



## Aimed at

This course is suitable for businesses of all sizes looking to improve financial management within their organisation

## Course description & subjects covered

This course will enable learners to:

- Develop knowledge, skills and processes that minimise risks of poor cash flow management and ensure the timely payment of invoices
- To maintain effective credit control measures to ensure the health of the organisation's finances
- To ensure that a positive relationship developed with the customer remains intact and effective

### Course content incorporates the following areas of financial management:

- What is credit control?
- The cash flow cycle, and what happens when the cycle is broken
- Customer relationship management
- How to manage accounts effectively
- Confidentiality, terms and conditions and duty of care
- Payment methods, and why BACS is preferable
- Debt management
- Profit versus sales volume
- Late payment legislation (Government Directive)
- Telephone techniques in credit control and note taking

## Assessment

There are no formal assessments for this course.

## Entry requirements

There are no formal entry requirements for this course

## Resources

Learners will be provided with example templates as part of the course materials

## Cost

£75.00 per person