

## PERFORM CREDIT ADMINISTRATION

UNIT CODE: BUS/OS/BF/CR/03/6/B

### UNIT DESCRIPTION

This unit specifies the competencies required to perform credit administration. It involves monitoring the credit repayment, analyzing periodic financials, conducting customer visit, preparing call report, collecting credit arrears, issuing demand letter and performing credit restructuring.

### ELEMENTS AND PERFORMANCE CRITERIA

ELEMENT	PERFORMANCE CRITERIA
These describe the key outcomes which make up workplace function (to be stated in active)	These are assessable statements which specify the required level of performance for each of the elements (to be stated in passive voice) <i>Bold and italicized terms are elaborated in the Range</i>
1. Monitor the credit repayment	1.1 Credit repayment report is retrieved as per credit policy 1.2 Credit repayment report is reviewed as per credit policy 1.3 <b>Action</b> is taken as per credit repayment report
2. Analyze periodic financials	2.1 Financials are identified as per credit policy 2.2 Parameter of financial analysis is determined as per standard operating procedures 2.3 financial analysis Parameter are measured as per standard operating procedures 2.4 financial analysis Parameter are qualified as per standard operating procedures
3. Conduct customer visit	3.1 Customers are identified as per standard operating procedures 3.2 Purpose of customer visit is established as per standard operating procedures 3.3 Customer physical location is established as per standard operating procedures 3.4 Customer physical address is verified as banking policy 3.5 Customer are notified of the visit as per standard operating procedure
4. Prepare call report	4.1 Details of customer to be visited are obtained as per standard operating procedure

	<p>4.2 Visit details are captured as per standard operating procedure</p> <p>4.3 Visit report is prepared as per standard operating procedure</p> <p>4.4 Action on visit report is taken as per organizational policy</p>
5. Collect credit arrears	<p>5.1 Credit arrears are established as per standard operating procedures</p> <p>5.2 Customer linked accounts are identified as per credit policy</p> <p>5.3 Recovery from linked account is established as per the credit policy</p> <p>5.4 Action is taken as per credit policy</p>
6. Issue demand letter	<p>6.1 Customer arrears are identified as per standard operating procedure</p> <p>6.2 Demand letters are prepared as per standard operating procedure</p> <p>6.3 Demand letters are dispatched as per standard operating procedure</p> <p>6.4 Demand letters are recorded as per standard operating procedure</p> <p>6.5 Demand letters are filed as per organizational policy</p>
7. Perform credit facility restructuring	<p>7.1 Customer request is received as per standard operating procedure</p> <p>7.2 Customer details are obtained as per standard operating procedure</p> <p>7.3 Acceptability of credit restructure is confirmed as per bank policy</p> <p>7.4 Credit restructure is captured in the system as per standard operating procedure</p> <p>7.5 Credit restructure decision is made as per bank policy</p> <p>7.6 Credit restructure decision is communicated to customer as per banking policy</p>

## RANGE

This section provides work environments and conditions to which the performance criteria apply. It allows for different work environments and situations that will affect performance.

VARIABLE	RANGE
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1. Action may include but not limited to:	<ul style="list-style-type: none"> <li>• Collect credit arrears</li> <li>• Communicate to customer</li> <li>• Escalate</li> </ul>
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## REQUIRED SKILLS AND KNOWLEDGE

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

### Required Skills

The individual needs to demonstrate the following skills:

- Numeracy
- communication
- IT
- problem solving
- dispute resolution
- organizational
- self-management
- analytical
- interpersonal

### Required Knowledge

The individual needs to demonstrate knowledge of:

- Credit policy
- Risk
- Risk assessment
- Credit management sector
- Organizational policy, procedures and systems
- Norms and culture of different customers

## EVIDENCE GUIDE

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge and range.

1. Critical Aspects of Competency	Assessment requires evidence that the candidate: Demonstrated ability <ul style="list-style-type: none"> <li>1.1 Monitor the credit repayment</li> <li>1.2 Qualify financial analyses parameter</li> </ul>
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	<p>1.3 Conduct customer visit</p> <p>1.4 Prepare visit report</p> <p>1.5 Collect credit arrears</p> <p>1.6 Issue demand letter.</p>
2. Resource Implications	<p>The following resources should be provided:</p> <p>2.1 Access to relevant workplace where assessment can take place</p> <p>2.2 Appropriately simulated environment where assessment can take place</p>
3. Methods of Assessment	<p>Competency in this unit may be assessed through:</p> <p>3.1 Written tests</p> <p>3.2 Oral questioning</p> <p>3.3 Third party reports</p> <p>3.4 Case studies</p>
4. Context of Assessment	<p>Competency may be assessed</p> <p>4.1 Off the job</p> <p>4.2 on the job</p> <p>4.3 During industrial attachment</p>
5. Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.