

<b>Title</b>	<b>Monitor client credit behaviour</b>		
<b>Level</b>	<b>3</b>	<b>Credits</b>	<b>10</b>

<b>Purpose</b>	<p>This unit standard is for people who are involved or intend to be involved in the process of credit administration.</p> <p>People credited with this unit standard are able to:</p> <ul style="list-style-type: none"> <li>– demonstrate knowledge of monitoring credit behaviour; and</li> <li>– monitor client credit behaviour to determine action required.</li> </ul>
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<b>Classification</b>	Financial Management > Credit Administration
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<b>Available grade</b>	Achieved
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## Guidance Information

- 1 Legislation applicable to this unit standard includes:  
Personal Property Securities Act 1999;  
Privacy Act 1993;  
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.
- 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.

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## Outcomes and performance criteria

### Outcome 1

Demonstrate knowledge of monitoring credit behaviour.

### Performance criteria

- 1.1 Describe the purpose of monitoring client credit behaviour.

1.2 Describe sources of information for monitoring client credit behaviour.

Range may include but is not limited to – Personal Properties Security Register search; credit bureau check; supplier group; web searches; social media checks; company/customer information changes; judgements in courts; defaults and collection agency actions; day sales outstanding exceeding parameters; minimum of three required.

## Outcome 2

Monitor client credit behaviour to determine action required.

### Performance criteria

2.1 Monitor client credit behaviour in accordance with credit classification and amount of debt.

2.2 Monitor credit information of the client.

Range may include but is not limited to – Personal Properties Security Register search; credit bureau check; supplier group; web searches; social media checks; company/customer information changes; judgements in courts; defaults and collection agency actions; day sales outstanding exceeding parameters.

2.3 Interpret credit information to determine any changes to credit behaviour of the client.

2.4 Determine action required based on credit behaviour of client.

Range actions may include but are not limited to – change to credit classification of client, change to recorded credit details, escalation.

<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 <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.