

Collect It **NOW**

Collect School Fees Workshop

This training programme (workshop) is designed for all school bursars, business managers, principals, school services officers/SSO's, school admin, accounts staff and school counsellors or other staff engaged in the recovery of outstanding school fees.

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

About the Presenter

As Cash Flow is an important aspect of any business this session will focus on recovery of outstanding debts / accounts owing to your business.

This session will be led by Horst Guelzow who has been involved in Credit Management for over 20 years and is currently working in the industry doing what he does best 'collecting money for clients'. Horst draws on his experience in a diverse range of areas including the Finance and Insurance industries as well as the government sector. He has been responsible for setting up credit departments and is a Workplace Trainer and Assessor within the Credit Industry.

Who Should Attend?

All School Principals, Business Managers, Admin Staff, Bursars, Accounts Staff, School Services Officers/SSO's, School Counsellors.

Presented by Collect It NOW
GPO Box 1397, Adelaide SA 5001

Topics Include:

- Legal Aspects – ACCC, Privacy Act etc
- Credit Policies/Procedures
- Your documentation (application/enrolment forms)
- Assessing Credit Limits
- Using your documentation for to achieve success
- Benefits of Terms & Conditions particularly charging debt collection fees 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

Topics (continued):

- Problem solving, especially customer complaints
- Debt Collection Letters - format
- Role of Debt Collectors in Schools

Session Details

Investment: \$297.00 inc GST
Time: 9:00am - 4:00pm
Locations: Per website

Includes lunch, morning and afternoon tea/coffee, certificates and notes (CD).

Further Information

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Collect It NOW is your One-Stop-Shop for Debt Collection services.
Visit www.collectitnow.com.au for more information.