



THE UNITED REPUBLIC OF TANZANIA
INSTITUTE OF ACCOUNTANCY ARUSHA



SHORT COURSE ANNOUNCEMENT
ON
EFFECTIVE CREDIT/DEBIT MANAGEMENT AND
COLLECTIONS

(20th – 24th May 2019 - IAA ARUSHA CAMPUS, ARUSHA)

1.0 COURSE BACKGROUND

Institute of Accountancy Arusha (IAA) is an Institution in Arusha, Tanzania. It was established by the Act of Parliament of 1990 and under the Ministry of Finance and Planning. This course is aimed at providing participants with the latest tools to manage **DEBTS AND CONVERSION OF THE SAME** into **CASH**. Collecting debts needs adequate skills of negotiation in order to increase performance and recovery rates. Through engaging with experts in debt collection and applying negotiation scenarios, the course is geared to provide new and existing staff with practical skills in debt collection and credit management.

2.0 COURSE CONTENTS

During the course the following areas will be covered:

- (a) **TECHNICAL AREAS IN DEBT MANAGEMENT/COLLECTIONS** - Essence of Debt Monitoring and Control, Reasons for Monitoring and Control, Controls Before and After Debt, Tools of Monitoring and Control, Collection methods, Remedial Action, Limitations/Challenges
- (b) **WHEN THINGS GO WRONG** - Reasons for failure, the causes for non-performing debts (Internal causes and External causes), the cost of non-performing debts.
- (c) **RECOVERY OF PROBLEM DEBTS** - Stages in Debt Recovery, Non-legal recovery methods (Reschedule, Restructure, Re-finance, Debt Collectors, Legal recovery methods)

3.0 COURSE RATIONALE

At the end of the workshop, participants will be able to:

- (a) Apply collection techniques in more challenging situations whilst negotiating workable solutions
- (b) Focus on implementing and action the recovery of outstanding debts owed to your organization
- (c) Provide you with the appropriate knowledge and skills so that you can be more proactive and effective in collection activities
- (d) Understand debtors and communicate with them effectively
- (e) Overcome the issues involved in pursuing slow payers and debt recovery
- (f) Monitor and control debt levels leading to better cash flow.
- (g) Handle and overcome virtually any non- payment excuse.
- (h) Stress the benefits of payment rather than the consequences of nonpayment.
- (i) Persuade customers to pay without sacrificing goodwill.

4.0 TARGET PARTICIPANTS

This short course is intended for Relationship managers, Credit Managers, Risk managers, Credit controllers, Council/municipal/city revenue collectors/officers, SACCOS officers, Water service revenue collectors, Credit card officers, Debt managers, Co-operative officers, Microfinance officers, Leasing officers, Asset finance officers, Hire purchase officers, Mortgage managers/officers, Credit officers, Account managers, Debt collectors, Sales ledger administrators, Accountants, Sales/Customer Care/Service Staff, Marketing staff, All in the lending sector and any other staff handling credit and debt collection in the organizations.

5.0 TEACHING METHODOLOGY

Teaching methodology will include: lectures, case studies, group discussions and presentations.

6.0 FEES & MODE OF PAYMENT:

The fee for the course is **TZS 600,000/=** (say **Six Hundred Thousand only**) to cover for training material, tea/coffee and lunch. Participants will have to arrange for their own travel, accommodation and upkeep while attending the course in Arusha. Payment may be in cash, cheques or TISS paid directly to our **Bank Account No. 014103007130 in the name of Institute of Accountancy Arusha, NBC, Arusha Branch. Early registration is highly encouraged and appreciated.**

7.0 DATE, DURATION AND VENUE:

This course will be conducted from **20th to 24^h May 2019 (Five working days)** at the Institute of Accountancy Arusha, located at Njiro Hill-Arusha.

8.0 CONTACT PERSONS

For more details please don't hesitate to contact any of the following:

Course Directors

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NB: Early confirmation is highly appreciated.

APPLY TO:

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