

# Accounts Receivable Specialist Program Syllabus

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## Course Description/Academic Competencies

Appropriate, applicable, and relevant academic competencies are integrated into this occupational program. The program curriculum and material are covered at a basic to intermediate level. Students are not required to have any prerequisite courses or training. The applicable academic competencies are integrated into the occupational program. They will learn and master the practical, real-world knowledge and skills they will encounter on the job.

This training program is a non-degree certificate program designed to provide practical, hands-on, and real-world job skills as an Accounts Payable Specialist. Accounts payable functions include the processing, recording and payment of vendor invoices, employee expense reimbursements and petty cash account reimbursements in a complete, accurate, and timely manner.

## Educational/Occupational Objectives and Skills

By the end of this course, you will be qualified to obtain an entry level position as an accounts receivable, billing and collection specialist. You will become proficient in the following skills:

Keyboard and ten-key efficiency	Past due balances follow up
Improve basic and mental math skills	Resolve customer disputed charges
Understand basic accounting concepts	Conduct account research and analysis
Fair credit & collection regulations	Periodically audit customer ledgers
Set up new customer accounts	Prepare monthly AR aging reports
Maintain accurate files and ledgers	Send statements to outstanding accounts
Prepare and send invoices for accuracy	Reconcile AR to the General Ledger
Process payments and credit memos	Learn customer bookkeeping software

## Sequence of Instruction/Student Learning Outcomes

The program provides applicable instruction required for completion determined by desired student learning outcomes. The proprietary curriculum consists of a mountain of training materials, including over fifty comprehensive PowerPoint lectures and many quizzes, tests, exercises, study guides, manuals, etc. covering all the major bookkeeping and accounting areas. Students learn real-world knowledge by working on and completing multiple manual and QuickBooks accounting practice sets consisting of realistic-looking and colorful source documents: customer sales invoices, vendor invoices, cash receipts and disbursements, employee time sheets and paychecks, bank statements, etc. They learn how to reconcile bank statements, prepare financial statements, and more. In addition, students master keyboarding and ten-key at an advanced level of proficiency, and learn professional work habits and attitudes.

## Program Descriptions/Requirements/Student Assessments

The program includes course descriptions, learning objectives, course requirements and learning outcomes in order to facilitate quality assurance and the assessment of student learning. The student's program progress of the required detailed above and their attendance are monitored and recorded at the end of each session. Their grades and scores are entered into their transcript and attendance record the following day. Student reports of progress, attendance, and grades are summarized and published at the end of each month. Copies are distributed to the students and entered into the student's records. Requirements for Completion: (1) 90% or greater cumulative attendance; (2) minimum cumulative grade-point average of 75%; and (3) completion of all exercises/practice sets; and (4) minimum 75% grade on two final exams.

### **Program Curriculum/Outcomes and Achievement of Objectives**

The organization of syllabi, lesson plans, competency tests, and other instructional materials is used to define a sequence for the achievement of objectives. The program is 600 clock hours: evenings Mon-Thurs, 4.5 hours per day, mornings Tues-Thurs 6 hours per day, 18 clock hours per week. Total length is 33.3 weeks (600 clock hours ÷ 18 clock hours per week) covering 234 calendar days and 7.7 months. Each week of instruction builds on the accumulative knowledge and skills acquired by the previous weeks to attain the desired student educational and occupational objectives and skills.

### **Program Organization**

The program is organized to guide the delivery of instruction. The program should be designed to effectively guide the delivery of instruction by following a structured framework. It is based on the institution's assessment and identification of the specific skills and knowledge required by the target industry or occupation. The curriculum development is tailored to meet these needs, incorporating both theoretical and hands-on training components. Clear learning objectives, aligned with industry standards, are established for the program. Additionally, the program incorporates progressive skill-building, allowing our students to start with foundational concepts and gradually advance to more complex, hands-on tasks. Lastly, assessments methods are integrated to measure student progress and ensure mastery of skills.

### **Program Directs Learning Activities/Methods of Instruction**

The program is conducted by an in-class instructor who engages directly with the students and curriculum under his or her guidance or supervision. These activities are designed to facilitate the acquisition of knowledge and skills through direct interaction with the learning materials or required skills. These direct learning activities include lectures, reading materials, hands-on activities, quizzes, exercises, interactive multimedia, real-world practice, and more.

### **Student Program Progress Benchmarks**

The program includes specific benchmarks to measure and evaluate student progress and this information is entered into each student's permanent record. There are two primary records that document these benchmarks: the student transcript and the student attendance record.

### **Program Practice with Equipment and Materials**

To develop skill proficiency, the program requires sufficient practice is provided with equipment and materials similar to those currently used in the occupation. In order to attain their certificate, a student is required to attain keyboard skills of 40wpm and 100% accuracy, and ten-key skills of 100kpm and 100% accuracy. In addition, students must complete all required hands-on, real-world exercises and practice sets.

### **Job-Related Health, Safety, and Fire Prevention**

The work environment for graduates of this program will involve working in an office. Although office-related health, safety, and fire-prevention is not critical factor in this occupation, the institution's program orientation lecture includes general information in this regard. The school Chief Administrative Officer is responsible for overall policy implementation, resource allocation, and oversight of the institution's health and safety program. Our instructors are responsible for educating students about health and safety protocols specific to office work environments and for referring them to the institution's Health and Safety Manual in the media room.

### **Program Technology and Technical Support**

The program encompasses technical knowledge and skills required in an office setting. This technical support is provided by the instructor as part of the program. Prior to enrollment, each student must complete a Technology Knowledge Survey in order to assess the student's general computer and software skills. Based on the results of this survey, the instructor will adjust the student's instruction and practice according to his or her skill level. The program also includes intensive instruction and daily hands-on keyboarding and ten-key practice, as well as multiple computer-related exercises.

## **Evaluating Student Achievement**

The program includes a systematic, objective, and equitable method of evaluating student achievement based on learning objectives and required competencies. Student reports of progress, attendance, and grades are summarized daily and at the end of each month. Copies are distributed to the students and appropriate agencies and entered into the student's records monthly. Requirements for Completion: (1) 90% or greater cumulative attendance; (2) minimum cumulative grade-point average of 75%; (3) completion of all exercises/practice sets; and (4) minimum 75% grade on two final exams.

## **Program Syllabus-Sequential Outline of Subject Matter, Skills to be Learned**

### *WEEK 1: STUDENT ORIENTATION, TYPING/KEYBOARDING, TEN-KEY-BY-TOUCH*

Student Orientation; School Disclosures; Student Rights; Career Goals; Tools of the Trade; Typing and Keyboarding; Ten-Key-by-Touch; Ten-Key Worksheets.

### *WEEK 2: REVIEW OF BASIC BUSINESS MATH*

Basic Math Review; Mastering Mental Math; Simple and Compound Interest; Understanding Markups and Margins.

### *WEEK 3: THE WORLD OF ACCOUNTING*

The World of Accounting; Accounting Rules and Concepts; the Accounting Equation; the Two Methods of Accounting;

### *WEEK 4: THE ACCOUNTING PROCESS, ACCOUNTS, JOURNALS, LEDGERS, FINANCIAL STATEMENTS*

The Accounting Process; the World of Accounts; the Chart of Accounts; Journals; the General Ledger; the Balance Sheet and Income Statement.

### *WEEK 5: OVERVIEW OF ACCOUNTS RECEIVABLE*

Introduction to Accounts Receivable; the Accounts Receivable Cycle; Customer Master File; Types of Accounts Associated with Accounts Receivable; Selling to Customers on Account; Customer Sales Invoices vs Statements; Customer Subsidiary Ledgers; Calculating Average Daily Sales Outstanding; Estimating Collectability of Outstanding Accounts Receivable.

### *WEEK 6: COOPERATING WITH SALES STAFF*

Importance of Sales and Accounts Receivable Relationship; What AR Can Do to Help the Sales Staff; Tips and Techniques for Maintaining the Relationship; Educating the Sales Staff about Accounts Receivable; Keeping Sales from Selling to Noncreditworthy Customers.

### *WEEK 7: ACCOUNTS RECEIVABLE TRANSACTION PROCESSING*

The Importance of Time, Dates, the Calendar Customer Sale Invoices; Customer Cash Receipts; Customer Adjustments; the Sales Journal; the Cash Receipts Journal; the General Journal; Entering Customer Invoices, Receipts, and Adjustments into Journals Exercise.

### *WEEK 8: CUSTOMER MASTER FILE*

Importance of Customer Master File; File Maintenance; Customer Types; Tax Identification Numbers; Contact Individual; Credit Score; Customer Payment and Credit Terms; Sales Tax Exempt or Non-Exempt Status; Billing and Payment History.

### *WEEK 9: CUSTOMER RELATIONS*

The Customer's Accounts Payable and Purchasing Departments; The Value of Establishing Good Relations with a Customer's Purchasing and Accounts Payable Staff; Customer Purchase Orders; Customer P-Cards or Procurement Cards (ProCards); Customer Letters of Credit; How AP Associates Can Affect When Payment is Made

*WEEK 10: ACCOUNTS RECEIVABLE BILLING AND MONTH-END EXERCISES*

Accounts Receivable Customer Sales Invoice Billing Exercise; Accounts Receivable Month-end Aging of Accounts Exercise; Calculating Average Daily Sales Outstanding Exercise; Estimating Collectability of Outstanding AR and Adjusting the Allowance for Doubtful Accounts Exercise.

*WEEK 11: ACCOUNTING FOR CASH RECEIPTS*

Definition, Importance, and Nature of Cash; Types of Cash and Cash Equivalents; Controlling Cash; Cash Receipt and Payment Journals; the General Ledger Cash Account; Cash Receipt and Payments Processing Using Debits and Credits.

*WEEK 12: SALES AND USE TAXES*

Introduction to Sales and Use Taxes; Definitions of Sales and Use Tax; History and Purpose; the Difference between Sales and Uses Taxes; Bookkeeping for Sales and Use Taxes; Overview of State Laws and Regulations; Sales and Use Tax Return Exercise.

*WEEK 13: CUSTOMER CREDIT*

The Importance of Credit in Business; Definition, Types, and Uses of Credit; Business Credit vs. Consumer Credit; Credit Ratings, Credit Scores, and Credit Rating Agencies; Laws and Regulations Controlling the Credit Industry.

*WEEK 14: CUSTOMER COLLECTIONS*

The Art and Principles of Collection; the Collection Process and Methods for Improving Collections; Collection Rules According to the Federal Fair Debt Collection Practice Act; Preparing Friendly, Diplomatic, Demand Collection Letters; Collection Agencies and How they Work; Skip Tracing; Credit and Collection Professional and Trade Associations.

*WEEK 15: BUSINESS LAW AND ACCOUNTS RECEIVABLE*

The Legal Structure and Nature of Business Entities; Sole Proprietors; Partnerships; Corporations; Understanding Basics of Business Entity Legal Liability; Becoming Familiar with the Uniform Commercial Code.

*WEEK 16: INTERNAL CONTROL, ETHICS, RECORD RETENTION, INTERVIEWING TIPS AND TECHNIQUES, COVER LETTER AND RESUME*

Definition of Internal Control; Objective of Internal Control; How to Achieve Strong Internal Control; How to Apply Control over Cash Receipts and Payments; the Practical Realities of Internal Control; Understand the Nature Finance Ethics; Introduction to Record Retention; Suggested Time Frames to Maintain Business and Accounting Records; Management of a Record Retention Program; Legal Requirement Affecting Record Retention; Statues of Limitations; Regulatory Rulings; Litigation; Tax Audits; Court Order Subpoenas. Evaluating Interviewers; Interviewers Issues with Job Seekers; Practical Tips on How to Ace an Interview; Common, Touch, and Illegal Interviewer Questions; Questions to Ask the Interviewer; How to Rate Your Personal Values, Qualities, and Work Preferences; Cover Letter and Resume Exercise.

**How Student Skills are Measured**

Student reports of progress, attendance, and grades are summarized and published at the end of each month. Copies are distributed to the students and entered into the student's records. Requirements for Completion: (1) 90% or greater cumulative attendance; (2) minimum cumulative grade-point average of 70%; and (3) completion of all exercises and practice sets.

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