

# General Money and Debt Advice

Learn from a money and debt advice expert about how best to handle contact with customers in financial difficulty.

## What will you gain?

- Practical ideas and debt advice methods to help your customers pay.
- Deeper understanding of problem debt and reasons why customers struggle financially.
- Post-course assignment if you are interested in getting qualified.

## Who is it for?

This training is designed for front-line cash collectors who have contact with customers in financial difficulty.

The programme also supports those in roles which involve debt advice initial contact or are interested in this area of work.

## What will it cover?

- Understanding problem debt
- Establishing liability
- Preparing a budget
- Dealing with emergencies
- Exploring debt solutions

## Assessment

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

Opportunity to complete an assignment to gain a Level 2 or Level 3 award in general money and debt advice (3 credits) in January, June or October.

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

£390 + VAT  
Non-member

**Code** S342

### Recommended next courses:

Essential telephone collections  
Telephone collections for social housing

## Training options



Open training



In-company training

## OPTIONAL assignment towards CICM Certificate in Money and Debt Advice

“ Thoroughly enjoyed this interactive day. Great to have practical tips from a knowledgeable and experienced money and debt adviser. ”

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The Recognised Standard

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