

Title	Administer credit control		
Level	3	Credits	10

Purpose	People credited with this unit standard are able to: <ul style="list-style-type: none"> – describe credit policy; – demonstrate knowledge of the delegation of authority for credit approval; and – administer credit control.
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Classification	Financial Management > Credit Administration
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Available grade	Achieved
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Guidance Information

- 1 Legislation applicable to this unit standard includes:
Credit Contracts and Consumer Finance Act 2003;
Personal Property Securities Act 1999;
Privacy Act 2020.
- 2 Definitions
Credit facility is the amount and type of credit that is being applied for and includes set and/or flexible credit limits.
Credit policy is a set of company guidelines that contain the defined parameters used to evaluate and manage credit facilities.
Delegation of authority for credit approval is the authority to approve credit to a specific financial limit. Several credit approval authorities may be in place within an organisation.
Industry practice includes policies, procedures and standards that competent practitioners in the industry recognise as current industry best practice.
Organisational practice includes documented policies, procedures, and practices, and policy and procedure manuals pertaining to credit.
- 3 This unit standard may be assessed on-job in the workplace using naturally occurring evidence or in off-job simulated work situations designed to draw upon similar performance to that required in work in a credit administration and/or credit management context.
- 4 All evidence must be in accordance with organisational practice where possible, otherwise evidence may be based on industry practice.

Outcomes and performance criteria

Outcome 1

Describe credit policy.

Performance criteria

1.1 Describe the purpose of a credit policy.

1.2 Describe the criteria of a credit policy.

Range criteria may include but is not limited to – minimum acceptable criteria, legislative requirements, procedures, levels of authority and roles.

1.3 Describe the steps taken to meet these credit criteria.

Outcome 2

Demonstrate knowledge of the delegation of authority for credit approval.

Performance criteria

2.1 Identify delegated authorities for credit decision making.

2.2 Explain the scope of each delegated authority.

Range at least two authorities are explained.

2.3 Describe the process required when a situation is outside that governed by a delegated authority framework.

Outcome 3

Administer credit control.

Performance criteria

3.1 Monitor client status.

3.2 Record and maintain accurate diary notes.

3.3 Administer file security that conforms to current legislation.

Range includes but is not limited to – Privacy Act 2020.

3.4 Action payment default alerts.

- 3.5 Administer receipt of payments from client accounts with a status of credit hold or stop supply.

Range may include but is not limited to – ‘credit facility withdrawn’ letter, remove default status, review of terms and credit limit.

Planned review date	31 December 2029
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	28 June 2005	31 December 2023
Rollover and Revision	2	15 November 2012	31 December 2021
Rollover and Revision	3	22 May 2014	31 December 2021
Review	4	18 June 2015	31 December 2023
Review	5	24 September 2020	31 December 2027
Review	6	27 March 2025	N/A

Consent and Moderation Requirements (CMR) reference	0121
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Comments on this unit standard

Please contact Ringa Hora Services Workforce Development Council qualifications@ringahora.nz if you wish to suggest changes to the content of this unit standard.