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1. Collections Online Training Overview

Collections Online Training provides training in all of the key aspects of URC 522 and collections procedures. The training is delivered using a combination of audio, video, animation and text.

This Collections Online Training course represents over 3 hours of online training and is divided into:



3 interactive lessons

Lesson 1: What is a Collection?
Lesson 2: The parties involved
Lesson 3: The collection cycle

3 practical case studies

Case Study 1: Complete a collection instruction
Case Study 2: Make decisions based on URC 522
Case Study 3: Lead a collections workshop

Assessment

A series of randomly selected multiple-choice questions

Objective

The objective of this course is to provide a firm foundation in the operation of collections and the application of URC 522.

Prerequisites

This course is aimed at students new to the area of collections. There are no prerequisites for taking this course.





Learning Tools

In addition to the structured training provided, the user also has access to a number of key tools and information resources:



Discussion forum

A Q&A platform that allows you to share knowledge with fellow trade finance professionals.



URC Rules

The ICC Uniform Rules for Collections, publication no. 522.



URC Commentary

The commentary to complement and help understand the URC 522 rules.



URC Opinions

Guidance on the operation of URC 522



Sample commercial documents

Samples outlining the form and function of commercial documents



Sample financial documents

Samples outlining the form and function of financial documents



Glossary

The meaning of key international trade finance terms and acronyms



Keywords

The translations of key international trade finance terms





2. Course Content

Lessons

The three interactive lessons serve to provide a firm foundation in the operation of collection processes and the application of URC 522.

The student is guided through all key areas of Collections work, from the information to include in a 'Collection Instruction' to how payment is made under collections.

All learning points are linked to context sensitive provisions of URC 522. Numerous documentary samples and worked examples are provided to simulate a real-life work environment.

Case Studies

Collections Online Training presents a number of interactive case studies designed to give the user different experiences with URC 522 and real life collections procedures.

The user learns by doing and follows a series of steps, taking actions and making decisions while receiving on-the-spot feedback.

On completion of each case study the user may review the correct procedures or retry the case study.

Assessment

In this section the user may attempt the collections assessment to test their knowledge of URC 522 and collections procedures.

The assessment consists of a series of 20 randomly generated multiple-choice questions. Feedback is given on completion of the assessment questions and the user is advised which areas of the course to retake based on their score.

The user may take the assessment as many times as they wish. The results of their first three attempts are recorded in the sitemap.





3. Administration Console

The screenshot displays the 'administration console' interface for Coastline Solutions. At the top, it shows the user 'Mr. Leo Cullen' logged in on '27 September 2005'. The main navigation bar includes 'My Services', 'My Profile', 'My Demos', 'Manage Services', and 'Manage Users'. The current page is titled 'My Services > Collections Training Course (Individual)'. The 'COLLECTIONS' logo is prominently displayed. The 'Course Title' is 'Collections Training Course (Individual)'. The 'Overview' section states: 'This course consists of over 3 hours of online training aimed at beginners to the area of Collections. Its objective is to provide a firm foundation in Collections processes and the application of URC 522 - the ICC rules that govern the operation of Collections. More details....'. The 'Access Training' panel on the left contains buttons for 'Launch training', 'Continue training', 'Search', and 'View progress'. The 'Learning Tools' panel on the right lists several resources: 'Discussion Forum' (A Q&A platform...), 'URC Rules' (The ICC Uniform Rules for Collections, publication no. 522.), 'URC Commentary' (The commentary to complement and help understand the URC 522 rules.), 'URC Opinions' (Guidance on the operation of URC 522), 'Commercial Documents' (Samples outlining form and function of commercial documents), 'Financial Documents' (Samples outlining form and function of financial documents), 'Glossary' (Find the meaning of key international trade finance terms and acronyms), and 'Keywords' (View the translations of key international trade finance terms).

Course Overview

The Course Overview panel provides information about the Collections Online Training service.

Access Training

The Access Training panel provides a number of access points to Collections Online Training. You may launch the training at the start, continue where you exited previously or return to your bookmark. You may also search the course for areas of particular interest and view your progress within the course.

Learning Tools

The Learning Tools panel provides access to Collections Online Training tools and information resources.





4. Browser requirements

The minimum browser requirements for Collections Online Training are:

- Netscape 6.0
- Internet Explorer 5.0
- Firefox 1.0

Because Collections Online Training makes extensive use of graphics, animations, audio and interactive content, the following system requirements are necessary (these are standard on many systems) :

- Flash Player 7.0 (minimum) free download at www.macromedia.com/go/getflashplayer
- Supports JavaScript (i.e. JavaScript enabled)
- Supports Cookies (i.e. Cookies enabled)

It is desirable to have a sound card to derive the full benefit from Collections. However, in the case where a sound card is not available, or where sound is not desirable, all narrations are available on screen in text form.

5. Support

The Collections Online Training support team at Coastline Solutions is here to aid you if you experience any difficulty using the Collections training.

You can contact us at support@coastlinesolutions.com or +353 1 235 2166.

