



Key Collection Skills

Certificate III in Financial Services, component 3

This program is designed to help participants plan and prepare prior to making collection calls. The preparation involves not only collecting the information pertinent to the customer, but also developing the correct 'attitude' to building positive and proactive relationships. Participants are encouraged to understand and apply their companies' policies and procedures whilst complying with relevant codes of practice and legislation such as the Debt Collection Guidelines. Identifying the different reasons why customers become angry, threaten and abuse or avoid calls. This program will help you to develop strategies to deal with a range of customer services.

1 day program

Topics to be addressed include:

Working In the Financial Services Industry

The Function of Credit

Debt Collection Guidelines

Effective Debt Collection

Difficult Customer Situations

Dealing Effectively with the Angry Customer

MELBOURNE

21st September 2010

Hilton on the Park

192 Wellington Pde., East Melbourne

BRISBANE

14th September 2010

Tattersalls Club

215 Queen Street, Brisbane

SYDNEY

21st September 2010

Four Points by Sheraton

161 Sussex Street, Sydney

AUSTRALIAN INSTITUTE OF CREDIT MANAGEMENT

ABN 79 008 455 758

AICM Learning Services – Level 3, 619 Pacific Highway ST LEONARDS NSW 2065

Telephone: 02 9906 4563

Fax: 02 9906 5686

Email: education@aicm.com.au

Web: www.aicm.com.au



REGISTRATION FORM

Please fax your completed registration form to 02 9906 5686 or email education@aicm.com.au

First Name Surname

Company

Mailing Address Post Code

Telephone Fax Mobile

Email

Will you be undertaking this training under a Traineeship arrangement? Tick box if under 18yrs

Special dietary requirements..... For other special requirements contact AICM

Emergency contact number..... Name of person to be contacted.....

AICM Member \$510 (GST exempt) Non Member \$675 (GST exempt)

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| <input type="checkbox"/> MELBOURNE | <input type="checkbox"/> BRISBANE | <input type="checkbox"/> SYDNEY |
| 21st September 2010 | 14th September 2010 | 21st September 2010 |
| Hilton on the Park | Tattersalls Club | Four Points by Sheraton |
| 192 Wellington Pde., East Melbourne | 215 Queen Street, Brisbane | 161 Sussex Street, Sydney |

General Information

Training is conducted from 9.00 am to 5.00 pm and it is recommended that you arrive 15 mins prior to commencement. All fees are due and payable before commencement of training. Participants receive student manual and required textbooks with each component undertaken. Lunch, morning tea and afternoon teas are included in the fee.

Privacy

Personal details will remain in confidence and in accordance with the Australian Institute of Credit Management's privacy policy.

Copyright

Copyright of all materials provided rests with AICM, unless agreed otherwise in writing.

Liability

Whilst all care is taken in providing training, AICM does not accept any liability for the use made by the client or its employees or agents of any training, products, instruments or services provided.

Cancellation/Refund Policy

If any enrolment is cancelled between 7 & 14 days prior to commencement, a refund of 50% will be made. Cancellations received less than 7 days before commencement are non refundable. Any course may be cancelled by AICM if insufficient participants are registered and a full refund will be made in such cases.

Payment methods

Please find **enclosed cheque** of \$.....

OR Please note: **All credit card payments are subject to a 3% surcharge**

Visa / MasterCard / Amex / Diners #..... Expires...../.....

Cardholders Name (Printed).....Signature.....

OR EFT payment (please quote name)

Bank details as follows: **Commonwealth Bank, Artarmon NSW BSB: 062 104 Account: 1003 9560**

OR Invoice - Student Signature

* Company *Person responsible for payment - Signature Print name

A tax invoice/receipt will be emailed or sent to the above address.

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