



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

Collective Debt Collection Process Analysis

Law, Military Science and Security / Justice in Society

Unit Standard 256975 · NQF Level 6 · 5 Credits · 2 Days

COURSE OVERVIEW

This course equips learners with the knowledge and skills to critically analyse the collective debt collection process. It covers the legal framework, ethical considerations, and procedural steps involved in managing collective debt recovery, enabling participants to evaluate and improve collection strategies within their organisations.

Category	Law, Military Science and Security
Subfield	Justice in Society
Unit Standard	256975
Accreditation	SAQA Accredited · NQF Level 6 · 5 Credits
Duration	2 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Analyse the legal and regulatory framework governing collective debt collection in South Africa.
- Evaluate the effectiveness of various debt collection strategies and procedures.
- Apply ethical principles and code of conduct to debt collection practices.
- Design a systematic approach to managing collective debt portfolios.
- Implement measures to ensure compliance with the National Credit Act and other relevant legislation.
- Demonstrate the ability to resolve disputes and handle complaints in the debt collection process.

WHO SHOULD ATTEND

- Debt collectors, credit managers, financial administrators, and legal professionals involved in debt recovery processes.
- This course is ideal for those seeking to enhance their understanding of collective debt collection within the South African regulatory context.

COURSE OUTLINE

Day 1: Foundational Concepts of Debt Collection and Legislative Framework

- Overview of the debt collection process: stages and stakeholders
- National Credit Act (NCA) and Consumer Protection Act (CPA) requirements
- Debt collection methods: letters, calls, negotiation, and tracing
- Pre-legal steps: demand letters, payment arrangements, and affordability assessments
- Legal process: summons, judgments, and enforcement mechanisms
- Ethical debt collection practices and code of conduct
- Record-keeping and documentation requirements
- Case study: mapping a typical debt collection workflow

Day 2: Process Analysis, Optimisation, and Practical Application

- Process mapping tools: flowcharts, swimlane diagrams, and value stream maps
- Identifying key performance indicators (KPIs) for debt collection
- Root cause analysis of collection delays and disputes
- Optimisation strategies: segmentation, prioritisation, and automation
- Compliance audits and risk mitigation in collective collection
- Reporting and feedback loops for continuous improvement
- Group exercise: process mapping a collective debt collection scenario
- Presentation of analysis and peer review

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 **5 NQF credits** at **NQF Level 6**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 16,900.00	R 16,900.00
1	In-House	R 22,000.00	R 22,000.00
1	On-Campus (Pretoria)	R 25,400.00	R 25,400.00

UPCOMING SESSIONS

Start	End	Method	Venue
03 Aug 2026	04 Aug 2026	On-Campus	Dubai, UAE
03 Aug 2026	04 Aug 2026	On-Campus	Mauritius
03 Aug 2026	04 Aug 2026	On-Campus	Lagos, Nigeria
05 Aug 2026	06 Aug 2026	On-Campus	Cape Town, South Africa
05 Aug 2026	06 Aug 2026	On-Campus	Johannesburg, South Africa
06 Aug 2026	07 Aug 2026	On-Campus	Pretoria, South Africa
10 Aug 2026	11 Aug 2026	On-Campus	Durban, South Africa
11 Aug 2026	12 Aug 2026	On-Campus	Mauritius

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 256975) 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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