources, and the provision of appropriate assessment support.

	Assessment processes and techniques should as far as is practical take into account the language, literacy and numeracy capacity of the candidate in relation to the competency being assessed. This unit could be assessed on its own or in combination with other units of competency relevant to the job function, for example: • BSBFIA301A Maintain financial records.
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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. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

<i>Clients</i> may include:	- all forms of business enterprises in this context, including: - government agencies - internal customers - local governments and councils - private and public companies - residents and ratepayers.
<i>Organisational procedures</i> may be found in:	- access and equity policy, principles and practice - business performance plans - client and organisational confidentiality requirements - client service standards - code of conduct policies - code of ethics policies - duty of care materials - duty statements - induction documentation - insurance policy agreements - legal and organisational policies and procedures - operations manuals - organisational: - goals - objectives - plans - processes - systems - personnel practices guidelines - quality and continuous improvement processes and standards - records and information systems and processes - training materials - verbal or written instructions.
<i>Communication</i> may be:	- electronic - in writing - telephone.
<i>Legislation and codes</i> may include:	- Australian standards - commonwealth, state and territory legislation, including:

	• anti-discrimination • environmental protection • equal employment opportunity • freedom of information • industrial • OHS • taxation • trade practices • industry codes.
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Unit Sector(s)

Waste management

Custom Content Section

Not applicable.