

FENCA SURVEY No. 4

Training Within National Associations

	AUSTRIA	BELGIUM	FINLAND
Does your Assc. offer training	No	Not at present	No reply
Is training offered by the Assc. or outside organisations			
If yes, explain			
What subjects are taught			
Do students get a certificate			
Can non members attend			
Other information			

	FRANCE	GERMANY	GREAT BRITAIN
Does your Assc. offer training	Yes	Yes	Yes
Is training offered by the Assc. or outside organisations	Both	By the Association	By the Association
If yes, explain	<p>2 years for the following specialities (Bordeaux): * collecting agent * salesman/woman in factoring company * administrative collecting agent</p> <p>together with a higher commercial and business school preparation for a certificate of "technicien supérieur du recouvrement" (superior collecting expert)in Bergerac.</p>	<p>1. Subject study in legal knowledge 17 days totalling 94 hrs 4 hour written & 1 hour oral examination</p> <p>2. Day seminars on specific subjects</p>	<p>1. Training course of six day seminars over a 5 month period 2. Individual seminars</p>
What subjects are taught	<p>* "module financier": general bookkeeping, financial analysis (balance, ...), analysis of the finances * "module commercial": secretariat, filing, reception desk, commercial management,, prospection, negotiation techniques * "module juridique": task of collecting agent, commercial and civil law</p>	<p>A number of laws relating to debt, family, company, consumer, execution, costs, criminal and commercial process.</p>	<p>Understanding the Debt Collection Industry, Consumer Collections, Suing Debtors, Technology, Tracing, Commercial and Overseas Collections.</p>
Do students get a certificate	They get a Diploma	Yes	Yes
Can non members attend	Yes	<p>1. Training course - yes 2. Individual seminars - no</p>	No
Other information		<p>1. The law requires sufficient legal knowledge before issuing a certificate to practice as a collection agency. The training course is aimed to satisfy that requirement. 2. Seminars are aimed to help members in specific subject areas.</p>	<p>The current training programme has been held in the same way for 2 years and is now under review for improvements. Plans are to have a 2 stage training course, Stage 1 for general staff, Stage 2 for supervisory/managerial staff.</p>

	NETHERLANDS	NORWAY	SPAIN
Does your Assc. offer training	No	Yes	No
Is training offered by the Assc. or outside organisations		By the Association	
If yes, explain		A three step Education Scheme with an Examination at the end. Additional seminars are also offered at a separate basis.	
What subjects are taught		The Debt Collection Trade, Law, Economics, Database and IT-solutions, Psychology and more	
Do students get a certificate		Yes	
Can non members attend		Yes	
Other information		The examination is connected/relates to the Associations Authorization system (Authorized Licensee)	

	SWEDEN	SWITZERLAND	
Does your Assc. offer training	Yes	No	
Is training offered by the Assc. or outside organisations	By the Association		
If yes, explain	Training is offered in corporation with the University of Uppsala. The training corresponds to 5 weeks of full time studies		
What subjects are taught	Law, economics and the ethical rules of the Association		
Do students get a certificate	Yes		
Can non members attend	No		
Other information	The aim is to establish positive and professional image for members	Training used to be offered but because of insufficient interest it was discontinued	