



**Credit
Professionals
Limited**

Achieving Success with Credit Control

Training Portfolio

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Introduction

CPL's objective and purpose is to offer onsite training with the express intention of improving corporate productivity and professionalism through knowledge, confidence building & developing personal qualities.

We believe in practical interactive training. Our style is different and considered by most of our clients to be unique.

We certainly believe it produces the results our clients require. Our Trainers are normally senior members of the Institute of Credit Management.

You could call our training 'grown-up training' in that it provides training that is realistic to the conditions under which staff actually work.

Many companies have good in-house training facilities, but we believe many of these operations tend to be very company orientated and basic-soft if you like.

Our training carries the advantages of external training provided in-house; and it deals with real life issues, provides knowledge awareness that is so vital to quality performance and gives delegates the opportunity of making their own decisions from the options given.

CPL is also a well-established commercial debt recovery agency so practices what it preaches!

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Training Courses

(CPLTR-001) Collections

Fully interactive course for front line collectors customised according to whether they are collecting by letter, telephone or door-to-door. It will explore the structure of collections and cover such important areas as negotiations, listening skills, language skills, assertiveness and distinguishing between the types of defaulters. The course can involve role-play or taped call analysis workshops.

Duration: 2 Days

(CPLTR-002) Who's Who when collecting debt?

To collect effectively you need to know your debtor-Who's Who when collecting debt? The result of this knowledge will help decide the best commercial approach to the next collection action. The course aims to assist collectors and managers to understand the type of defaulters that they are dealing with on a day-to-day basis. It will bring collectors up to speed with the science of better understanding the payment possibilities of debtors. It also is the approach Government wish creditors/ debt collection agencies to adopt, otherwise the Courts may penalise claimants accordingly.

Duration: 1 Day

(CPLTR-003) Insolvency

The course will describe the present insolvency regulations in plain language and assist your collection team to develop their skills in ascertaining the truth about their 'bankrupt' debtor. Knowledge of Insolvency will increase the confidence of the collector in their everyday collections operation.

Duration: 1 Day

(CPLTR-004) Consumer Credit Legislation

Knowledge is the key to success. This interactive course will describe consumer credit related law in a very practical way to the front line collector. It will build confidence in the collector when handling their defaulting customers. The law is forever changing and it is vital that collectors are enabled to keep up with these changes. The course can cover the following areas of law: - Contract Law, Product Complaint Law, Harassment Law, Data Protection Law, Consumer Credit Law.

Duration: 1 Day

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(CPLTR-005) OFT Debt Collection Guidance

The course covers the Office of Fair Trading's Debt Collection Guidance and as a result helps to improve and develop collectors effectiveness in understanding the type of defaulter with whom they are speaking.

The presenter has an ongoing relationship with the OFT and therefore can bring to the course the thinking behind the words of the Guidance- the OFT's interpretation of their own printed word.

Duration: 1 Day

(CPLTR-006) Tailored Courses

Credit Professionals believe in providing practical interactive training onsite. We can tailor all of our courses to suit individual company needs to ensure your collection team can deliver effective, consistent & measurable results with full legal compliance.

Duration: 1 Day

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Other Information

Location

- All our courses are delivered on-site at client premises.
- The client should ensure that adequate training facilities (room & equipment) are available before making a booking.

Dates

- Dates are agreed by mutual arrangement.
- Our lead times are around 4-6 weeks, but we try our best to make allowances for urgent bookings.

Course Fees

- Range from £1000 to £1500 per day + Expenses + VAT.
- Please contact us for a complete estimate.

Number of Delegates

- Recommended: 4 delegates per course
(daily cost per delegate as low as £250)
- Optional: 6 delegates per course
(daily cost per delegate as low as £166.67)

Terms & Conditions

- Available at http://www.credit-manager.co.uk/consultancy/con_terms.shtml.
- All fees must be paid 14 days prior to delivery of training

Bookings & Next Steps

- We would be delighted to arrange a call directly with a trainer should you wish to discuss anything related to the training before you make a booking.
- To confirm a booking, please contact us via phone, fax, email or website.

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Additional Services

Debt Recovery

CPL can provide consulting support to the collections team to review, improve or develop collection procedures, processes or systems.

National Recruitment

CPL are also a leading national recruiter in the credit industry. We can provide a range of cost-effective recruitment services to help build or strengthen your team.

Consultancy

Through our network of consultants CPL can provide expertise in most credit management and debt recovery disciplines. Whether you want a few days or a few months support - let us provide a cost-effective solution. All consultants are highly experienced and have been closely vetted. Many are senior members of the Institute of Credit Management.

Visit our website at www.credit-manager.co.uk for more information or contact us today.

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