

Mastering Effective Credit Control: 5-Day Intensive Course

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Kuala Lumpur (Malaysia)

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Mastering Effective Credit Control: 5-Day Intensive Course

~~R20222754_28244~~ Location: Kuala Lumpur (Malaysia) Fees: 4200 GBP

Why This Course

Credit control plays a vital role in protecting cash flow, reducing bad debts, and supporting sustainable business growth. Finance professionals need the ability to assess credit risks, set clear credit terms, manage collections professionally, and handle difficult debt situations with confidence and compliance.

This intensive 5-day course provides a practical approach to advanced credit control, credit risk assessment, debt collection, and legal debt recovery. Participants will learn how to develop credit policies, evaluate creditworthiness, implement collection strategies, negotiate payment terms, and use modern credit management tools to improve financial performance.

The program combines practical exercises, real business scenarios, negotiation activities, and credit control tools to help participants strengthen cash flow management and reduce exposure to overdue debts.

What You'll Learn and Practice

By joining this program, you will:

- Understand credit control principles, best practices, and the full credit cycle.
- Develop effective credit policies and procedures.
- Assess creditworthiness using applications, financial statements, and scoring models.
- Use credit reference agencies and external data more effectively.
- Build systematic collection processes for overdue accounts.
- Apply professional communication and negotiation techniques in debt recovery.
- Understand legal procedures, contract terms, bankruptcy, and insolvency implications.
- Use credit insurance, factoring, and technology to strengthen credit management.

The Program Flow

Day 1: Fundamentals of Credit Control

- Introduction to credit management principles.
- Understanding the credit cycle from approval to collection.
- Credit policy development and implementation.
- Setting credit terms, limits, and approval processes.
- Key performance indicators in credit control.
- Practical exercise: designing a credit control policy framework.

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A graphic of a chessboard with several chess pieces (king, queen, rook, knight, and pawns) in gold and silver, set against a background of concentric circles.

Day 2: Credit Risk Assessment

- Credit application evaluation techniques.
- Financial statement analysis for credit decisions.
- Credit scoring models and risk rating methods.
- Using credit reference agencies effectively.
- Identifying warning signs of credit deterioration.
- Workshop: assessing customer credit risk using practical criteria.

Day 3: Effective Debt Collection Strategies

- Developing a systematic collection process.
- Prioritizing overdue accounts and collection actions.
- Communication techniques for debt recovery.
- Handling common excuses, disputes, and delayed payments.
- Negotiation skills for credit professionals.
- Role-play exercise: negotiating payment arrangements with difficult customers.

Day 4: Legal Aspects of Credit Control

- Understanding credit-related legislation and compliance requirements.
- Contract terms and conditions that support debt recovery.
- Legal procedures for recovering overdue debts.
- Documentation and evidence required for legal action.
- Bankruptcy and insolvency implications.
- Case study: managing a legally sensitive debt recovery case.

Day 5: Advanced Credit Management Techniques

- Credit insurance and factoring as risk management tools.
- Technology and automation in credit management.
- International credit control considerations.
- Reporting credit performance and collection results.
- Developing a credit control action plan.
- Final workshop: building a practical credit management improvement roadmap.

Individual Impact

- Strengthen credit control and debt recovery capabilities.
- Improve confidence in assessing credit risks and setting terms.
- Build negotiation skills for overdue payments and credit agreements.
- Understand legal considerations in credit control.
- Gain practical tools to manage complex credit situations.

A graphic of a chessboard with several chess pieces (a king, a queen, and a pawn) in the foreground. The text 'UK Training PARTNER' is overlaid on the board.

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Work Impact

- Improve cash flow and reduce overdue receivables.
- Strengthen credit policy implementation and control.
- Reduce bad debt exposure through better risk assessment.
- Improve collection efficiency and customer communication.
- Support stronger financial discipline and business growth.

Training Methodology

This course uses a practical, workplace-focused learning approach. Training methods include:

- Interactive discussions on credit control and risk management.
- Credit assessment and financial analysis exercises.
- Collection strategy workshops and negotiation role plays.
- Legal debt recovery case studies.
- Practical activities on credit policy and performance indicators.
- Templates, checklists, and action planning tools.

Beyond the Course

By the end of this course, participants will be able to implement stronger credit policies, assess customer creditworthiness, manage collections professionally, negotiate payment solutions, and handle legal aspects of debt recovery with greater confidence. They will return ready to improve cash flow, reduce bad debts, and strengthen credit control practices within their organizations.

A graphic of a chessboard with several chess pieces (a king, a queen, and a pawn) on it, set against a background of concentric circles.

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