

A horizontal banner image showing a modern architectural structure with illuminated, curved, metallic-looking panels. The scene is set at night with city lights visible in the background. The text 'Dispute Prevention & Handling Course' is overlaid in a purple, serif font.

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.

Study time

The course is designed to be completed within 2 months.

Assessment

Participants take an 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 150.00

Starting date

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

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

More information and registration

<https://fci.nl/en/education/online-courses/dispute-prevention-handling-course> or via email education@fci.nl

A purple circular graphic containing the text 'LEARN FROM THE LEADERS' in white, bold, uppercase letters.

LEARN
FROM THE
LEADERS