



Accounts Receivable Officer Training Program

Course Title: Certificate in Accounts Receivable Management

Course Duration: 4 Weeks (5 days per week, 3 hours per day, 60 hours total)

Prerequisites: Basic understanding of accounting principles (recommended but not required)

Course Fee: AUD 2,000 (*plus GST*)

Course Description:

This 1-month intensive course is designed to provide a thorough understanding of the Accounts Receivable (AR) function. Students will learn how to manage customer payments, issue invoices, monitor outstanding debts, and ensure the timely collection of accounts receivable. The course covers the use of accounting software, effective communication with customers, managing cash flow, and ensuring compliance with tax regulations. Students will also gain the skills to produce financial reports, resolve disputes, and support the overall financial health of the organisation.

Course Modules:

Week 1: Introduction to Accounts Receivable & Invoice Management

Day 1-2: Introduction to Accounts Receivable

- Overview of the Accounts Receivable function
- The role of an Accounts Receivable Officer in the finance team
- Key responsibilities: Invoicing, collections, customer communications
- Understanding the impact of AR on business cash flow and profitability

Day 3-4: Creating and Managing Invoices

- Types of invoices: Sales invoices, pro-forma invoices, credit notes
- Key components of an invoice: Customer details, payment terms, GST
- Issuing invoices accurately and on time

- Handling adjustments, discounts, and returns
- Practical: Creating and issuing invoices using accounting software

Day 5: Managing Payment Terms and Conditions

- Setting and negotiating payment terms (e.g., Net 30, 60, 90)
- Applying early payment discounts
- Communicating payment terms effectively with customers
- Practical: Setting up payment terms in accounting software

Week 2: Managing Receivables and Collections Process

Day 6-7: Monitoring Accounts Receivable

- Setting up customer accounts and credit limits
- Tracking outstanding invoices and overdue payments
- Using aged receivables reports to manage collections
- Prioritising overdue accounts for follow-up
- Practical: Reviewing and interpreting aged receivables reports

Day 8-9: Customer Communication and Follow-up

- Strategies for effectively communicating with customers about overdue accounts
- Writing professional reminder emails, letters, and making follow-up calls
- Negotiating payment arrangements and payment plans
- Handling customer disputes and payment delays
- Practical: Role-play customer communications and dispute resolution

Day 10: Debt Recovery and Collection Agencies

- Steps for escalating overdue accounts to collections
- Working with collection agencies and legal action (if applicable)
- Managing bad debt provisions and write-offs
- Practical: Handling a bad debt scenario and preparing collection letters

Week 3: Accounting Software, Reporting & Cash Flow Management

Day 11-12: Accounting Software for Accounts Receivable

- Introduction to accounting software (MYOB, Xero, SAP, etc.)
- Recording customer payments and applying receipts
- Generating invoices, credit notes, and receipts
- Tracking customer payments and balances
- Practical: Using accounting software to process payments and update AR records

Day 13: Reporting and Reconciliation

- Preparing and reviewing Accounts Receivable reports
- Analysing key metrics: Days Sales Outstanding (DSO), aging reports
- Reconciling AR balances with the general ledger
- Preparing reports for management and financial analysis
- Practical: Generating AR reports and performing reconciliation tasks

Day 14-15: Cash Flow Management and Impact of AR

- Understanding how AR affects business cash flow
- Forecasting cash flow and planning for collections
- Working with the finance team to manage liquidity
- Practical: Creating a simple cash flow forecast based on AR data

Week 4: Taxation, Compliance & Career Skills

Day 16-17: GST and Tax Compliance in Accounts Receivable

- Understanding GST on sales and receivables
- Correctly applying GST to invoices and receipts
- Managing tax compliance and reporting obligations
- Practical: Calculating and applying GST in accounting software

Day 18: Internal Controls in Accounts Receivable

- Implementing internal controls to prevent fraud and errors
- Segregation of duties and approval workflows in the AR process
- Best practices for handling customer payments and data security
- Practical: Setting up internal controls in AR processes

Day 19: Soft Skills for Effective Accounts Receivable Management

- Time management and organisation skills for managing high volumes of invoices
- Communication skills for working with difficult or non-responsive customers
- Conflict resolution techniques for handling disputes and late payments
- Practical: Role-playing customer service scenarios

Day 20: Career Development and Final Project Review

- Career pathways for Accounts Receivable Officers
 - Networking and developing relationships with industry professionals
 - Final project preparation: AR report, cash flow analysis, and customer communication
 - Review of key concepts and skills learned during the course
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Assessments:

- **Practical Assessments:**
 - Invoice creation and management exercises
 - Customer communication simulations (reminder emails, phone calls)
 - Handling overdue accounts and bad debt scenarios
 - Using accounting software for AR functions: payment recording, invoice creation, reports
 - **Final Exam:**
 - Multiple choice and short answer questions covering the course content, including AR processes, GST, and software usage
 - **Final Project:**
 - Prepare a comprehensive AR report, including invoicing, collections, aged receivables analysis, and cash flow impact.
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Learning Outcomes:

By the end of the course, students will be able to:

- Manage the complete Accounts Receivable process, including invoicing, collections, and cash receipts.
 - Use accounting software to record payments, generate reports, and reconcile AR balances.
 - Communicate effectively with customers to resolve overdue accounts and disputes.
 - Understand and apply GST and tax regulations in the AR process.
 - Analyse AR data to assess business cash flow and performance.
 - Implement internal controls to safeguard AR processes and prevent fraud.
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Career Opportunities:

Upon completing this course, students will be equipped to work as Accounts Receivable Officers in a variety of industries, including finance, retail, manufacturing, and service sectors. Graduates can pursue further studies in accounting or finance for expanded career prospects in financial management or senior accounting roles.

Course Materials:

- Course textbook and reference materials (provided)
 - Access to accounting software for practical sessions
 - Handouts on Australian tax regulations, AR best practices, and cash flow management
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This intensive program is designed for individuals looking to rapidly acquire the skills needed to succeed in the Accounts Receivable field. The course's hands-on approach, combined with real-world scenarios and practical exercises, prepares students to step into AR roles confidently and effectively.