



Australian Government

Department of Education, Employment and Workplace Relations

SIRWFIN001A Complete debtor processes

Revision Number: 2

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Modification History

The version details of this endorsed unit are in the table below. The latest information is at the top.

Release	Comments
Second Release	Editorial updates

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to undertake the routine administration and processing of debtor accounts within a wholesale business context in a timely and accurate manner. It ensures trading terms are confirmed, customer credit levels checked and processing occurs accurately.

Application of the Unit

This unit applies to team member who utilise standard business technology, systems and reporting mechanisms to consistently apply routine business procedures. It includes checking and confirming current credit level and trading terms with customers, completing routine processing of debtors and accurately reporting breaches of customer credit limits and trading terms, according to workplace policy and relevant legislation.

Licensing/Regulatory Information

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

Pre-Requisites

Nil

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements and Performance Criteria

Element	Performance Criteria
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.
1. Confirm trading terms.	1.1.Confirm trading terms for <i>purchasers</i> of products or services using business technology or records. 1.2.Access <i>business technology</i> or <i>records</i> to determine <i>trading history</i> for a purchaser of products or services. 1.3.Access business technology to process routine direct purchases <i>payments</i>. 1.4.Process direct purchases payments according to routine <i>business policy and procedures and relevant legislation</i>.
2. Establish customer debts and credit levels.	2.1.Determine individual and business <i>customer credit levels</i> using business technology or records, or refer to <i>relevant personnel</i>. 2.2.Identify bad debts using business technology or records. 2.3.Analyse credit level of customers purchasing specific products or services. 2.4.Maintain updated credit status of account customers according to business policy and procedures. 2.5.Determine debt levels for individual and business customers.
3. Implement debt recovery strategy.	3.1.Confirm debt payment terms for businesses purchasing products or services using business technology or records. 3.2.Confirm <i>payment terms for individual debtors</i> according to business policy and procedures. 3.3.Confirm debt repayments procedures according to business policy and procedures. 3.4.Process debtors according to routine business policy and procedures, including <i>debt recovery processes</i>, within designated workplace timeframes.

Required Skills and Knowledge

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

Required skills

- interpersonal communication skills to:
 - communicate payment schedule and requirements to customer through clear and direct communication
 - ask questions to identify and confirm requirements
 - use language and concepts appropriate to cultural differences
 - use and interpret non-verbal communication
- identifying credit levels, trading terms and payment status
- checking trading terms and debit history for a customer
- implementing correct business procedures for processing and recovering debt
- administering and process debtor accounts
- identifying bad debts according to routine procedures and work instructions
- confirming debt payment terms and procedures
- literacy skills in regard to planning, organising and analysing information from written sources
- numeracy skills in regard to:
 - recording data accurately
 - processing financial transactions

Required knowledge

- prioritising work schedule
- information sources on product and supply arrangements for customers
- interpersonal communication techniques
- establishing customer needs and trading terms
- manufacturer specifications concerning the use of business technology systems
- business policy and procedures affecting job role or function, including:
 - privacy, confidentiality and security provisions affecting data storage, communication of information and access to technology
 - approval processes
 - referral of enquiries to relevant management or senior staff

Evidence Guide

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

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

Evidence of the following is essential:

- consistent application of routine business procedures to check and confirm current credit level and trading terms with customers
- ability to identify debtor accounts using standard business technology and systems
- completion of written and electronic documents using standard business technology and reporting mechanisms
- ability to complete routine processing of debtors
- adherence to routine processes to accurately report breaches of customer credit limits and trading terms using standard business technology.

Context of and specific resources for assessment

Assessment must ensure access to:

- a real or simulated work environment
- access to relevant business technology
- relevant documentation, such as:
 - workplace or sample policy and procedure manuals
 - financial transaction dockets, slips and invoices
 - banking deposit forms
 - workplace or sample documentation in regard to credit approval processes
 - workplace or sample financial management system
 - workplace or sample job descriptions and organisational charts
- relevant legislation.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- observation of performance in the workplace
- a simulated role play
- third-party reports from a supervisor
- customer feedback
- written or verbal questioning to assess knowledge and understanding.

Guidance information for

Holistic assessment with other units relevant to the

assessment

industry sector, workplace and job role is recommended.

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 in the performance criteria is detailed below.

Purchaser may include:

- new or repeat contacts
- external and internal contacts
- other businesses or end consumers serviced through business customers or directly
- purchasers with routine or special requests
- people from a range of social, cultural and ethnic backgrounds and with varying physical and mental abilities.

Business technology may include:

- telephone
- fax
- personal computers or terminals (stand-alone or networked)
- scanning, bar coding and pricing equipment
- point-of-sale terminals
- EFTPOS terminals
- software such as:
 - word processing
 - databases
 - spreadsheets
 - financial
 - workplace-specific.

Records may be:

- electronic
- hard copy.

Trading history may be accessed via:

- manual files and reports
- electronic files and reports
- database
- external agents.

Payments may be received by:

- cash
- cheque
- direct credit
- credit card
- EFTPOS card
- agreed means.

Business policy and procedures may relate to:

- acquisition and sale of products and services
- management structure and communication relationships
- interaction with customers

Relevant legislation may include:

- debt recovery and financial governance.
- application of GST
- Australian Competition and Consumer Commission provisions
- Trade Practices and Fair Trading Acts
- privacy legislation.

Customer credit levels may be determined:

- by automated or manual means
- internally or by external agents

Relevant personnel may vary according to:

- context
- level of employment
- ascribed duties
- nature of enquiry
- response required.

Payment terms for individual debtors may vary according to:

- types of products and services provided
- size, type and location of business or debtor
- strategic measurement and evaluation outcomes.

Debt recovery processes may include:

- electronic or manual forms of contact with the debtor
- letters of intent
- legal letters
- contracted services from debt recovery agencies
- alteration to trading terms
- legal action
- financial remedies.

Unit Sector(s)

Wholesale

Competency field

Finance