

National Certificate in Credit Administration (Credit Control) (Level 3)

Level 3

Credits 55

This qualification has been **reviewed**. The last date to meet the requirements is 31 December 2019.

Transition Arrangements

This qualification has been reviewed and replaced by New Zealand Certificate in Credit Administration (Level 3) [Ref: 2765]

The last date for entry into programmes leading to the replaced qualifications is 31 December 2017, when the replaced qualifications will be designated expiring. The last date to meet the requirements of the replaced qualifications will be 31 December 2019 when the qualifications will be discontinued. From that date no results can be reported against the qualifications.

People currently working towards one of the replaced qualifications may either complete the requirements by 31 December 2019 or transfer their results to the replacement qualification.

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:

For detailed information see [Review Summaries](#) on the NZQA website.

NZQF National Qualification Registration Information

Process	Version	Date	Last Date for Assessment
Registration	1	August 2005	December 2008
Revision	2	January 2008	December 2019
Revision	3	May 2014	December 2019
Review	4	April 2015	December 2019

Standard Setting Body

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Reviewed

National Certificate in Credit Administration (Credit Control) (Level 3)

Level 3

Credits 55

Purpose

This qualification is intended 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.

This level 3 qualification leads to specialised credit management with the National Certificate in Credit Management (Level 4) [Ref: 0776].

Replacement Information

This qualification replaced the National Certificate in Credit Administration (Level 3) [Ref: 0673].

Credit Range

	Compulsory	Elective
Level 3	40	-
Level 4	5	10-20
Minimum totals	45	10

Requirements for Award of Qualification

Award of NZQF National Qualifications

Credit gained for a standard may be used only once to meet the requirements of this qualification.

Unit standards and achievement standards that are equivalent in outcome are mutually exclusive for the purpose of award. The table of mutually exclusive standards is provided on the New Zealand Qualifications Authority (NZQA) website: <http://www.nzqa.govt.nz/qualifications-standards/standards/standards-exclusion-list/>.

Reviewed standards that continue to recognise the same overall outcome are registered as new versions and retain their identification number (ID). Any version of a standard with the same ID may be used to meet qualification requirements that list the ID and/or that specify the past or current classification of the standard.

Summary of Requirements

- Compulsory standards
- Elective – A minimum of 1 standard as specified

Detailed Requirements

Compulsory

The following standards are required

Business > Financial Management > Credit Administration

ID	Title	Level	Credit
16757	Determine applicant's suitability for credit	3	10
16758	Administer financial collection processes	3	10
16759	Demonstrate telephone techniques for debt collection	3	5
21415	Demonstrate knowledge of legislation applicable to credit control	3	5
21416	Administer credit control	3	10

Business > Financial Management > Credit Management

ID	Title	Level	Credit
16760	Demonstrate knowledge of credit dispute resolution processes	4	5

Elective

A minimum of 1 standard

Business > Financial Management > Credit Management

ID	Title	Level	Credit
16761	Demonstrate knowledge of the repossession of goods in accordance with the Credit (Repossession) Act	4	10
16958	Evaluate credit worthiness	4	10

Transition Arrangements

Version 3 was issued to recognise the change in the Standard Setting Body (SSB) responsibility from Competenz to The Skills Organisation.

For detailed information see [Review Summaries](#) on the NZQA website.

People currently working towards version 2 of this qualification may either complete that version or transfer their results to version 3.

It is anticipated that no existing candidates will be disadvantaged by these transition arrangements as no changes have been made to the unit standards involved. However, anyone who feels that they have been disadvantaged may appeal to The Skills Organisation using the contact details provided below.

Previous versions of the qualification

Version 2 was issued to align this qualification with the content and delivery of training currently being delivered. Changes included removal of Elective 2 and credits were reduced from 60 to 55.

Version 1 replaced the National Certificate in Credit Administration (Level 3) [Ref: 0673]. Transition for that qualification expired in December 2006.

Certification

The certificate will display the logos of NZQA and The Skills Organisation.

Classification

This qualification is classified according to the NZQF classification system and the New Zealand Standard Classification of Education (NZSCED) system as specified below.

DAS Classification		NZSCED	
Code	Description	Code	Description
1678	Business > Financial Management > Credit Management	081199	Management and Commerce > Banking, Finance and Related Fields > Banking, Finance and Related Fields not elsewhere classified

Please contact The Skills Organisation reviewcomments@skills.org.nz if you wish to suggest changes to the content of this qualification.

Quality Management Systems

Providers and Industry Training Organisations must be granted consent to assess by a recognised Quality Assurance Body before they can register credits from assessment against standards. Organisations with consent to assess and Industry Training Organisations assessing against standards must engage with the moderation system that applies to those standards. Accreditation requirements and the moderation system are outlined in the associated Consent and Moderation Requirements (CMR) for each standard.