

Diploma Course 2011 For the Debt Collecting Industry in association with City & Guilds



CSA & DBSG
Educational
Pathway

The CSA Diploma celebrates its 11th successive year in 2011. Delivered in partnership with City & Guilds, the UK's leading awarding body, the Diploma is open to everyone involved in the debt servicing industry, offering the chance to gain a greater understanding of debt collection to promote best practice for debt collectors, companies and clients.

Candidates attend four modules, each presented by experienced members of the debt collection industry,. The Diploma 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.

Tutorials will be held once a month between January and April 2011 at Warwick University or University of Leeds , followed by a presentation awards ceremony in July .

Don't just take our word for it, follow the path to professionalism...

Nick Cherry, UK Site Director at Phillips & Cohen:

"Identifying and investing in the business leaders of tomorrow is fundamental to the long term success of our company. The CSA Diploma remains an excellent way of giving staff a wider understanding of the industry beyond the four walls of their own collections operation and together with more targeted, specific courses, the Diploma is part of our commitment to achieve the Investors in People accreditation during 2011."

Steve Grima, Operations Director at dlc:

"The CSA diploma has underpinned our staff development since its inception in 2001. As a firm supporter of the diploma, we have registered over 60 students, with 58 successfully gaining passes, and eight students being awarded distinctions. As we strive to make the industry more professional through better internal training

For further details please contact the CSA Head Office on 0191 286 5656
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