

# CSA

compliance essentials



# Why we are introducing CSA Compliance Essentials

- Members' requests for frequent and timely industry updates relevant to a wide range of staff.
- Cost-effective solutions required.
- Support for CAI learners, but equally able to provide a resource for non-CAI accredited staff.

# Make Essentials a habit for your workforce

- Essential for embedding a compliance culture including training and conduct.
- Essential for everyone. Front and back office, customer and client facing, functional and operational.
- Essential for individual ownership of learning.
- Essential for monitoring take-up and progress.
- Essential for high value cost effective compliance learning solution for credit and collections businesses.

# How does it work?

- Monthly compliance updates tailored for staff in the credit and collections industry.
- Questions to guide learning and get people in the habit of reading industry guidance and updates.
- Builds to an easily accessible database of guidance, reports and other essentials for look up and learning.
- Regular learning to prepare for annual CAI test and other assessments of knowledge.

# How does it work?

- Login via the CAI platform.
- Purchase licences, company administrators register their licence holders.
- Tracking and reporting progress of licence holders.
- Designed to be accessed flexibly.

# Who is it aimed at?

- Designed for all staff in Credit and Collections businesses.
- Insight for back office and non front line staff.
- Knowledge Development for team leaders and managers to support their own teams.
- Knowledge database for Compliance and Learning and Development professionals
- Learning resource for study of CSA qualifications and for CPD purposes.

# What are the costs?

- Licences available at £60.00 per person per year. Only 25 p a day .

## **Includes :**

- Minimum of 12 industry and regulatory updates and questions, with 5 questions to direct learning.
- Unlimited access to the materials and knowledge database.
- Ability to monitor staff progress.
- Discounts available for bulk purchase of licences.

# Next steps

To buy licences:

- Complete booking form or

Email [essentials@csa-uk.com](mailto:essentials@csa-uk.com) for information on:

- Booking details
- Login to sample Essentials
- Questions