

# Tracing the Gone-Away – or have they?

Increase your ability to trace absconders with this intensive and interactive programme. The training focuses on individuals although commercial debt collection is also addressed.

### What will you gain?

- Good understanding about tracing principles.
- Knowledge about types of gone-aways.
- Increased ability to trace an absconding debtor and recover debts.

### Who is it for?

The training is designed for all staff involved in tracing and debt collection and any supervisory or managerial staff interested in finding out about reliable tracing tools and techniques.

### What will it cover?

- What is tracing all about?
- How do we find absconding debtors?
- Tracing categories
- Legislation affecting tracing
- Recognising types of gone-aways
- Tracing strategies
- Using technology and automation to trace
- Tracing skills
- Recruiting, motivating and incentivising tracers
- Tracing methods and techniques
- Using sub-contractors – advantages and pitfalls
- Other services associated with tracing

### Assessment

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

**Duration** 1 day

**Code** S214

**Recommended next course:**

**Consumer Collections**

### Training options



**In-company training**

“ Very good course – learnt a lot. ”  
Credit Controller, Utilities

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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)