

Collect School Fees Workshop

If you provide parents, guardians or other parties with an invoice for any service (including school fees), this workshop is a **MUST** for you.

This workshop is designed for all school bursars, business managers, principals, school services offices, administration and accounts staff, counsellors or other staff engaged in the recovery of outstanding school fees.

About the Presenter

Your presenter will be Horst Guelzow, Manager of Collect it Now Pty Ltd and Access Credit Management. He conducts training around Australia for many organisations and employer groups as well as credit consulting to major national retail outlets, Government Departments and private businesses and companies. He has over 25 years of debt collection and credit management experience and a background in the Finance and Insurance industries. He holds a Certificate IV in Workplace Assessment and Training.

Who Should Attend?

All school principals, business managers, admin staff, bursars, accounts staff, school services offices and school counsellors.

Seminar Topics

- Legal Aspects - ACCC, Privacy Act
- Credit Policies / Procedures
- Your documentation (application / enrolment forms) and using it to achieve success
- Assessing Credit Limits
- Benefits of Terms and Conditions, particularly charging debt collection and legal fees
- Educating the debtor / parents
- Staff approach and attitude
- Commencing the collection process
- Making the collection call
- Questioning techniques
- Negotiation techniques
- Being pro-active
- Building customer rapport
- Problem solving, especially customer complaints
- Debt Collection Letters
- Role of Debt Collectors in schools

Session Details

Investment

Normally \$462 per person. School Investment \$393 per person.

Dates and Venues

Locations, dates and session times are available on our website at www.collectitnow.com.au.

Inclusions

Q&A session, lunch, morning and afternoon tea/coffee, certificates and notes on CD.

Bookings

Bookings and payment to be made online via our secure checkout.

Contact Information

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Book online today at www.collectitnow.com.au

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