



FINANCE AND TREASURY TRAINING

Credit Control and Debtors Management

3 day course

Classroom, online or in-house

Course overview

A sale is not a sale until the money arrives, and businesses fail holding profitable order books because the cash sat in debtors while the wages were due. This course covers collecting it. Delegates work through credit policy and the assessment of a new customer before terms are granted, credit limits and the review that keeps them current, and invoicing and documentation accuracy, since most disputes originate in the paperwork rather than in unwillingness to pay. Collection technique is practised, including the calls people avoid making. Ageing analysis, provisioning and escalation follow. Legal recovery and its realistic economics are addressed. The course closes on measuring collection performance and on the customer who should be refused.

What you will learn

- Set a credit policy and assess a customer before granting terms
- Set and review credit limits against current information
- Remove the invoicing and documentation errors that cause disputes
- Collect effectively, including the difficult conversations
- Analyse ageing, provision appropriately and escalate on time
- Assess the realistic economics of legal recovery
- Measure collection performance and decide when to refuse a customer

Who should attend

- Credit controllers and accounts receivable staff
- Finance managers and accountants
- Sales staff whose customers pay late
- Small business owners managing their own debtors
- Legal and collections personnel

Course outline

- 01 Profitable order books and unpaid wages
- 02 Credit policy and customer assessment
- 03 Credit limits and review
- 04 Invoicing accuracy and dispute prevention
- 05 Collection technique and difficult calls
- 06 Ageing analysis and provisioning
- 07 Escalation and legal recovery economics
- 08 Measuring performance and refusing a customer

Upcoming dates

Dates	Venue	Format	Fee per delegate
23 to 25 September 2026	Johannesburg, South Africa	Classroom	R14,950
7 to 9 December 2026	Online	Online	R6,500
1 to 3 March 2027	Maseru, Lesotho	Classroom	R14,950

Fees and how to register

This 3 day course is **R6,500** per delegate online, **R14,950** in the classroom in South Africa, Botswana, Namibia,



Lesotho and Eswatini, and **USD 995** in the classroom elsewhere in Africa. In-house training is quotation on request. Book 2 or more delegates on this course and save 10%.

To register or request an in-house proposal, visit www.afrisciencegroup.com, email info@afriscience.co.za, or WhatsApp us on **+27 63 479 1136**.

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