

Level 3 Diploma for the Debt Collection Industry

Booking form



Yes No

Member company	<input type="checkbox"/>	<input type="checkbox"/>
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Company name	<input type="text"/>
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Contact name	<input type="text"/>
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Position	<input type="text"/>	Email	<input type="text"/>
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Address	<input type="text"/>
	<input type="text"/>
	<input type="text"/>
	<input type="text"/>

Post code	<input type="text"/>	Contact number	<input type="text"/>
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Preferred location <small>(Rate 1-5, 1 being most preferred, 5 being least preferred)</small>	Birmingham	Leeds	London	Scotland	Remote
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Signature	<input type="text"/>
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Level 3 Diploma for the Debt Collection Industry

Terms & Conditions

Payment

All places on a Diploma, Certificate, Award or individual units of study must be paid for at the time of booking or within 30 days of invoice.

Students will not be allowed to attend any classes, or commence a remote programme unless their place is paid in full.

Care must be taken in completing this form to ensure that all candidate details are correct. The details on this form will be used by CSA in the certification process and if incorrect details are supplied an administration charge will be incurred by the sponsoring employer or student to correct the error.

If, after registration but prior to commencement of study, a sponsoring employer wishes to substitute a member of staff as a student, an administration fee will be incurred in respect of the new registration.

Once study has commenced the CSA will treat the right to attend the course or follow a remote study programme as personal to each student. Employers will not then be able to substitute other employees and if a student leaves employment he/she will be entitled to complete the course. Employers are therefore advised to make their own arrangements with employees attending the training for this eventuality.

Any financial issues that may arise between the individual and the sponsoring employer rest with those parties alone.

Cancellation

- Cancellations received up to 12 weeks before the course or commencement - full refund
- Cancellations received between 12 to 6 weeks before commencement - 50% refund
- Thereafter no refund.

Non-Attendance

A student must notify the CSA in advance if they are unable to attend any tutorial session. In such circumstances the CSA will endeavour to provide the student with alternative support for the tutorial topic. If extenuating circumstances prevent a student from completing their period of study, the student may apply to defer to a later date. The CSA does not refund fees whatever the reason for non-attendance.

There are 2 study options:

Blended programme

Classroom tutorials for units 1, 2, 3 and 4 with further optional units delivered through the CSA e-Learning Academy with tutor support. All students will be provided with secure login details and instructed who the contact tutor will be depending on the optional unit selected.

Remote programme

All units are delivered through the CSA e-Learning Academy with flexible tutor support.

It is the responsibility of the student to ensure that they meet the assignment deadlines unless an extension is pre-agreed with the CSA and/or tutor. Failure to meet the assessment criteria within a given deadline may result in the student being awarded a 'refer' grade and as such the student will not successfully pass the course.

As the sponsor you will be notified of the student progression throughout the course

Course dates

The CSA reserves the right to alter course dates.

Data Protection

We will use the data you provide us with for the purposes of administering training and awarding qualifications. The tutor allocated to each student will have access to this information as will the course adjudicators. In applying to participate in a CSA training course you and those you sponsor agree to our using your details in this way. We do not otherwise provide your data to third parties.

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The personal data you provide will be processed in accordance with the Data Protection Act 1998 by CSA and used for marketing purposes and to provide you with details of events, publications and training by post or email.

If you **do not** wish to receive this information by post, please tick box

In line with the Privacy and Electronic Communications (EC Directive) Regulations 2003, if you would rather **not receive** such information by email, please tick box