

Title	Manage credit accounts		
Level	4	Credits	10

Purpose	<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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Classification	Financial Management > Credit Management
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Available grade	Achieved
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Guidance Information

- 1 Legislation applicable to this unit standard includes:
Anti-Money Laundering and Countering Financing of Terrorism Act 2009;
Personal Properties Security Act 1999;
Credit Contracts and Consumer Finance Act 2003.
- 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.
- 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

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.

Replacement information	This unit standard replaced unit standard 16959.
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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	24 September 2020	31 December 2027
Review	2	27 March 2025	N/A

Consent and Moderation Requirements (CMR) reference	0121
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This CMR can be accessed at 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.