



## Short Course in Debt Collection

The main aim of this course is to give participants the skills and confidence to do debt collection independently (without the practitioners having to dictate every step to his staff member). Participants will be taught the debt collection process in chronological order. High priority will be given to enable students to complete debt collection documents independently.

**Contact us /What'sapp Business: 0718374853 for more information**

### What Topics are Covered?

- ✓ Understand Debt
- ✓ Debt Collection Process
- ✓ Cost of Debt Collection
- ✓ Different Collection Methods
- ✓ Skills of an active Listener
- ✓ Questioning Skills
- ✓ Negotiation Skills
- ✓ Strategies for Collecting Money
- ✓ Customer Response
- ✓ Budgeting
- ✓ Pay off debt
- ✓ Contacting Credits Provider
- ✓ Debt Consolidation
- ✓ Debt Review
- ✓ Good or Bad Debt
- ✓ Saving and Investing

### Who should attend

- ✓ Students looking for the Career in Debt recovery or credit Management
- ✓ Employees in Debt Collecting Companies or Self-employed Debt Collector
- ✓ Anyone Working in a Bank , Credit Finance House or indebt / credit Control enterprise

**NB**

- ❖ Instructed by online expert facilitator
- ❖ Small, interactive online classes
- ❖ Specialized Manual and course materials
- ❖ Certificate of Completion
- ❖ Required investment to enroll : **R 1000**
- ❖ Training time frame : 2 weeks

### Banking Details

**Bank Account** : Cornerstone Supreme  
**Bank** : FNB  
**Account** : 62653109283  
**Reference** : Use your name as reference

### School Credentials

**Service Provider** : Cornerstone  
**Supreme SETA Accreditation** : 12255  
**BANKSETA Accreditation** : Bank-Corne180502

**Website** : [www.cornerstonehr.co.za](http://www.cornerstonehr.co.za)  
**Email** : [stephane@cornerstonehr.co.za](mailto:stephane@cornerstonehr.co.za)  
**Address** : 272 OAK avenue , randburg