

<b>Title</b>	<b>Manage credit accounts</b>		
<b>Level</b>	<b>4</b>	<b>Credits</b>	<b>10</b>

<b>Purpose</b>	<p>This unit standard is for people who are involved in or intending to be involved in the management of accounts receivable and credit processes.</p> <p>People credited with this unit standard are able to manage credit accounts.</p>
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<b>Classification</b>	Financial Management > Credit Management
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<b>Available grade</b>	Achieved
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### Guidance Information

- 1 Legislation applicable to this unit standard includes:  
Personal Properties Security Act 1999;  
Credit Contracts and Consumer Finance Act 2003;  
and all subsequent amendments and replacements.
- 2 Definitions  
*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.  
*Processes for approving credit* may include but are not limited to – processing credit applications, analysing credit worthiness, securing of credit facilities, managing export credit, classifying debtors, recording debtors' credit data.  
*Processes for managing credit* may include but are not limited to – revolving credit facilities, monitoring and reviewing credit behaviour, answering queries on accounts.  
*Processes for recovering credit* may include but are not limited to – ageing debtors' accounts, stopping credit facilities for overdue accounts, collecting overdue accounts, communicating with debtors regarding overdue accounts, implementing legal action on overdue accounts.  
*Terms of trade* include any conditions of purchase, credit limit billing cycles, payment due dates, discounts for prompt payment, and any trade card conditions.
- 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 is in accordance with organisational practice where possible, otherwise evidence may be based on industry practice.

## Outcomes and performance criteria

### Outcome 1

Manage credit accounts.

### Performance criteria

- 1.1 Manage credit accounts to meet organisational objectives.
- Range managing credit accounts includes – processes for approving credit, processes for managing credit, and processes for recovering credit.
- 1.2 Group and prioritise managed accounts according to account requirements.
- 1.3 Monitor performance of managed accounts.
- Range may include but is not limited to – credit collection performance, rate of credit rejections, indebtedness, compliance with legislative requirements.
- 1.4 Assess credit accounts and identify response required to achieve organisational objectives in respect of credit management.

<b>Replacement information</b>	This unit standard replaced unit standard 16959.
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<b>Planned review date</b>	31 December 2025
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### Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	24 September 2020	N/A

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

### Comments on this unit standard

Please contact The Skills Organisation [reviewcomments@skills.org.nz](mailto:reviewcomments@skills.org.nz) if you wish to suggest changes to the content of this unit standard.