



Facilitating Open Account – Receivables Finance

Learn from
the leaders

**FCI Education
Catalogue**

Spotlight on FCI Education Programme

” The FCI Education Programme allows us to give our clients top quality service while covering all risk factors.

Garanti Faktoring A.Ş., Turkey

” The FCI Education Programme means knowledge. Both the seminars and the courses give us the opportunity to be aware of various situations that could happen in the factoring business and teach us how to handle these situations.

Banco de Costa Rica, Costa Rica

As a relatively new industry, factoring is generally not yet covered in the curricula of universities and higher education institutions. So to ensure high professional standards, FCI has developed its own specialised series of learning programmes. In this way knowledge from seasoned factoring professionals can be shared with new or less experienced colleagues. We provide a variety of learning opportunities: from our much-respected e-learning diploma courses to regular regional seminars and tailor-made programmes for new members. The aim is always to give our members the expertise they need to offer their clients top quality professional factoring services.

A wealth of knowledge

Five decades of knowledge and experience have culminated in a key USP (Unique Selling Point), which has already supported the development of thousands of factoring professionals within our membership and of prospective members, providing everything from knowledge of basic factoring skills to technical disciplines, supporting new products and creating opportunities for our members and non-members to foster learning within their own business environment.

Learn from Leaders

Our aim is to give our members and prospective members the know-how to offer their clients a truly professional factoring service with a superior level of service quality. Every year, about 1,000 students participate in different distance learning courses and more than 400 delegates attend various FCI seminars, workshops and training events in three continents.

Finally, we would like to take this opportunity to thank all professionals both from the FCI Technical Committees and FCI member companies who continue to give freely of their valuable time and experience to help to make the FCI Education Programme such a success. Many thanks also to the management of FCI member companies who invest in education by enrolling their staff on FCI Courses and Seminars.

We hope you enjoy the FCI Education Programme.

” Recognition among FCI members and awards for the best students are considered as the great value added for us and in the local market.

Egypt Factors S.A.E., Egypt

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FCI COURSES

Your key to success

The FCI Courses contain all there is to know about factoring, FCI, the two-factor system, the all-important issues of seller and buyer control, legal framework and commercial dispute management, and how to sell factoring.

FCI offers 10 different distance learning courses, which are based on an interactive programme accessible via the Internet.

Enrolment to FCI Courses is restricted to FCI members only, except for the Foundation Course for Non-Members.

The “career path” of the FCI Education

Linking the Foundation Course together with the Intermediate and Advanced Courses to create the “FCI Career Path”, a cohesive three stage development process which supports your staff from a first stage as “Career Entrants” through to “Seasoned Professionals”.

LEVEL 1

Foundation
Course
on International
Factoring

BRONZE
CERTIFICATE

LEVEL 2

Intermediate
Course
on International
Factoring

SILVER
DIPLOMA

LEVEL 3

Advanced
Course
on International
Factoring

GOLD
DIPLOMA

Foundation Course on International Factoring

Set solid foundations



Content

FCI Foundation Course on International Factoring provides an overview of international factoring including a brief history of the industry, FCI, the different types of factoring, the benefits, the methods and the mechanism of the two-factor system.

- An overview of factoring
- FCI
- Seller selection and onboarding
- Managing the seller

Who should attend?

This course is suitable for new and recent entrants to the industry and is appropriate for staff employed at all levels within the industry with less than 12 months factoring experience.

The Foundation Course certificate is a prerequisite to taking the Intermediate Course.

Study time and examination

The course is designed to be completed within 3 months.

Study material

Interactive learning modules
Foundation Course study material

Assessment

Participants take an online multiple choice examination covering the study material. Those who pass receive the FCI Bronze Certificate on International Factoring.

Language

The course is available in English, Spanish and Chinese.

Cost

EUR 275.-

Starting date

The course is offered 4 times a year, starting on 1 January, 1 April, 1 July and 1 October.

Intermediate Course on International Factoring

Breadth and depth – enhance your knowledge



Content

The FCI Intermediate Course is the second level of FCI's 3-Step "Career Path" Programme. It is a natural next step from the FCI Foundation Course.

- Principles of the two-factor system
- Operating rules and basic legal rules of the two-factor system
- Best business practices in operations
- Use of edifactoring.com and EDI rules

Who should attend?

The course is primarily aimed at those students operating at junior or experienced levels who are involved in the day to day operations of the FCI two-factor system. It is significantly more detailed than the Foundation Course and requires students to have a minimum of 12 months experience in international factoring.

Qualification

The Intermediate Level Course (Level 2) requires a prior Foundation Level (Level 1) Certificate on International Factoring.

IMPORTANT NOTICE –

PROFICIENCY EXAMINATION:

Participants wanting to start the Level 2 Intermediate Course without completing the Level 1 Foundation Course need to pass a special proficiency exam from Level 1. This exam will test their knowledge on the basics of factoring, two-factor operations and FCI. The proficiency exam will be an online multiple choice test which

can be taken in December for the January course and in June for the July course. Participants are only permitted to take the proficiency exam once.

Study time and examination

The course is designed to be completed within 4 months (including the online multiple choice interim examination) plus 1 month for the final written examination.

Study material

Intermediate Course study material, FCI edifactoring.com Rules, Purchase Order Management Guide, Invoice Verification Guide. Online help from the Education Director is available.

Assessment

Participants take online multiple choice interim and final written examinations covering the study material. Those who pass will receive the FCI Silver Diploma on international factoring.

Maximum number

15 participants from each FCI member

Cost

EUR 275.-

Starting date

The course is offered twice a year, starting on 1 January and 1 July.

Advanced Course on International Factoring

From practitioner to expert



Content

The FCI Advanced Course is the third level of FCI's 3-Step Career Path Programme.

- Seller selection and control
- Buyer risk control
- Dispute prevention and handling
- FCI legal framework
- Purchase order management
- Invoice verification

Who should attend?

The course is primarily aimed at senior employees (mid management level and above) within their organisation. For new and/or smaller members of FCI, senior management should also be considered as part of this group.

Qualification

The Advanced Level Course requires either a prior Intermediate Level Diploma (Level 2) on International Factoring or a prior FCI diploma on International Factoring based on the former FCI Course on International Factoring, obtained before 2011.

Study time and examination

The course is designed to be completed within 4 months (including the online multiple choice interim examination) plus 1 month for the final written examination.

Study material

Buyer risk control manual, Seller selection manual, Dispute prevention manual, Legal manual (partly), Purchase order management guide, Invoice verification guide. Online help from the Education Director is available.

Assessment

Participants take online multiple choice interim and final written examinations covering the study material. Those who pass will receive the FCI Gold Diploma on international factoring.

Maximum number

15 participants from each FCI member

Cost

EUR 400.-

Starting date

The course is offered twice a year, starting on 1 January and 1 July.

Seller Selection and Control Course

Make informed decisions – sellers

Content

- Seller selection
- Seller control
- Monitoring the seller risk
- Fraud detection and prevention

Who should attend?

Employees working in the international department, sales department, client management department, collection and operation department, risk monitoring department. For new and/or smaller members of FCI, senior management is also part of this group.

Study time and examination

The course is designed to be completed within 2 months.

Study material

Seller Selection and Control Course study material

Assessment

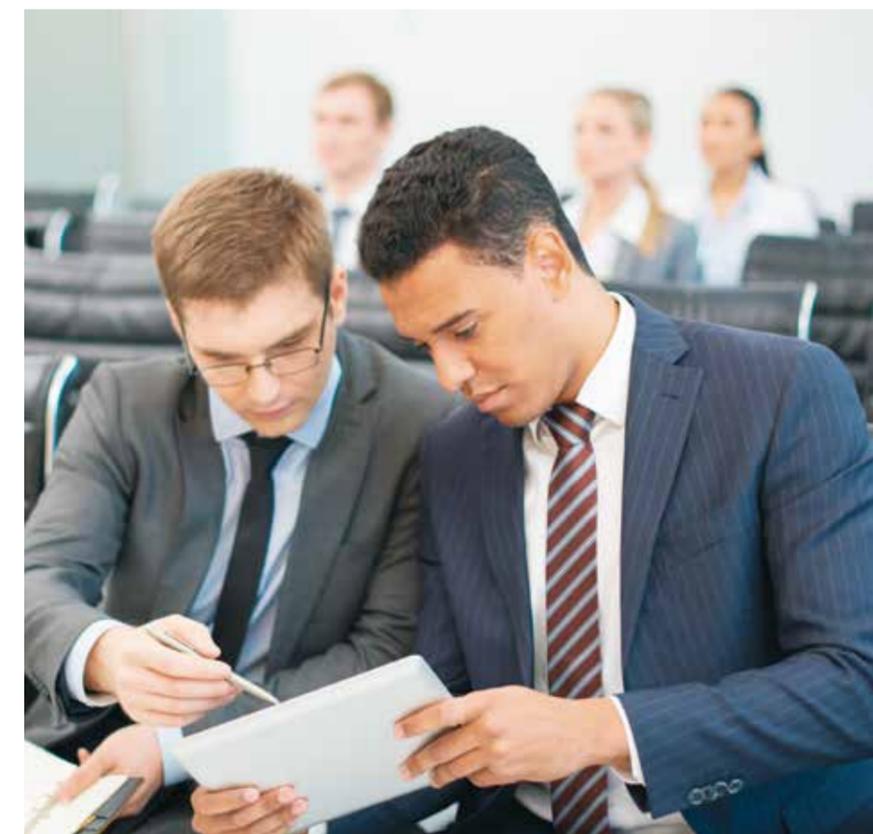
Participants take an online multiple choice examination covering the study material. Those who pass will receive a Proficiency Certificate. No online help from the Education Director.

Cost

EUR 150.-

Starting date

The course is offered twice a year, starting on 1 January and 1 July.



Pre-Sales and Seller On-Boarding in Factoring Course

Make sustainable sales

Content

- International factoring business explained: functions, products, varieties, services
- Seller selection
- Educating the seller
- Basic operating rules and legal rules of the two-factor system

Who should attend?

The course is primarily aimed at sales staff from any level of experience: employees dedicated to selling factoring in the factoring companies or bank branches.

Students can enroll for both Certificate Courses on Selling Factoring (Pre-sales and Seller On-boarding in Factoring Course and Selling and Marketing Factoring Course) in one term. Courses can also be taken independent of each other.

Study time and examination

This course is designed to be completed within 3 months.

Study material

Pre-Sales and Seller On-Boarding in Factoring study material

Assessment

Participants take online multiple choice examination covering the study material. Those who pass will receive a Proficiency Certificate. No online help from the Education Director.

Cost

EUR 175.-

Starting date

The course is offered twice a year, starting on 1 January and 1 July

IMPORTANT NOTICE – DIPLOMA ON SELLING FACTORING (OPTIONAL)

Students who complete both courses successfully (Pre-sales and Seller On-boarding in Factoring Course and Selling and Marketing Factoring Course) and receive the proficiency certificates, can sit a final examination on Selling Factoring which takes place in the month of November in the year of courses registration. Participants who pass the final examination will receive the FCI Diploma on Selling Factoring.



Selling and Marketing Factoring Course

Become a sales expert

Content

- Key objectives of the selling process
- Selling skills
- Sales process, pricing, alternative products
- Marketing factoring

Who should attend?

The course is primarily aimed at sales staff from any level of experience: employees dedicated to selling and marketing factoring in the factoring companies or bank branches.

Students can enroll for both Certificate Courses on Selling Factoring (Selling and Marketing Factoring Course and Pre-sales and Seller On-boarding in Factoring Course) in one term. Courses can also be taken independent of each other.

Study time and examination

The course is designed to be completed within 3 months.

Study material

Selling and Marketing Factoring study material

Assessment

Participants take on-line multiple choice examination covering the study material. Those who pass will receive a Proficiency Certificate. No online help from the Education Director

Cost

EUR 175.-

Starting date

The course is offered twice a year, starting on 1 January and 1 July.

IMPORTANT NOTICE – DIPLOMA ON SELLING FACTORING – OPTIONAL

Students who complete both courses successfully (Pre-sales and Seller On-boarding in Factoring Course and Selling and Marketing Factoring Course) and receive the proficiency certificates, can sit a final examination on Selling Factoring which takes place in the month of November in the year of courses registration. Participants who pass the final examination will receive the FCI Diploma on Selling Factoring.

Buyer Risk Control Course

Make informed decisions – buyers

Content

- Buyer risk control and finance
- Buyer risk control and credit cover
- Buyer risk assessment
- Monitoring the buyer risk

Who should attend?

Employees in the international department, risk department, audit department, collection and operation department. For new and/or smaller members of FCI, senior management is also part of this group.

Study time and examination

The course is designed to be completed within 2 months.

Study material

Buyer Risk Control Course study material

Assessment

Participants take an online multiple choice examination covering the study material. Those who pass will receive a Proficiency Certificate. No online help from the Education Director.

Cost

EUR 150.-

Starting date

The course is offered twice a year, starting on 1 January and 1 July.

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FCI Courses have been enhanced with a newly developed e-learning tool, which facilitates the learning experience of the students with interactive cases, questions and assignments. Through the FCI courses, we were able to efficiently offer our staff priceless knowledge in just a few months' study.

Shanghai Pudong Development Bank, China

Dispute Prevention and Handling Course

Become the mediator

Content

- What is a dispute in factoring
- Causes of disputes
- Impact of a dispute
- How to avoid disputes
- FCI dispute procedure

Who should attend?

Employees, working in the international department, client management department, collection and operation department, risk monitoring department. For new and/or smaller members of FCI, senior management is also part of this group.

Study time and examination

The course is designed to be completed within 2 months.

Study material

Dispute Prevention and Handling Course study material

Assessment

Participants take an online multiple choice examination covering the study material. Those who pass will receive a Proficiency Certificate. No online help from the Education Director.

Cost

EUR 150.-

Starting date

The course is offered twice a year, starting on 1 January and 1 July.



Legal Course

Play by the rules

Content

- Legal framework of FCI
- FCI Constitution
- General Rules of International Factoring
- Rules of Arbitration
- Edifactoring.com Rules

Who should attend?

Senior employees in the international department, client management department, legal department, litigation department. For new and/or smaller members of FCI, senior management is also part of this group.

Study time and examination

The course is designed to be completed within a period of 3 months.

Study material

FCI Legal Manual

Assessment

Participants take an online multiple choice examination covering the study material. Those who pass will receive a Proficiency Certificate. Online help from the Education Director is available.

Cost

EUR 150.-

Starting date

The course is offered twice a year, starting on 1 January and 1 July.

E-learning Foundation Course on Domestic and International Factoring for non-members

Factoring success in four simple steps

This course offers all new factoring staff a comprehensive online introduction to the industry. The FCI Foundation Course provides an overview of factoring including a brief history of the industry and information about FCI as well as the different types of factoring, benefits, methods, factoring business process and the mechanism of the two-factor system. The course is comprised of four modules and a glossary.

- Factoring Worldwide and FCI
- An Overview of Factoring
- Selection & Onboarding of the Seller
- Processes & Management of the Seller

Who is it for?

This course is suitable for new entrants to the industry and is appropriate for staff employed at all levels within the industry with less than 12 months factoring experience.

Study material

Students have access to an interactive learning module and receive the Foundation Course on Domestic and International Factoring for non-members study material.

The content has been created by the FCI Education Committee, which consists of industry professionals with in-depth knowledge and experience.

Study time and examination

The course is designed for completion within a period of 3 months.

Assessment

The student takes an online multiple-choice examination covering the study material. The successful student will receive the FCI Bronze Certificate.

Language

The course is available in English, Spanish, Chinese and French.

Assistance

During the course the FCI Education Director is available to all students for assistance.

Cost

Non-members: 450 EUR/student.

Starting date

The course is offered four times a year, starting: January, April, July and October.

Deadline for registration ends 10 working days before the start of each quarter.



FCI SEMINARS

A source of knowledge

FCI organises regular seminars on various aspects of factoring. The seminars take place around the world and usually attract more than 400 participants every year.

Major events are held three times a year (in Europe, the Asia-Pacific and the Americas) and there are also regular regional seminars, workshops and meetings.

All the FCI events are interactive with plenty of opportunity to discuss issues so that practical knowledge and experiences are shared.



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FCI seminars are unique in covering all possible topics with various forms of learning techniques and they are extremely dynamic.

TEB Faktoring A.Ş., Turkey

FCI Seminars usually focus on the following topics: (please check FCI website to see the next seminars planned)

Marketing and Sales Seminar offers practical assistance in creating greater awareness about factoring, and international factoring in particular, within the business community. It also offers practical assistance in making sales staff more successful at selling the factoring concept to domestic and export clients.

Client Selection and Client Control Seminar includes an overview of the various elements to be considered before accepting the prospect as a factoring client as well as the control of the account once the client has started to make use of factoring service.

Risk Management Seminar is designed to cover all risk factors in an international factoring transaction and to provide delegates with an understanding of the importance of internal controls and risk management in factoring operations. The seminar is also intended to give the attendants guidance on assessing the risk management and internal control environment in key functions such as seller selection & control, buyer control, including operations and third party risks.

Legal Seminar on GRIF focuses primarily on the General Rules for International Factoring (GRIF), the background of certain articles, the implications for day-to-day business and the delicate balance in keeping the GRIF as an acceptable document for both the group of Export Factors and the group of Import Factors. The Seminar combines presentations with smaller group discussions and plenty of Q&A sessions.

“International Pathway” with FCI offers exhaustive knowledge about “how to get started in two-factor business and FCI” based on the information in the Quick Start Guide.

Buyer Risk Control and Dispute Prevention & Handling Seminar provides comprehensive knowledge about how to control and monitor the buyer risk during the course of factoring transactions (buyer credit assessment is not included) and help the delegates to understand the main causes of disputes and how to manage them.

Fraud Detection and Prevention Seminar is designed to cover the fraud detection and prevention techniques as part of the control function in every factoring business. It is impossible to avoid fraud, but every factor should be able to build a system for early detection of irregularities in their organisation.

Operations Seminar shows how to handle the FCI two-factor business both as Export and Import Factor with a special focus on the FCI edifactoring system and operational process of a cross-border factoring transaction covering specific topics such as assignment, documentation, invoicing, PUA, invoice verification, risk aspects, operational challenges and many more.

Legal Seminar is designed to offer exhaustive knowledge about the legal framework of FCI that supports the two-factor system. FCI Constitution, Interfactor Agreement, General Rules for International Factoring, edifactoring.com Rules, Business Rules of edifactoring.com, Rules of Arbitration and legal circulars are addressed during the seminar.

Seminar setup

- In the seminars, little time is spent on lectures. Instead, the major emphasis is on group discussions.
- A discussion group consists of around 12-16 persons, guided by 1 or 2 group leaders.
- The discussion groups may be subdivided for business games and role plays.
- Typically, FCI continental seminars last for 2 to 3 days, attended by 40-80 delegates and FCI regional seminars last for 1 to 2 days, attended by 20-30 delegates.
- Attendance is restricted to FCI members and invited observers.

For observers, please contact the FCI Secretariat for more information in case your company has an active interest in offering factoring services and wishes to be invited as an observer to any of the above seminars.

For the up-to-date seminar programme, seminar topics and locations please check FCI website www.fci.nl or contact FCI fcinfo@fci.nl.

FCI Academy

FCI ACADEMY is the only truly international comprehensive and integrated training programme on the theory and practice of Factoring and Receivables Finance. The FCI Academy programme helps participants to gain knowledge on the most important topics within the Factoring and Receivables Finance Industry.

Highlights of the FCI Academy

- Introduction to the different forms of Factoring and Receivables Finance
- Foundation skills in Marketing, Sales, Seller Onboarding, Risk Management and Legal aspects
- Top speakers from the industry

THE AUDIENCE

The programme is aimed at professionals new to the industry and those who need to widen their knowledge and experience to progress within their organisation; All new staff in Factoring bank division or Factoring company working at junior and middle level, who need to have a more complete view of the industry; Managers or International Managers about to move to more senior positions

TAILOR-MADE TRAINING

Your customised launchpad

” We had the great opportunity of receiving FCI tailor-made training for two days and this gave us a complete vision of the programme, solved all our issues and allowed us to validate the way we were doing factoring, from our organisation to our internal policies and the decisions we were making in the operation.

Banco Nacional de Comercio Exterior, Mexico



Special Assistance to “New” FCI Members

How to set up a successful factoring business

In countries where factoring is new, it is not possible for a member to obtain trained staff by hiring personnel from existing factoring companies. Therefore FCI offers in-house customised training programmes specific to your company’s learning needs.

Who should apply?

This programme is available for new members who joined FCI during the past two years. The purpose is to offer guidance in the process of setting up FCI two-factor business and facilitating the new member’s integration into FCI.

FCI Education Director or Regional Chapter Directors will act as specialist consultants, with extensive factoring experience from their previous senior management positions in the factoring industry, and from their thorough understanding of FCI practices and procedures.

Conditions and price

Assistance will be limited to a maximum programme of three to four days, travel time excluded, during which an extensive training session covering the most important topics will be delivered. The assistance will not come for “free”, but will be invoiced by FCI at a subsidised rate of EUR 500 per day, with an additional charge for travel and accommodation expenses. Further details can be obtained after an initial contact between the member involved and FCI.

What do you get from FCI and what should you do?

- The purpose of:
 - FCI manuals, The FCI Annual Review, FCI In-Sight, The Guide to the Establishment of a Factoring Operation
- Instructions for downloading the edifactoring.com User Guide.
- The FCI Education Policy
- Interfactor Agreement: How to exchange it, add presentation kit of your company as marketing tool.
- IFIS: what it should contain, good and bad example of an IFIS.
- Introductory letter and assignment labels:
 - Why, when/how to send it.
- FCI Factors of the Year awards.
- How to select IF correspondents, including money laundering issues.
- Acting as IF including pricing issues. Services that IF can provide.
- Live demo edifactoring.com covering: learning and testing, system administration, overview of message types, importance of the edifactoring.com Rules, where to go for help.

For further information and for discussing an appropriate programme, please contact the FCI Secretariat or Ms. Aysen Çetintas – Education Director (cetintas@fci.nl) directly.

Training programme

All training modules are exclusively for two-factor International Factoring. Tailor-made modules appropriate to member needs can be discussed.

Training outline

Factoring products

- Definitions, terminology, product types
- FCI two-factor system
- How the FCI two-factor system works
- Comparison with trade finance solutions and other alternative products

Welcome to FCI! Now what?

- Materials sent from FCI
- How to appoint the right FCI contact person
- How to prepare your Member Catalogue page and keep it updated
- The FCI Private Net: what is it and how to use it?

Legal aspect of factoring

- FCI structure and Constitution
- FCI legal framework:
 - Interfactor Agreement, GRIF, edifactoring.com Rules, Rules of Arbitration, Legal Circulars
- Your export factoring agreement:
 - what to include, must be in line with the GRIF (but more conservative on issues like PUA days etc.) or understand the consequences if not in line.

Selling export factoring

- Definition of international factoring
- Main functions
- International factoring products
- Educating the seller
- The selection criteria
- Selling skills and sales process
- Pricing
- Competitive products
- Marketing export factoring

Risk issues in factoring and how to manage them

- Seller selection
- Seller risk control
- Buyer risk control
- Correspondent risk
- Fraud and operational risks

Organization set-up & system

- Best set-up of your factoring operation
- Segregation of duties
- Information systems:
 - own development vs. buy from vendors, minimum features, where to find vendors, negotiating tips

Mentoring

Practical learning from the leaders of the Receivables Finance Industry

As a new member, FCI provides you with a lot of material, documents and education to help you to start-up with the international two-factor business. In this period it might take you considerable time and effort to implement efficient processes that enable you to work properly with your factoring correspondents based on the GRIF rules and edifactoring as the communication platform.

To get your business started it can be very useful to get guidance and advice from skilled FCI members who have already experienced this process and can share best practices with you.

The FCI Mentoring Programme

Our programme aims to match experienced volunteer members (the mentors) with new and inexperienced members (the mentees) for the specific purpose of providing support, guidance, giving practical and helpful tips and passing know-how to the mentees.

The Mentee's profile

Mentees should be newly approved FCI members with no or only limited international factoring experience who will need support and guidance for the development of the international business. They may or not have experience in domestic factoring.

The Mentor's profile

Mentors should be correspondents with vast experience in cross border factoring. Additionally they should have a particular interest in the fast progress and final success of the mentee. Today's mentees might be their future correspondents.

FCI mentors are willing to commit time and energy to provide support for a new FCI member during the whole mentorship period and will need to maintain support and open communication.

Mentorship terms

The mentee sends their request for mentorship to the FCI Secretariat which will inform them about contact details of available mentors.

The mentorship can be provided offsite or by interactive communication via phone, mail or videoconference. The FCI mentor and its mentee both agree on the conditions, characteristics and duration of the mentorship. At the end of the mentorship the mentee completes an evaluation form which is shared with the mentor and FCI.

Details of the programme are included in the guidelines of the FCI Mentoring programme which is available on the FCI website.

The Importance of Service Quality

Experience tells us that there is a direct correlation between service quality, sustainable volume growth and education. Winners of the prestigious awards, "Export Factor of the Year" and, "Import Factor of the Year", are members who year after year, enrol students in the education programme. Knowledge, accuracy, and efficiency, delivered in a timely and professional manner are the main attributes we all seek from our partners, so it is equally important that we ensure that we can reciprocate fully, and maintain the competitive spirit of FCI at the highest standards possible!



The FCI Courses and Seminars have a strong practical focus, containing a high number of exercises based on real cases, case study discussions and brainstorming sessions. They provide a great foundation for quickly spotting problematic structures, finding the solutions to implement them in a controlled way, avoiding disputes and additional costs or even avoidable losses, to the advantage of all parties.

Unicredit Tiriack Bank S.A., Romania



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