



**End Point Assessment
Organisation (EPAO)**



**Advanced Credit
Controller/
Debt Collection
Specialist**

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





Advanced Credit Controller/ Debt Collection Specialist

Level 3

Route: Legal, finance and accounting

Typical duration to gateway: 18 months
(this does not include EPA period)

Maximum funding: £9,000

ICA Standard EPA Fee: £1,800 per apprentice

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

Apprenticeship occupation overview:

Credit management and debt collection is a dynamic function found across all sectors of UK and international commerce. Given the importance of credit management and debt collection, roles are central to many operations, typically setting policies, facilitating sales, managing financial risk and customer relationships.

Credit management typically manages and protects cash flow, while debt collection focuses on overdue, late or unpaid money owed to the organisation.

Roles are generally fast-paced and target driven, requiring detailed knowledge of law, regulations and the business environment, and skilled practitioners possess excellent technical and interpersonal skills.

They are rewarding career choices for self-motivated, enthusiastic individuals who would enjoy a varied role working at the centre of operations.

Role profile:

The focus of the Advanced Credit Controller and Debt Collection Specialist role is typically to work with internal and

external customers, both commercial and/or consumer, to ensure that the cash flow of their organisation is maximised while achieving fair customer outcomes.

This requires proactive complex interaction with customers who are high risk due to, for example, having multiple debts, consistently reaching credit limits or breaching credit agreements, or missing repayments to minimise and/or recover bad debts – all while retaining positive sustained relationships.

In addition to the core requirements of the apprenticeship, one of three specialist options must be completed. These are:

- credit risk – advising on credit policy and making decisions on credit limits and in some cases complex and non-routine credit arrangements
- advanced collections – managing complex customer relations to resolve payment issues or identify potential customer vulnerability through the use of recognised relevant assessment frameworks, and
- enforcement and recovery – applying in-depth understanding of statutory and/or non-statutory enforcement solutions in the recovery of debt.

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

The required knowledge, skills and behaviours of the Advanced Credit Controller/Debt Collection Specialist apprenticeship standard are available 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.

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 in which they have been trained and can demonstrate the knowledge, skills and behaviours set out in the apprenticeship standard.

EPA can only be conducted by an independent 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.

Assignment

A structured 3,000-word assignment in which the apprentice provides detailed evidence on how they carry out the role in their organisation. This will cover both the core of the standard and their chosen specialist option.

The assignment will require the apprentice to describe how they have applied their knowledge to deliver the services required by the role as described in the standard. It will also cover the softer skills and behaviours in the standard.

The answers to the questions and the supporting evidence provided should collectively demonstrate that the apprentice has learned and synoptically applied the knowledge, skills, and behaviours of the standard – both the core and their chosen specialist option.

Professional discussion

A 45-minute professional discussion that explores their responses in the assignment and how the assignment has been produced, 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 assignment, together with how it was produced, providing validation for the assessor of what has been submitted. It will also focus on the core skills and behaviours, e.g. communication, negotiation and decision making, as well as the skills required in the chosen specialist option.

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, merit or distinction based upon the performance across the two assessments.

The merit is designed to recognise those that are significantly above a pass, but have not quite reached the level required for distinction.

To achieve an EPA distinction, the apprentice will have to meet 100% of a higher set of assessment criteria for the knowledge, skills and behaviours relating to the relevant Specialist Option skill, managing relationships with customers, communication, negotiation, decision making, delivering results and flexibility.

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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