



# Invitation to: **DEBT COLLECTION** AND REVENUE ENHANCEMENT STRATEGY TRAINING.



## INVITATION

Sentrax Training Academy cordially extends an invitation to your respected municipality to propose delegates for participation in the upcoming Invitation to Attend Debt Collection and Revenue Enhancement Strategy Training, scheduled to be held in Windhoek from September 9–14, 2024. The cost per delegate is N\$8,000.00. However, if an institution sends more than five delegates, a rebate of N\$500.00 per delegate would be applied. Please find enclosed an application form that should be duly completed and submitted to [sta@sentraxacademy.com](mailto:sta@sentraxacademy.com). Subsequently, the institution will provide a comprehensive program schedule and invoice for your review and contemplation.



## TRAINING OBJECTIVE

This workshop is designed to equip officials with the knowledge and tools needed to improve their debt collection practices and enhance overall revenue. The workshop includes a mix of theoretical knowledge, practical exercises, and real-life case studies to ensure participants can apply what they learn in their own municipalities.



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# TRAINING OUTLINE

## Introduction to Debt Collection

- Importance of effective debt collection for financial health
- Overview of common challenges faced in debt collection

## Legal and Regulatory Framework

- Understanding the legalities surrounding debt collection
- Key regulations and compliance requirements

## Assessment of Current Debt Collection Practices

- Evaluating existing debt collection processes
- Identifying gaps and areas for improvement

## Strategies for Enhancing Revenue Collection

- Innovative approaches to improve revenue collection
- Best practices and case studies from successful municipalities

## Implementation of Debt Collection Strategies

- Steps for implementing effective debt collection strategies
- Tools and technologies to support debt collection efforts

## Stakeholder Engagement and Communication

- Engaging with stakeholders for support and cooperation
- Effective communication techniques for debt collection

## Monitoring and Evaluation

- Setting up monitoring systems to track progress
- Key performance indicators for evaluating success

## Practical Exercises and Case Studies

- Hands-on exercises to apply learned strategies
- Discussion of real-life case studies and lessons learned

## Developing a Debt Collection Action Plan

- Creating a tailored action plan for your municipality
- Setting realistic goals and timelines for implementation

## Conclusion and Way Forward

- Summarizing key takeaways
- Planning for continuous improvement in debt collection and revenue enhancement

## WHO IS IT FOR?

- \* Accountant
- \* Debt Collection officers
- \* Revenue enhancement Officials
- \* Corporate Entrepreneurship Innovators
- \* Credit Control Officers



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