MAGNA SKILLS DEVELOPMENT INSTITUTE

Capacity Building • Professional Training • Organisational Development

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Course Profile Document

AI for NGO, Government and Business

AI in Revenue Enforcement and Debt Management

Prepared as a professional course profile for delegate review, sponsorship approval and organisational training planning.

COURSE CODE	DELIVERY	DURATION	PREPARED FOR
MSDI	**Online / Face-to-Face**	**Flexible**	**Organisation Approval**

Register for this Course **View Online Course Page**

Course Overview

This customised Magna Skills programme equips enforcement officers, debt management professionals and compliance supervisors with practical skills to use artificial intelligence and data analytics to strengthen revenue enforcement and manage outstanding tax debts.

With particular relevance to Revenue Authorities, the programme covers debt portfolio analysis, case prioritisation, taxpayer engagement, payment arrangements and recovery monitoring. Participants will explore how AI can assist with reviewing case records, identifying patterns and preparing reports while maintaining confidentiality, fair treatment and human oversight.

Through practical exercises using simulated or anonymised data, participants will develop debt dashboards, assess recovery scenarios and prepare an improvement plan aligned with their institution’s mandate and approved procedures.

Course Outcomes

1. Assess debt portfolios and identify cases requiring priority attention.
2. Use AI and analytical tools to support enforcement planning and debt recovery decisions.
3. Develop appropriate taxpayer engagement and payment monitoring strategies.
4. Strengthen case management, supervisory controls and recovery reporting.
5. Prepare a responsible AI implementation plan for enforcement and debt management operations.

Course Outline / Curriculum

1. Revenue Enforcement and Debt Management Foundations

- Examining the debt management lifecycle from liability confirmation and notification to recovery, resolution and closure.
- Defining responsibilities, approval requirements and coordination between registration, assessment, collections, enforcement and legal teams.

2. Debt Data Quality and Account Verification

- Reconciling assessments, payments, credits, penalties and adjustments to establish reliable outstanding balances.
- Identifying duplicate debts, allocation errors, disputed amounts and incomplete records before initiating recovery action.

3. Debt Portfolio Analysis and Segmentation

- Analysing debts by age, value, taxpayer category, payment history, dispute status and recovery stage.
- Distinguishing cases requiring correction, taxpayer assistance, further investigation or authorised enforcement.

4. AI-Assisted Risk Assessment and Case Prioritisation

- Using approved AI tools to summarise case histories and identify patterns requiring officer review.
- Developing transparent prioritisation criteria while checking data quality, false flags and the limitations of automated recommendations.

5. Taxpayer Engagement and Recovery Communication

- Preparing clear notices, reminders and follow-up messages that explain balances, required actions and available response channels.
- Using AI to assist communication drafting while verifying amounts, deadlines, tone and procedural accuracy.

6. Payment Arrangements and Compliance Monitoring

- Assessing payment proposals against verified information, institutional criteria and authorised approval procedures.
- Tracking instalments, missed payments and follow-up actions through structured registers and alerts.

7. Enforcement Planning and Interagency Coordination

- Preparing proportionate enforcement recommendations supported by verified debt records and documented case assessments.
- Coordinating authorised referrals with legal teams and relevant agencies while respecting taxpayer rights and review processes.

8. Debt Dashboards and Recovery Performance

- Building Excel-based dashboards to monitor debt ageing, collections, case progress, payment arrangements and unresolved exceptions.
- Distinguishing cash recovered from adjustments, cancellations and other balance changes when reporting results.

9. Responsible AI, Confidentiality and Supervisory Controls

- Protecting taxpayer information through approved tools, access restrictions, anonymisation and secure recordkeeping.
- Maintaining human approval, audit trails and quality reviews for AI-assisted case analysis and recommendations.

10. Integrated Enforcement and Debt Management Case Study

- Analysing a simulated debt portfolio, verifying balances and proposing appropriate engagement and recovery actions.
- Developing an operational improvement plan covering priority AI applications, staff capability, safeguards and measurable results.

Practical takeaway: Participants will develop templates for debt segmentation, case prioritisation, payment arrangement monitoring, recovery dashboards and enforcement case reviews.

Target Audience

This short course is aimed at internal auditors, with or without formal qualifications or experience in auditing, who work in an internal audit environment

Key Course Benefits

Work-Ready Skills

Delegates leave with practical tools, templates and methods they can apply immediately at work.

Better Institutional Results

The programme supports stronger planning, reporting, compliance, accountability and service delivery.

Sponsor-Friendly

This document is designed to help supervisors, HR units and sponsors approve delegate participation quickly.

Professional Recognition

Delegates receive training documentation and a certificate of completion after successful participation.

Our Training Centres & Delivery Options

Magna Skills offers flexible delivery through face-to-face training centres across Africa and beyond, plus Online / E-Learning for delegates who prefer remote participation.

Southern Africa

Practical training destinations with strong travel access and delegate support.

- Pretoria, South Africa
- Vic Falls, Zimbabwe
- Livingstone, Zambia

East Africa

Popular regional centres for government, NGO and donor-funded project teams.

- Kigali, Rwanda
- Kampala, Uganda
- Nairobi,
- Zanzibar, Tanzania

West Africa & Islands

Strategic locations for regional networking and executive capacity building.

- Accra, Ghana
- Port Louis, Mauritius

International Executive Venue

Premium destination training for senior teams and international delegates.

- Dubai, United Arab Emirates

Online / E-Learning

Attend from anywhere through live online, blended or self-paced learning options.

- Online, E-Learning
- Remote Teams
- Flexib

Organisation-Based Training

Magna Skills can also arrange dedicated in-house training for ministries, NGOs and companies.

- Onsite
- Custom Dates
- Group Training

Ready to Nominate Delegates?

Use the links below to register, review the live course page or contact Magna Skills for organisation-based training support.

Register / Apply Online | **View Full Course Page**

About Magna Skills

Magna Skills Development Institute provides practical capacity building programmes for government departments, NGOs, public institutions, donor-funded projects and private sector professionals across Africa. Our training approach combines expert facilitation, real workplace case studies, practical tools, post-training support and professional documentation that helps organisations strengthen staff performance and service delivery.

Government Training | NGO Capacity Building | Corporate Workshops | Online Learning | Face-to-Face Training | Certifica

Approval & Authorisation Form

This section may be completed by the organisation, department, HR office, finance office or sponsor approving delegate participation. It can be attached to an internal memo, procurement request or training approval submission.

Organisation / Department	
Delegate Name(s)	
Approved Course	AI in Revenue Enforcement and Debt Management
Preferred Delivery Mode	☐ Online ☐ Face-to-Face ☐ Organisation-Based Training
Preferred Training Venue / Date	
Estimated Number of Delegates	
Budget / Vote Number	
Contact Person	
Email / Mobile	

Authorised Name _____ Signature / Stamp _____ Date _____