



**End Point Assessment
Organisation (EPAO)**



**Credit Controller
and Collector**

ICA is an end-point assessment organisation (EPAO) working with training providers and employers to deliver high quality, robust end-point assessment (EPA) across a range of apprenticeships. We are part of the leading professional body for the regulatory and financial crime compliance community.

ICA's vision is to inspire, educate and enable the international compliance community to think more, perform better and help the right business be conducted in the right way.

Why choose ICA as your End Point Assessment organisation?

We will provide:

- dedicated independent end-point assessors who are subject matter experts
- robust processes and quality assurance
- quick turnaround of results
- friendly, flexible and responsive staff
- a flexible, fair and easy-to-understand pricing structure
- a simple scheduling process, with a team on hand to support you at each stage
- an online platform for apprentices to use for collating and submitting portfolios, and
- guidance sessions for apprentices on how the EPA will be conducted





Credit Controller and Collector

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Level 2

Route: Legal, finance and accounting

Typical duration to gateway: 12 months
(this does not include EPA period)

Maximum funding: £5,000

ICA Standard EPA Fee: £1,000 per apprentice

The fee quoted is our standard fee – we can offer discounts based on the number of apprentices.

Apprenticeship occupation overview:

Credit management is a dynamic function found across all sectors of UK and international commerce and offers a range of challenging and interesting specialisms.

Given the importance of credit management and collections, roles are central to many

operations, typically setting policies, facilitating sales, managing financial risk and customer relationships. Through this work credit management protects cash flow and facilitates all wider business activity.

Commercial teams have significant responsibility and manage high value accounts. Roles are typically fast paced and target driven, requiring detailed knowledge of law, regulations and the business environment, and skilled practitioners possess excellent technical and interpersonal skills.

Credit management and collections are rewarding career choices for self-motivated and enthusiastic individuals who would enjoy a varied role working at the centre of operations.

Role Profile

The focus of the credit controller and collector role is typically to monitor and manage customer accounts; follow organisational policies to collect monies owed and ensure that work quality targets are met.

The role requires proactive interaction with customers who have not paid or who have reached credit limits or terms in order to minimise bad debts while retaining positive relationships for the longer term.

The range of activities within the role could include, but are not limited to, processing credit applications; agreeing credit terms and/or payment arrangements; invoicing; monitoring payment; allocating and reconciling cash; proactively contacting customers to collect debt, outstanding balances; resolving straight-forward disputes; debt support and recommending write offs.

The apprenticeship standard includes key areas of:

- credit management
- regulatory compliance
- industry and organisation understanding
- service delivery

- work planning
- teamwork
- communication and relationship building, and
- negotiation and decision making.

Knowledge, Skills, and Behaviours: What apprentices need to learn

The required Knowledge, Skills and Behaviours of the Credit Controller and Collector apprenticeship standard are found on the Institute for Apprenticeships & Technical Education (IfATE) website.

Gateway Requirements

At the end of the on-programme training period, the training provider and employer will need to agree that the apprentice has met the knowledge, skills and behaviours required for the apprenticeship standard.

Apprentices without Level 2 English and Maths will need to achieve these prior to taking the EPA.

At Gateway, apprentices must also submit evidence of having passed one of the mandatory qualifications listed within the apprenticeship standard.



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End Point Assessment

All apprentices must take an independent assessment at the end of their apprenticeship training to confirm that they have achieved occupational competence. Rigorous, robust, and independent EPA is essential to give employers confidence that apprentices completing an apprenticeship standard can actually perform in the occupation they have been trained in, and can demonstrate the knowledge, skills and behaviours set out in the apprenticeship standard.

EPA can only be conducted by an independent end-point assessment organisation (EPAO).



The Assessment Plan for each standard outlines the assessment methods to be used. The EPA for this apprenticeship consists of the following mandatory elements:

Assignments

Two assignments that are based on real work done by apprentices in which the apprentice provides detailed evidence of how they carry out the role in their organisation – one of these focuses more on the technical aspects of the role, the other more on the behavioural aspects. Both focus on demonstrating that the apprentice has met the requirements of the standard.

Both assignments will build a synoptic picture of the ability of the apprentice to meet the requirements of the standard with one starting from the knowledge components and the other from the skills and behaviours. Both will require demonstration of how these are applied in the role.

Professional discussion

A 45-minute professional discussion that explores the apprentice's responses in their assignments, as well as focusing on the softer skills of the standard and how well they are performing in their role.

The professional discussion is a structured interview between the apprentice and the assessor covering the knowledge, skills and behaviours in the standard. It will explore the content of the assignments, together with how it was produced, providing validation for the assessor of what has been submitted.

The purpose of the professional discussion is to:

- explore evidence for areas of the standard that are best assessed verbally.
- clarify any questions that the assessor has about the evidence submitted in the assignments, and

- discuss how the apprentice has progressed in their role, what specific work they have been involved in and their approach.

The combination of these two assessment methods builds a cumulative picture of performance against the standard. They require apprentices to demonstrate the application of knowledge, skills and behaviours in an integrated manner to deliver the required outcomes, enabling the assessor to make a holistic judgement about how well the apprentice meets or exceeds the standard.

Further information regarding the assessment methods is provided within the ICA Assessment Handbook for this EPA.

Grading

The overall EPA will be graded Fail, Pass, or Distinction based upon the performance across the two assessments.

To achieve a Distinction, the apprentice will have to meet a higher set of assessment criteria in all of the skills and behaviours in the standard.

Results and Certification

Following the EPA, ICA will issue an EPA result letter and grade notification and apply to the Education and Skills Funding Agency (ESFA) to produce the final apprenticeship certificate.

Get in touch to discuss your EPA service requirements





End Point Assessment Organisation (EPAO)

Get in touch to discuss your EPA service requirements

Email epa@int-comp.org, call us directly on +44 (0) 121 362 7503, or complete the form at www.int-comp.org/epao to request a same day call back from the EPA Team.

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