



CREDIT CONTROLLER AND COLLECTOR APPRENTICESHIP

CICM

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Institute
of Credit
Management

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WELCOME

TO YOUR

APPRENTICESHIP *PROGRAMME*

YOUR APPRENTICESHIP JOURNEY BEGINS HERE

As you begin your apprenticeship journey, it's helpful to understand what an apprenticeship standard is and how it shapes your learning and development.

An apprenticeship standard outlines the knowledge, skills, and behaviours you'll need to develop to be competent in your job role. It has been designed by industry experts to make sure your training meets the needs of employers and reflects real workplace expectations.

Throughout your apprenticeship, you'll work towards meeting all the requirements set out in the standard. At the end of your programme, you'll complete an End-Point Assessment (EPA) to show that you've reached the required level of performance.

This pack will guide you through your programme, what to expect, and how we'll support you every step of the way. We're excited to support you on this journey and help you succeed in your chosen career.

THE APPRENTICESHIP ROADMAP



GETTING STARTED



**LEARN
APPLY
GROW**

MONTH 1: GETTING STARTED



Meet your Coach and agree your learning plan



Get your training schedule



Explore your apprenticeship roadmap and key learning platforms

MONTH 9-12: GATEWAY



Review your progress across knowledge, skills, and behaviours



Agree you're ready to move forward to the End Point Assessment

MONTH 2-8: LEARN, APPLY, GROW



Take part in a minimum of 6 hours per week of structured learning



Join bi-weekly live tutor sessions (CICM) and complete self-led activities



Work on assignments which reflect real work-based scenarios



Meet your Coach every 6 weeks to build your evidence portfolio



Take part in a formal progress review every 12 weeks

FINAL STAGE: END POINT ASSESSMENT (EPA)



Complete 2 written assignments for each core component



Includes a structured 60-minute interview or discussion



GATEWAY



**END
POINT
ASSESSMENT**

YOUR GROWTH JOURNEY

End-point Assessment

Applying learning in the workplace.

Identify Gaps & Create Learning Plan

Individual plan based on self-assessment and manager's feedback.

Enter Gateway

Review progress and confirm EPA readiness.

LIVE Learning

Attend timetabled sessions and study using the learning resources provided.

Ongoing Assessment

Submit assignments to your tutor.

Independent Learning

Complete tasks set by your tutor to ensure you stay on track with your learning.

Embedding Learning

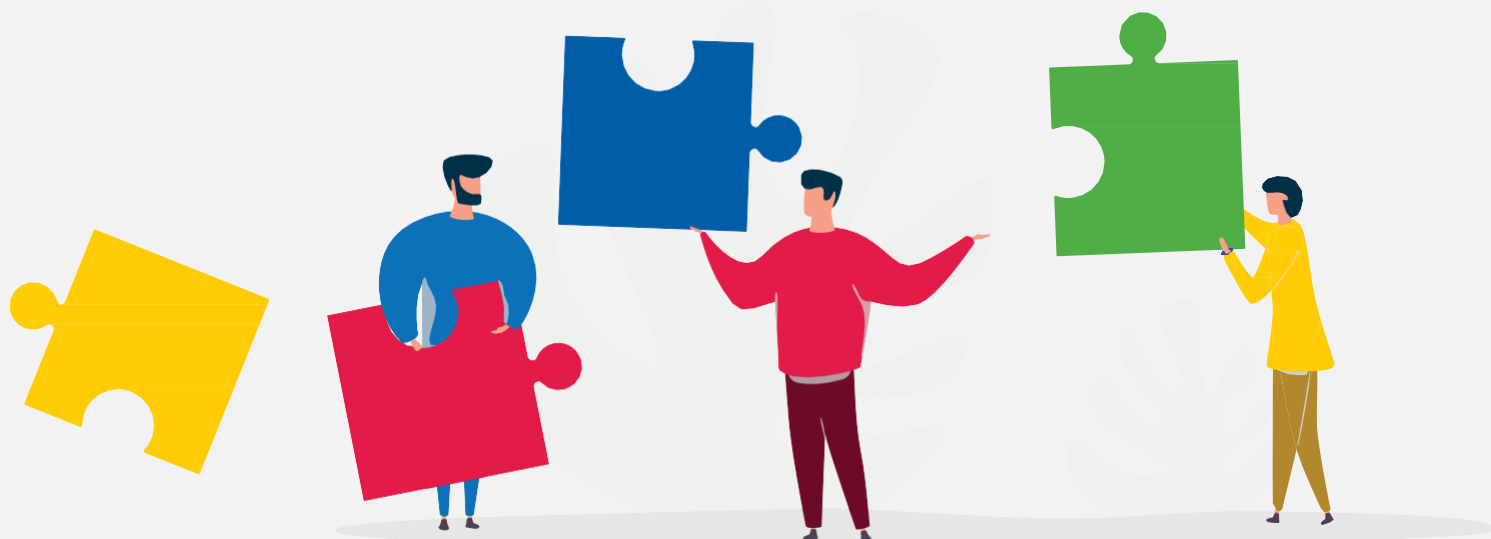
Applying learning in the workplace.

Review Progress

Review progress with your manager and Coach every 12 weeks.

Coaching Sessions

Meet your Coach every 6 weeks and build your portfolio.



THE CREDIT CONTROLLER AND COLLECTOR APPRENTICESHIP STANDARD

The table below outlines the knowledge, skills, and behaviours (KSBs) you'll develop throughout your apprenticeship journey. These form the core of your training and reflect what you need to learn to be confident and competent in your role.

Each element is designed to help you grow professionally and prepare you for your End-Point Assessment (EPA). You'll build your knowledge through learning activities, develop skills through practical experience, and demonstrate the right behaviours expected in the workplace.

This is what your apprenticeship is all about – learning, applying, and growing.

KNOWLEDGE



Credit Management



Regulatory and Compliance Framework



Industry and Organisational Understanding



Products and Services



Systems and Processes

SKILLS



Service Delivery



Work Planning



Teamwork



Communication and Relationship Building



Negotiation and Decision-Making



Continuous Improvement



Personal Development

BEHAVIOURS

 **Honesty and Integrity**

 **Flexibility**

 **Resilience**



CICM CERTIFICATE IN CREDIT AND COLLECTIONS (LEVEL 2)

As part of your apprenticeship, you'll work towards the CICM Level 2 Certificate in Credit and Collections – a nationally recognised qualification that builds the essential skills and knowledge needed for a career in credit control. This qualification is mandatory and forms a core part of your apprenticeship programme.

Whether you're completely new to credit control, looking for a career change, or already have some experience within the sector, this course provides a solid foundation in key credit control principles.

WHAT YOU'LL LEARN

The qualification is made up of **two mandatory units**, each designed to develop your technical knowledge and transferable workplace skills:

Credit Control and Collections

- ◆ **Assess customer creditworthiness and manage accounts effectively**
- ◆ **Monitor payments, chase overdue balances, and handle disputes professionally**
- ◆ **Apply credit and collections processes within legal and regulatory frameworks**
- ◆ **Maintain accurate records, reports, and use IT systems efficiently**

Business Communications and Personal Skills

- ◆ **Communicate clearly and professionally with colleagues and customers (verbal, written, phone)**
- ◆ **Build positive relationships, manage conflicts, and handle difficult conversations**
- ◆ **Demonstrate time management, organisation, and professional workplace behaviours**
- ◆ **Apply equality, diversity, and inclusion principles in interactions**

SKILLS

Each unit is assessed through a portfolio of work-based evidence which align to the knowledge, skills, and behaviours forming the apprenticeship standard.

The 2 assignments and professional discussion will be taken as part of your End-Point Assessment (EPA).

CICM QUALIFICATION GRADING

Each assignment you complete as part of your CICM qualification is graded as either Pass or Fail. You must pass both assignments to achieve the full qualification. The goal is to demonstrate competency against the KSBs (Knowledge, Skills, Behaviours) rather than achieving a numeric or letter grade.

Once both units are passed, you will carry out a professional discussion with an assessor. This completes your end point assessment (EPA). This final grade will be one of the following:



Pass



Distinction

HOW YOU'LL LEARN

You'll be taught via our **Live Online sessions**, where you'll join a small group of learners for interactive lessons led by a dedicated tutor. You'll have the chance to ask questions in real time and get tailored support throughout the course.

Your tutor will assign tasks between live sessions to help reinforce your learning. These tasks will be in the form of assignments and independent learning. Assignments will be marked with feedback provided, where tutors can offer any 1-1 support if required.



WHAT'S INCLUDED

To help you succeed, your course includes a full package of study resources:



Access to online course materials – videos, interactive activities, and knowledge checks



Practice assignments with feedback provided by the tutor



Access to other online courses which can be used for off-the-job (OJT) training

Using all these resources together gives you a strong foundation and plenty of assignment preparation. Plus, if you ever feel you need extra help or more materials, just let your tutor know – we're here to support you every step of the way.

COACHING SUPPORT THROUGHOUT YOUR APPRENTICESHIP

As part of your apprenticeship journey, you'll receive regular personal coaching sessions to help keep you on track, build your confidence, and ensure you're developing the knowledge, skills, and behaviours (KSBs) required by your apprenticeship standard.

WHAT TO EXPECT

You'll be assigned your own dedicated coach for the duration of the programme. Coaching sessions will take place every six weeks, giving you focused time to:

- ◆ **Review your progress against the KSBs**
- ◆ **Reflect on your workplace experiences and how they align with your apprenticeship goals**
- ◆ **Identify areas for development and set clear, achievable targets**
- ◆ **Discuss any challenges you're facing and get tailored support**

These sessions are not just check-ins, they're structured and purposeful, designed to ensure you're getting the right exposure to workplace activities that will help you succeed in your End-Point Assessment (EPA).

WHO ARE THE COACHES?

All of our coaches are experienced accounting professionals who understand both the technical side of the job and how to support you as a learner. They will guide you through the process of gathering and presenting evidence of your development, helping you build a professional portfolio that reflects your growth and achievements over time.

HOW IT WORKS?

Coaching sessions are delivered remotely via Microsoft Teams, giving you the flexibility to join from your workplace or home. Your coach will work with you to schedule these meetings at convenient times that fit around your work and study commitments.



SUPPORTING YOUR SUCCESS

Your coach is there to support, motivate, and guide you through your apprenticeship. Think of them as a mentor and accountability partner who will:

- ◆ **Offer personalised feedback on your progress**
- ◆ **Help you link your everyday job to the apprenticeship standard**
- ◆ **Ensure you're always working towards meeting the requirements for EPA**

These regular coaching sessions are a key part of your development and are designed to help you make the most of your apprenticeship. Make sure to come prepared, engage fully, and take advantage of the expertise and support your coach offers. They're with you every step of the way.

INDEPENDENT LEARNING

To get the most out of your apprenticeship and fully develop the knowledge and skills required, you'll need to commit to some independent learning alongside your scheduled training.

We recommend spending around 5-6 hours each week on additional study and practical activities. This could include completing independent assessments, completing assignments, or reflecting on how your work links to your apprenticeship standards.

To help build consistency and structure, it's a good idea for you and your line manager to agree on a regular time each week for independent learning, and to stick to it where possible. Making this a routine part of your working week will support your progress and help you stay on track.

Your coach and tutor can offer advice on how to use this time effectively

END POINT ASSESSMENT (EPA)

At the end of your apprenticeship, you'll complete an End Point Assessment (EPA). This is your opportunity to show the knowledge, skills, and behaviours (KSBs) you've gained throughout your apprenticeship. Your EPA will include:

- ◆ **Two written assignments which evidence the knowledge gathered from the Credit Control and Collections and Business Communications and Personal Skills units.**
- ◆ **A structured interview – where you'll answer questions to show how well you meet the required KSBs.**

Please note: The **assignments must be completed before the interview** has been scheduled.

ASSESSMENT METHOD 1: INTERVIEW

The interview is your chance to demonstrate your knowledge and professional competence. An independent assessor will ask you questions to check how well you meet the KSBs linked to this part of the assessment.

Why this method? The ability to explain complex information clearly and accurately is essential in your role, and an interview is the best way to showcase these skills.

INTERVIEW OVERVIEW

- ◆ **The interview will be structured to help you show your capabilities to the highest possible grade.**
- ◆ **It will be conducted via a Microsoft Teams call with an independent assessor from CICM.**
- ◆ **You will agree a date in advance of the interview, and we will do mocks to help make sure you feel fully prepared.**
- ◆ **The interview will last 60 minutes, with an optional 10% extra time if needed to finish answering a question.**
- ◆ **The assessor will ask at least 6 questions.**
- ◆ **They may ask follow-up questions to clarify your answers.**

GRADING THE INTERVIEW

Your performance will be graded based on how well you meet the assessment criteria:

- ◆ **Fail** – You do not meet the pass requirements.
- ◆ **Pass** – You meet all of the pass-level descriptors.
- ◆ **Distinction** – You meet all of the pass and distinction-level descriptors.

ASSESSMENT METHOD 2: ASSIGNMENTS

Credit Control and Collections

This assignment shows the apprentice can manage customer accounts, assess creditworthiness, and chase overdue payments professionally. It demonstrates understanding of legal and regulatory requirements and decision-making in credit operations. Apprentices also provide evidence of accurate record-keeping and effective use of workplace systems.

Business Communications and Personal Skills

This assignment shows that the apprentice can communicate clearly and professionally in writing, on the phone, and face-to-face. It demonstrates teamwork, time management, and how they handle difficult conversations or conflicts. Apprentices also reflect on professional behaviours, including equality, diversity, and confidentiality.

OVERALL EPA GRADING

Distinction

Apprentice constantly exceeds expected KSBs, showing advanced understanding and application

Pass

Apprentice demonstrates all KSBs at the expected Level 2 standard

Fail

Apprentice does not fully meet the required KSBs

COMPLETION

Once all components of the programme have been successfully completed, learners will receive:


- ◆ **CICM Level 2 Certificate in Credit and Collections**
- ◆ **Level 2 Apprenticeship Completion Certificate**



Contact Us to Get Started

Ready to take the next step? If you are an employer interested in developing your team, we're here to help.

For more information about our apprenticeship programmes - including course content, funding options, enrolment support, and how we work with employers - please don't hesitate to contact Premier Training. Our friendly and knowledgeable team are on hand to answer your questions and guide you through the next steps.

 **Call us:** 01469 515444

 **Email us:** info@premiertraining.co.uk

 **Live chat:** Available on our website – www.premiertraining.co.uk

 **WhatsApp us:** Search for our number: **07543 439702**