

Available on csa-uk.com



CAI

Collector Accreditation Initiative

a 40 question on-line test examining the knowledge and competencies required to perform the role of a professional collector



What's it all about?

Put simply, whilst a number of member companies test their collectors, many don't and until now, there has been no recognised benchmark to compare internal tests with.

The CSA launched the Collector Accreditation Initiative on 1st June 2011.



What are we trying to achieve?

‘We wanted to create a simple to use, low cost solution to demonstrate the levels of knowledge and professionalism that exist in the membership and identify training needs where they don’t.’

Dr Roger Lucas, President, CSA



What are the benefits?

Your company is recognised as an organisation that puts compliance at the heart of its operation and is prepared to be benchmarked against its peers.



What's the cost?

The cost is £20 per collector.

For that, each collector can attempt the test up to four times within a 28 day period.

Once passed, the accreditation is good for twelve months, after which time it must be renewed.



Who is accredited?

The individual collector is accredited.

The member company can gain ‘**Company Accreditation**’ as long as at least 70% of its collectors are accredited at any one time.

‘Company Accreditation’ is rewarded by recognition on the CSA website for all existing and prospective clients to see.

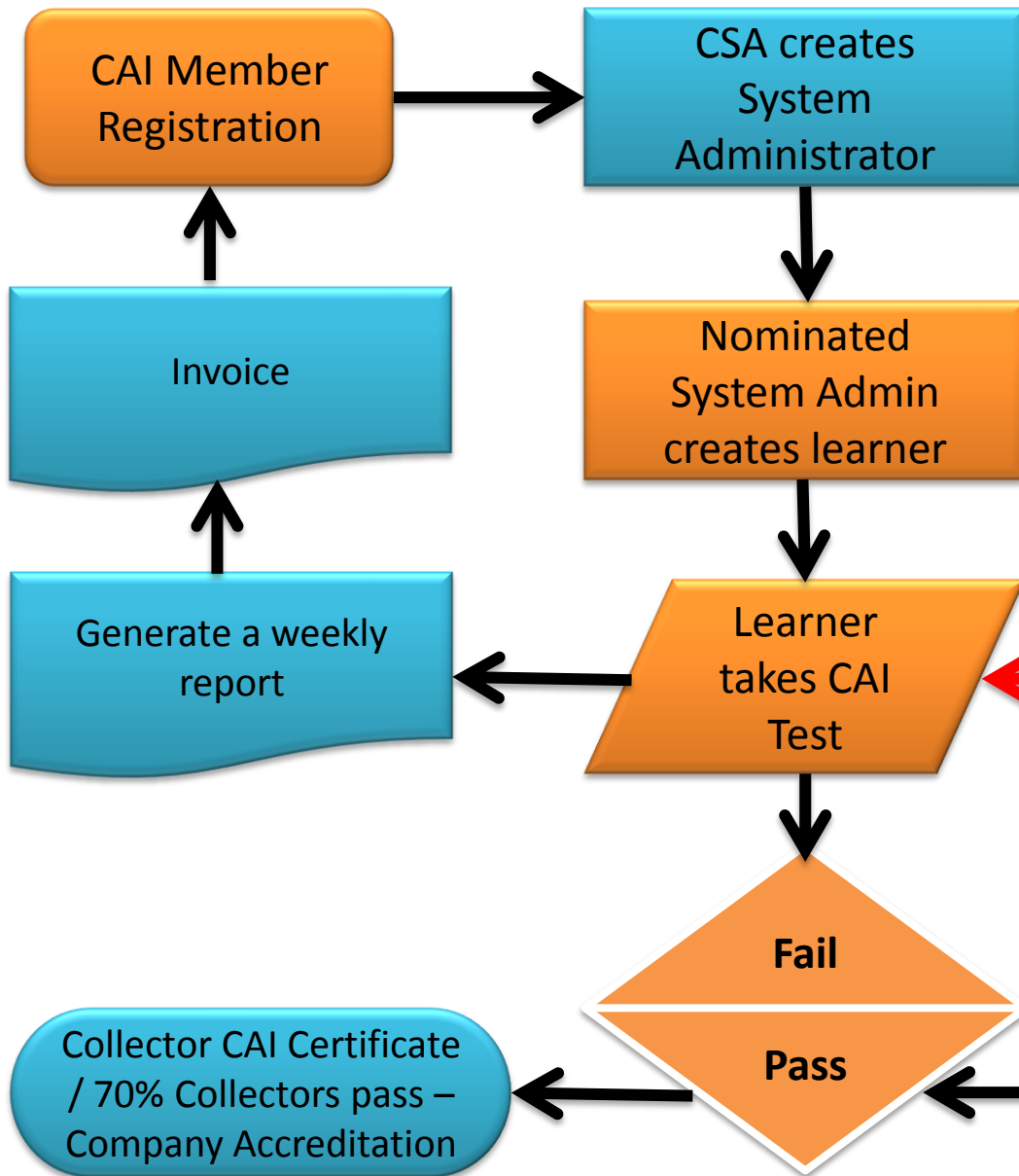


What's involved?

Simplicity is key.

You have control over your administration and when your collectors take the test.

All we ask is that you and your collectors sign up to taking the test ethically and honestly. We reserve the right to audit.



How it works

Further 3 attempts to pass CAI Test





Who is the test aimed at?

Collectors

Collections Team Leaders and
Management

Collections Coaches and Trainers

Audit/ Quality roles



What is tested?

- CSA Code of Practice - questions relate to:
- OFT Guidance on Unfair Debt Collection Practice
- Treating Customers Fairly
- Lending Standards Board – The Lending Code
- FOS – Dispute Resolution Guidance
- Data Protection Act 1998
- The Consumer Credit Act 1974
- Proceeds of Crime Act 2002 / Terrorism Act 2000
- The Limitation Act 1980



Why no training material?

The CAI is a benchmark test, not a training programme.

The test only examines subjects that members should already be teaching.

Separate training is available from the CSA upon request.



Who is already involved?

1st Credit

Apex Credit Management

CCSG

Direct Legal & Collections

IMFS

Lowell Group

Mil Collections

Roxburghe

AIC

Cabot Financial

CCM

Gothia UK

Lewis Group

MCR

Moorcroft Group

Wescot Credit Services



The legal bit

There is no contract to negotiate.

There are a set of standard terms and conditions to acknowledge just like most on-line solutions.

Confidentiality is paramount and dealt with within the terms and conditions.

The software solution is provided and hosted by Net Dimensions, a respected software provider.