

ICM Certificate in Credit Management for the Legal Sector Level 3

Course Details

Information Gathering for Credit Risk assessment in the Legal Sector

Course Overview

This interactive workshop enables learners to develop practical skills and techniques for use in credit information gathering and presentation of data.

Following the course learners will be able to:

- Determine appropriate data sources
- Validate the data obtained
- Manage incomplete or inconsistent data
- Store data in line with prevailing policies and procedures
- Review existing risk assessment arrangements and identify improvements

ICM Award

ICM Award in Credit Application Processing
(3 credits)

Credit Risk Assessment & Profiling

This interactive workshop enables learners to analyse financial data, prepare appropriate risk profiles for their working environment, create strategies for risk management and review processes and identify improvements.

Following the course learners will be able to:

- Analyse data from a variety of sources
- Prepare risk profiles
- Identify and describe options to manage higher risk accounts
- Monitor transactions and spot warning signals

ICM Award in Credit Risk Assessment
(3 credits)

Managing the Sales Ledger

This interactive workshop equips learners with the skills to understand the purpose of fees notes, invoices, credit notes and statements. Payment processing, posting and allocation of receipts, monitoring payment profiles and reporting suspicious activities are also covered.

Following the course learners will be able to:

- Authorise and code invoices and credit notes
- Apply prices and trading terms
- Allocate payments
- Understand and document ledger adjustments
- Prepare statements
- Report suspicious transactions
- Prepare information for banking
- Record and reconcile daily payments
- Compare progress against targets &

ICM Award in Sales Ledger Management
(4 Credits)

investigate discrepancies

Fees Recovery

This interactive workshop teaches learners to pursue overdue payments whilst maintaining positive relationships and covers how to communicate effectively even when imparting negative decisions

Following the course learners will be able to:

- Communicate with clients regarding adherence to payment terms
- Select various communication options for pursuing payment
- Identify reasons for non payment
- Maintain a record system
- Prepare for each contact
- Monitor payment profiles
- Review payment performance against policy
- Manage WIP
- Inform client of changes to payment terms and credit facilities
- Communicate with internal clients
- Communicate in compliance with organisational and legal requirements

**ICM Award in Cash Collection
(3 Credits)**

**ICM Award in Debt Recovery
(3 Credits)**

or

**ICM Award in Negotiation &
Influencing
(6 Credits)**

Assessment is designed to best fit company requirement.

Dispute Management

This interactive workshop enables learners to resolve client queries and resolve payment disputes. It involves, listening skills, investigation skills, record maintenance and effective communication.

Following the course learners will be able to:

- Maintain records of client contacts throughout the period of a dispute
- Investigate the substance of queries and disputes
- Resolve disputes promptly or escalate to an appropriate authority
- Agree communication methods and timescales
- Progress matters effectively
- Apologise when appropriate
- Comply with Data Protection legislation and organisational practices

**ICM Award in Customer
Relations & Cash Collections
(6 credits)**

or

**ICM Award in Negotiation &
Influencing
(6 Credits)**

Assessment is designed to best fit company requirement.

For further details, contact julie.cave@cmlawltd.com or call 07501 769563