



## Collection & Risk Training

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## Collections – Training Program Outlines

fasEo have a series of training programs specifically related to the lending industries.

We specialize in the development and improvement of collections efficiency and effectiveness. Please refer to our Collections HealthCheck overview at: [www.firstoyster.com/resources](http://www.firstoyster.com/resources)

Below we describe the programmes for Collectors and Risk personnel. Our training programmes are built to specific requirements and are driven by client needs and levels of current knowledge.

### Example 1: Entry Level Collections

#### Introduction to Effective Collections

The purpose of the course is to introduce the organization of effective collections set against a generic problem that all credit providing organizations face today.

We focus upon credit card and high volume collections, but can equally apply the concepts to other product lines.

The one-day Introduction to Effective Collections is by necessity a high-level approach covering all aspects of a collections environment.

#### Target Audience

- People who are new to the collections sector
- People who are progressing from agent positions to supervisory or junior management.
- Collectors seeking to learn practices from more developed countries
- People who interact with collections operations on a daily basis as colleagues, suppliers or service providers

#### Aims and Benefits

Attendees will learn about all aspects of the collection process, and gain a clear understanding of how to build, develop and operate a Collections Department and how it fits into the overall business strategy and credit card operation. They will gain insight through discussion into exemplifying of best practices and developing case studies from different countries and environments. By meeting with colleagues from different countries and disciplines the candidates will be able to develop personal networks. The programme will draw reference to 'Best Practice'.

## Example 2: Advanced Level Risk Management

Risk Management practices and procedures have changed dramatically over the years, having become increasingly more sophisticated in terms of the quantity and variety of data and software available and the type of statistical and analytical techniques used, while at the same time being continually governed more closely by stricter regulation.

These changes have largely led to improved Risk Management practices, with the result that the Risk function now plays a very central role at both the operational and strategic level within many organizations with its output highly visible throughout the company.

As such, Risk Management techniques and how they are implemented are no longer the sole concern of a select group of specialist analysts, but are of interest to a much wider audience including IT functions, Finance departments, Strategy groups, Governance bodies and General Management to name but a few. Indeed, more and more individuals are now finding that they operate in an environment in which it is necessary to have a sound understanding of the practices which underpin Risk Management. However, with sophistication comes complexity and the techniques in place today have come a long way from the simpler methods of the past. They are now relevant throughout each of the stages of the credit cycle from customer solicitation and acquisition through to account management and collections, and span a range of issues from data, software, statistical technique and regulatory compliance in the development, implementation and monitoring steps.

With such a matrix of risk management elements and diversity of requirements, we do not believe that one single course can suit all needs and so we run a number of alternatives, each designed with a particular target audience in mind and each designed to address a different aspect of Risk Management.

For example:

### **Risk Management Overview**

Aimed at professionals who are not directly involved in Risk Management on a daily basis but who may come into regular contact with Risk Management colleagues and who therefore need to have a general overview of the principles involved – e.g. perhaps individuals from IT or Finance.

### **Statistical Techniques for Risk Management**

Aimed at consultants and analysts who work within the Risk Management division specifically – e.g. perhaps those responsible for the monitoring and optimisation of risk strategies

### **Scorecard Development**

Aimed at analysts whose specific role is to build scorecards.

For more information about the Collections HealthCheck or to talk about your specific collection needs, email [contact@faseo.com](mailto:contact@faseo.com)