

REVENUE PROTECTION MANAGEMENT COURSE



COURSE OBJECTIVE

The objective of this course is to provide participants with an overall understanding of the Revenue Protection concept from a managerial perspective and its different processes, phases and standards, in order to assist them to effectively minimize revenue losses within their Utility by understanding how to plan revenue protection projects and manage manpower and assets, whilst implementing best practices.

MODULE 1 - INTRODUCTION AND COURSE OBJECTIVES

This module provides a detailed overview of the Revenue Protection concept and the different Revenue Loss Phases Utilities experience and also provides a roadmap to the concept of “Integrated Strategical Planning Processes”.

MODULE 2 - PROJECT PLANNING AND MANAGEMENT

This module highlights how to establish a Revenue Loss Forum within an Utility and develop an effective Revenue Protection Project Plan whilst managing resource, asset and contractors. It also focuses on “The Revenue Protection way” by implementing the Revenue Protection Risk Management Toolkit

MODULE 3 - TAMPER DETECTION ADMINISTRATION

This module focuses on proactive tamper prevention methods like the development of processes and procedures to effectively detect tampering and other illegal acts, by implementing the correct data analyzing processes, on job training measures and management reporting methods.

MODULE 4 - SKILLS DEVELOPMENT

This module focuses on how to increase auditing and tamper detection skills as well as enhance overall work performance in a Revenue Protection environment, by developing leadership and teambuilding skills and creating an understanding of the value of Revenue Protection awareness training.

MODULE 5 - INVESTIGATION PROCESSES

This module focuses on how to implement effective tamper investigation methods and provides an overview of the different Laws, Bylaws, Standards and Procedures to regulate the processes. It will also focus on new technological developments, as well as the threats posed by Cyber Security and Internal fraud.

MODULE 6 -BEST PRACTISES

This module focuses on analysing a typical revenue protection best practice project in South Africa and provides the participants the chance to utilize their newly gained knowledge and take on the role of Project Manager and suggest solutions to overcome the challenges and risks posed by this type of project.

7. CONCLUSION

In conclusion we look at the “Way Ahead” for the participants specific Unit or Department and provide guidance on what changes they could make on their return to work.

WHO SHOULD ATTEND

- 1) Revenue Protection Managers / Supervisors
- 2) Credit Control Managers
- 3) Law Enforcement Managers / Officers
- 4) Legal Advisors
- 5) Service Provider Managers / Supervisors (Electricity / Water)
- 6) Data Management / IT Managers

DURATION OF COURSE

- 1) 3-day virtual course of 3 hours per day