

## Handling Your Own Small Claims Cases

An ideal follow-on from the debt recovery through the courts programme, this training provides practical advice on how to handle your own small claims.

### What will you gain?

- An update on debt recovery through the courts.
- Knowledge about how to handle small claims.
- An opportunity to save on legal fees through handling your own cases.

### Who is it for?

The training is designed for credit managers or credit controllers who are involved in handling small claims cases. The programme provides useful additional support for the ICM Level 5 Diploma in Credit Management.

### What will it cover?

- Overview of the small claims track
- Types of cases appropriate and financial limits
- Provisions of the Civil Procedure Rules excluded from the small claims track
- Case management directions
- Preparation for the hearing
- Calling witnesses – who needs to appear
- Conduct of hearing – including hints on cross examination
- Mediation and the small claims track
- Costs rules on the small claims track – including witness expenses
- Dealing with the case without attendance
- Non-attendance, setting aside and re-hearing
- Practical exercise

### Assessment

Questionnaire six weeks after training so you can check progress with your action plan.

**Duration** 1 day  
**Cost** £310 + VAT  
CICM member

£390 + VAT  
Non-member

**Code** S142

**Recommended next course:**

**Advanced Debt Recovery through the Courts**

### Training options



Open training



In-company training

“Excellent – very informative day.”

Credit Manager, Building Supplies

Updated to include the Pre-Action Protocol for Debt Claims that comes into force on 1 October 2017.

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The Recognised Standard

T: 01780 722907

E: [training@cicm.com](mailto:training@cicm.com)

[www.cicm.com](http://www.cicm.com)