Government CAMPUS

City & Guilds Level 3 Certificate in Debt Management

Civil Servants working in debt management within DWP and HMRC undertake important roles that can directly affect the public's view of government. This qualification will assist them to enhance their knowledge and skills in recovery and collection.

Description

This qualification has been developed in collaboration with the Department for Work and Pensions (DWP), HM Revenue and Customs (HMRC) and the Operational Delivery Profession for learners who work in the debt collection and recovery industry who wish to enhance their knowledge and skills in debt recovery and collection.

What's the outcome?

By completing the Level 3 Certificate you will get a nationally recognised qualification and will develop your knowledge and skills in recovery and collection including: The principles of debt recovery and collection; how to prepare a case for debt recovery and collection; how to handle customer communication; and how to monitor payments with debtors.

You may wish to find out more by accessing further information here Operational Delivery Profession Qualifications.
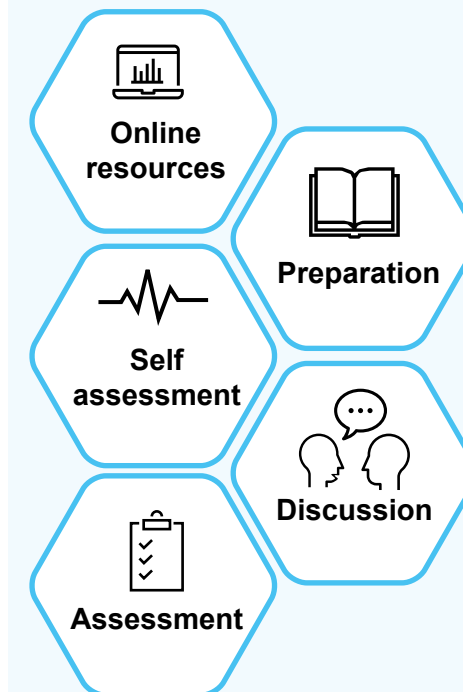
What does it involve?

The duration is up to 12 months with assessment undertaken in a variety of ways including short answer assessments, oral questioning and observation checklists.

The qualification features three mandatory units covering different aspects of debt management including: Preparation for debt recovery and collection, handling customer communications and monitoring debtor accounts. Learners then choose one of two further optional units to tailor learning to your departments needs – further information on how the qualification is applied at each department can be found below.

- Department for Work and Pensions
- Department for Work and Pensions Social Fund
- Department for Work and Pensions Child Maintenance
- HM Revenue and Customs

Learning activities

- Online resources
- Preparation
- Self assessment
- Discussion
- Assessment

Estimated learning time:
12 months

How to book

bookings.governmentcampus.co.uk

0203 640 7985
support@governmentcampus.co.uk