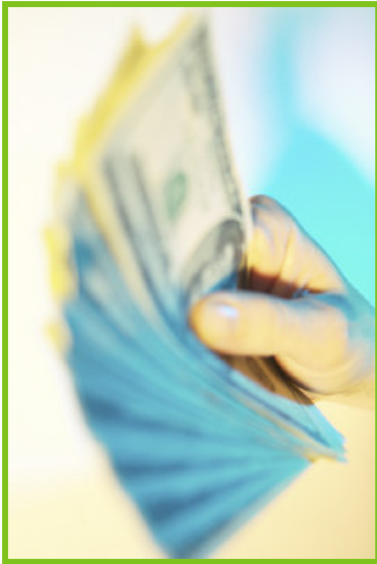


# National Certificate in Credit Administration (Credit Control) Level 3



FITEC  
**CREDIT & FINANCE**

**i**contact  
i do i learn i grow

- i** Become Qualified in Credit Control
- i** Level 4 available soon
- i** Start Anytime from Anywhere!
- i** Interactive, Fun learning style

FITEC Credit & Finance has recently reviewed the method of delivering national qualifications in credit, and is now able to provide an online delivery method in association with icontact.

The Level 3 Credit Administration qualification is now available in the new online format.

The national certificate will continue to be assessed by NZQA accredited individuals and organisations.

## Qualification & Course Outline:

### National Certificate in Credit Administration (Credit Control) (Level 3: 55 credits)

*Course costs: \$600.00+GST including subsidy*

- i** Administer Financial Collection Process
- i** Administer Credit Control
- i** Determine an Applicant's Suitability for Credit
- i** Demonstrate Telephone Techniques for Debt Collection
- i** Demonstrate Knowledge of Legislation Applicable to Credit Control
- i** Demonstrate Knowledge of Credit Dispute Resolution Processes
- i** Demonstrate Knowledge of the Repossession of Goods in Accordance with the Credit (Repossession) Act



Partnered with FITEC, icontact is the online learning system developed by New Zealand based company Rapid Results, specialists in providing training to the corporates and government departments. icontact won the TUANZ 2005 Innovation award for general education.

With over 50 New Zealand companies using icontact for Level 3 courses, credit control is the latest offering for this platform.



## Unit Standards Incorporated:

16757, 16758, 16759,  
16760, 16761, 21415,  
21416

Phone **i**contact for enrolment details on:

**0800 DEVELOP**  
**0800 338356**

*i*contact is a division of **Rapid Results Limited**  
PO Box 302 263 North Harbour, Auckland 1330  
[www.icontact.co.nz](http://www.icontact.co.nz)

