

## CSA launches City & Guilds-accredited Diploma Course 2010

The Credit Services Association (CSA) has announced details of the 2010 Diploma Course, held in partnership with City & Guilds, the UK's leading awarding body.

The course, now in its 10th successive year is open to everyone involved in the debt servicing industry, offering the chance for students to gain a greater understanding of the debt collection industry through the accredited course, to promote best practice for debt collectors, companies and clients.

"Over 300 students have now successfully passed the course," says Executive Director of the CSA, Kurt Obermaier, "and we are looking forward to welcoming the next students for 2010. The prestigious course offers students the opportunity to gain in-depth knowledge of key debt collection topics from leading industry experts. It is widely recognised by employers across the industry and is a key step for anyone wishing to further their careers in the debt collection field.

"Last year's diploma course was oversubscribed at both venues so I would advise candidates booking early to avoid disappointment."

Arranged across four modules, each presented by experienced members of the debt collection industry, the diploma course is designed to cover vital aspects of debt collection, including an introduction to the industry and debt collection framework, collection methods, commercial debt collection and trace and investigations.

Candidates will attend four tutorials, supported by comprehensive course notes, before sitting a written examination and attending their presentation day in the summer. The tutorials will be held once a month between January and April at two venues, Manchester and Warwick. Course fees have been held at last year's level.

All candidates achieving the diploma will receive a personalised certificate endorsed by both City & Guilds and the CSA. It is also possible to attend just one session, with delegates attending individual tutorials qualifying for a CSA *Certificate of Attendance*. Any candidates who unfortunately didn't quite make the grade last year can come and re-sit the examination.

Students' hard work on the Diploma Course is rewarded with the dedicated Diploma Presentation Day – where all successful students are invited to receive their Diploma in a formal awards ceremony – before enjoying an afternoon of drinks and relaxation with peers and colleagues.

For further information and to download the brochure and booking form visit [www.csa-uk.com/training](http://www.csa-uk.com/training) or email [training@csa-uk.com](mailto:training@csa-uk.com)