

Dispute Prevention & Handling Course

Content

The Course covers:

- 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 following departments: international, client management, collection and operation, risk monitoring. For new and/or smaller FCI members, senior managers are also part of this group.

Study material

Dispute Prevention & Handling Course study material will be provided by FCI. Students will not have any assistance from the Education Director during their study.

Study time and examination

This course is designed to be completed within two months (including the online multiple-choice exam).

Assessment

Participants take online multiple-choice examination covering the study material. Those who pass will receive a Proficiency Certificate.

Cost

The course fee is Euro 225 for FCI members and Euro 250 for non-members.

Duration

The course is available on demand.

For more information and registration, visit <https://fci.nl/en/education/dispute-prevention-handling-course> or email us via fci@fci.nl

*"The FCI Education Programme allows us to give our clients top quality service while covering all risk factors."
Garanti Faktoring A.S., Turkey*