



Accredited Africa Training Institute for Capacity Development

Unit FO409, Hatfield Plaza · 1122 Burnett St, Hatfield 0028 · Pretoria, Gauteng · South Africa

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COURSE BROCHURE

Managing the Collections and Credit Control Team Training

Business, Commerce and Management Studies / Office Administration

Unit Standard 116608 · NQF Level 4 · 6 Credits · 2 Days

COURSE OVERVIEW

This course equips South African debt collection professionals with the legal, ethical, and practical skills required to recover debts in compliance with the National Credit Act, Debt Collectors Act, and CPA. Participants will learn to balance effective recovery with consumer rights, ensuring fair treatment and avoiding unethical practices.

Category	Business, Commerce and Management Studies
Subfield	Office Administration
Unit Standard	116608
Accreditation	SAQA Accredited · NQF Level 4 · 6 Credits
Duration	2 days
Training Method	On-Campus
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Apply the principles of the National Credit Act and Debt Collectors Act to ethical debt recovery.
- Analyze debtor situations to determine appropriate and lawful recovery strategies.
- Evaluate communication techniques to ensure respectful and compliant debtor interactions.
- Implement record-keeping and reporting procedures that meet regulatory requirements.
- Demonstrate the ability to handle disputes and complaints in an ethical manner.

WHO SHOULD ATTEND

- Debt collectors, credit managers, legal professionals, and financial services staff involved in debt recovery operations within South Africa.

COURSE OUTLINE

Day 1: Foundations of Collections and Credit Control Management

- Overview of the National Credit Act (NCA) and its implications
- Roles and responsibilities of a collections team manager
- Key metrics: DSO, aging reports, collection effectiveness index
- Credit policy development: terms, limits, and risk assessment
- Communication strategies for debt collection (verbal and written)
- Ethics and professionalism in credit control
- Introduction to collections software and reporting tools

Day 2: Advanced Team Management and Practical Application

- Setting team goals and individual KPIs
- Coaching and feedback: role-play scenarios
- Negotiation skills for difficult debtors
- Legal recourse: letters of demand, summons, and debt review
- Using analytics to segment debtors and prioritize actions
- Continuous improvement: root cause analysis of non-payment
- Compliance and record-keeping for audits

ASSESSMENT & CERTIFICATION

Delegates are assessed through exercises and a final test. A mark of **50% or above** earns an **AATICD Certificate of Completion**, issued digitally with a unique verification code. This course carries **6 NQF credits** at **NQF Level 4**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 15,400.00	R 15,400.00
1	In-House	R 20,000.00	R 20,000.00
1	On-Campus (Pretoria)	R 23,100.00	R 23,100.00

UPCOMING SESSIONS

Start	End	Method	Venue
10 Aug 2026	12 Aug 2026	On-Campus	Durban, South Africa
11 Aug 2026	13 Aug 2026	On-Campus	Pretoria, South Africa
12 Aug 2026	14 Aug 2026	On-Campus	Abu Dhabi, UAE
17 Aug 2026	19 Aug 2026	On-Campus	Shenzhen, China
18 Aug 2026	20 Aug 2026	On-Campus	Harare, Zimbabwe
19 Aug 2026	21 Aug 2026	On-Campus	Durban, South Africa
24 Aug 2026	26 Aug 2026	On-Campus	Harare, Zimbabwe
25 Aug 2026	27 Aug 2026	On-Campus	Bangkok, Thailand

Contact us if no suitable date is listed – on-demand sessions can be arranged for groups.

HOW TO GET A QUOTE OR APPLY

1. **Get an instant quotation online:** visit www.aaticd.co.za, open the page for this course (Unit Standard 116608) and click **Get A Quote / Apply**. Select your training method and number of delegates – your quotation is generated immediately and emailed to you with the course brochure attached.
2. **Apply by email:** send the course title, your preferred training method (Online, In-House or On-Campus Pretoria), the number of delegates and your preferred dates to apply@aaticd.co.za – our team will reply with a formal quotation.
3. **Apply by phone or WhatsApp:** call +27 12 004 8389 or WhatsApp +27 65 077 6310 and we will prepare your quotation and reserve your seats.
4. **Confirm your booking:** accept the quotation and settle the invoice. As soon as payment is confirmed your delegates are enrolled and receive their AATICD LMS login details by email, along with joining instructions for their chosen training method.

Group discounts apply automatically – the more delegates you enrol, the lower the price per delegate. No payment is required to request a quotation.

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