

New Zealand Certificate in Credit Administration (Level 3)

This certificate is designed for people working in, or intending to work in, a credit control role. People credited with this qualification are able to perform elementary skills within credit control such as determining an applicant's suitability for credit; administering the financial collection process; using telephone techniques for debt collection; administering credit control and understanding legislation relevant to credit control.

Typical Training Duration

6 to 10 months

Key Learning Outcomes

Graduates of this qualification will be able to:

- Demonstrate knowledge of legal concepts and other legislation applicable to credit administration, credit control and credit (repossessions)
- Apply credit application processes including demonstration of knowledge of credit policy and credit approval authorities required to administer credit control
- Apply the debt collection process and, prepare for and carry out debt collection using telephone and written communication
- Demonstrate understanding of disputes claim and resolution processes

Programme Credits

55

Qualification details

Title	New Zealand Certificate in Credit Administration (Level 3)		
Version	1	Qualification type	Certificate
Level	3	Credits	55
NZSCED	081199	Management and Commerce > Banking, Finance and Related Fields > Banking, Finance and Related Fields not elsewhere classified	
Qualification developer		The Skills Organisation	
Next review		December 2019	
Approval date		April 2015	
Strategic purpose statement		<p>The purpose of this qualification is to provide the credit industry with individuals who have obtained some knowledge and skill in credit administration.</p> <p>This qualification is suitable for candidates who wish to enter employment within the credit industry and/or advance their skills and knowledge.</p> <p>Graduates will be capable of carrying out credit administration under supervision across a range of relevant credit control processes.</p>	
Outcome Statement	Graduate profile	<p>Graduates of this qualification will be able to:</p> <ul style="list-style-type: none"> - Demonstrate knowledge of legal concepts and other legislation applicable to credit administration, credit control and credit (repossessions) - Apply credit application processes including demonstration of knowledge of credit policy and credit approval authorities required to administer credit control - Apply the debt collection process and, prepare for and carry out debt collection using telephone and written communication - Demonstrate understanding of disputes claim and resolution processes 	
	Education pathway	<p>Graduates may progress to:</p> <p>New Zealand Certificate in Credit Management (Level 4) [Ref:2766]</p> <p>New Zealand Certificate in Financial Services (with strands in Insurance; Banking and Budgeting Advice) (Level 4)</p>	

	<p>[Ref:2247]</p> <p>Other Business or Financial Services related qualifications or other relevant qualifications at Level 4 or above.</p> <p>New Zealand Certificate in Contact Centres (Level 3) [Ref:2303]</p> <p>New Zealand Certificate in Contact Centres (Level 4) [Ref:2034]</p>
Employment pathway	<p>Graduates may be qualified to work in entry level roles such as: credit clerk, credit controller, accounts receivable clerk, debtor's clerk, debt recovery officer, collections officer.</p>

Qualification specifications

Qualification award	<p>The candidate shall be awarded the qualification by the accredited Tertiary Education Organisation (TEO) where the programme has been completed.</p> <p>The formal document certifying the award of this qualification includes the full qualification title, the date of award, and the logos of The Skills Organisation, the accredited TEO, and the NZQF.</p> <p>As the qualification developer, The Skills Organisation will maintain a list of graduates of this qualification. The TEO will report annually to The Skills Organisation the names of all graduates awarded the qualification.</p>
Evidence requirements for assuring consistency	<p>TEOs offering this qualification (either arranging training or delivering programmes) must participate in the Consistency Review.</p> <p>Evidence may come from:</p> <ul style="list-style-type: none"> - Regular monitoring of trainee progression within either the TEO or the workplace including liaising with employers, teaching staff, training supervisors and industry managers about the value of the training to graduates, and qualification to the business. - Feedback from major industry associations, to ensure their members involved in the residential property management sector are satisfied with the qualification graduates. - Regular cross-industry meetings (Industry Advisory Groups) where the changing training needs of the industry can be discussed in light of technology changes, workplace practices and graduate capabilities. - Independent surveys of graduates and employers to determine if the graduates are appropriate for the workplace. - Other relevant evidence that would support the report on the evaluative question.

	<p>The evidence should be collated in to a high level report using the consistency template that answers the key evaluation question and is presented at the consistency event to show how the graduates meet the graduate profile.</p> <p>Guidelines for assuring national consistency of graduate outcomes are available and should be referred to on the NZQA website.</p>
Credit transfer and recognition of prior learning arrangements	<p>TEOs delivering programmes that lead to award of this qualification may transfer credit and recognise prior learning in accordance with their own credit recognition policies and procedures.</p> <p>These policies and procedures, and information about associated fees, must be available to the applicant prior to enrolment.</p> <p>To facilitate credit transfer, education organisations must clearly demonstrate the equivalency or comparability between each of the outcomes in the graduate profile, and the assessment components of their programmes.</p> <p>Credit transfer will be automatic where standards on the Directory of Assessment Standards are used within programmes of study or training leading to this qualification.</p>
Minimum standard of achievement and standards for grade endorsements	<p>The minimum standard of achievement required for the award of the qualification will be achievement of all graduate outcomes in the graduate profile.</p>
Entry requirements (including prerequisites to meet regulatory body or legislative requirements)	<p>Not applicable.</p>

Qualification conditions

Overarching conditions relating to the qualification

Conditions for programme structure	<p>Not applicable.</p>
Conditions for programme context	<p>To meet the graduate profile, candidates must include evidence from one or more credit management workplaces.</p>
Other conditions	<p>TEOs offering programmes leading to this qualification must maintain currency with amendments to, and replacements of, relevant legislation, regulations, government department guidelines, and Australian/New Zealand/International Standards.</p> <p>TEOs may refer to The Skills Organisation website for the relevant legislation matrix for this qualification. http://www.skills.org.nz/resources-for-training-providers/</p>

Specific conditions relating to the Graduate profile

Qualification outcomes		Conditions	Mandatory or Optional
1	Demonstrate knowledge of legal concepts and other legislation applicable to credit administration, credit control and credit recovery (repossessions). 15 Credits	Programme and assessment will include Current legislation, regulations and rules and their application to limited liability companies, partnerships, trusts, sole traders, individuals, Māori trusts, and incorporated societies.	Mandatory
2	Apply a credit application process including demonstration of knowledge of credit policy and credit approval authorities required to administer credit control. 20 Credits	Programme and assessment will include: The purpose of each section of the credit application form. Processing data on credit applicants that may include: <ul style="list-style-type: none"> – reference checks – third party credit reporting – Companies Register search – Societies Register search 	Mandatory
3	Apply the debt collection process and, prepare for and carry out debt collection using telephone and written communication. 5 Credits	Programme and assessment will include knowledge of the following Act: The Credit (Repossession) Act 1997. Programme and assessment will also include: Company/workplace policy for debt collection. Debt collection methods that may include <ul style="list-style-type: none"> – letters – emails – telephone calls – text messages – facsimile 	Mandatory
4	Demonstrate understanding of disputes claim and resolution processes. 15 Credits	Programme and assessment will include: Appropriate workplace escalation process applied to disputes. The role of the Disputes Tribunal. Legislation relevant to disputes.	Mandatory

Transition information

Replacement information	This qualification replaced the National Certificate in Credit Administration (Credit Control) (Level 3) [Ref: 1189].
<p>The last date for entry into programmes leading to the replaced qualifications is 31 December 2017. The last date for assessment against the replaced qualification is 31 December 2019.</p> <p>It is recommended that candidates currently enrolled in programmes leading to the replaced qualification and who are unable to complete by 31 December 2019 transfer their existing achievement to this qualification.</p> <p>It is anticipated that no existing candidates will be disadvantaged by these transition arrangements. However, anyone who feels that they have been disadvantaged may appeal to The Skills Organisation at the address below:</p> <p>The Skills Organisation FREEPOST 5164 PO Box 24469 Royal Oak Auckland 1345 Telephone 09 525 2590 Email reviewcomments@skills.org.nz</p>	