



PROFESSIONAL COLLECTION SPECIALIST (PCS) EXAM APPLICATION

Please visit ACA's website at <http://www.acainternational.org/education> for the most up to date version of this application.

SECTION A: APPLICANT & TRAINING SUPERVISOR (PROCTOR) INFORMATION

PLEASE PRINT	APPLICANT	TRAINING SUPERVISOR
NAME		
MEMBER ID#, (If known)		
E-MAIL ADDRESS*		

*required

SECTION B: COMPANY INFORMATION

COMPANY ID#:	PHONE:
COMPANY NAME:	
MAILING ADDRESS:	
CITY, STATE, ZIP	

SECTION C: FDCPA CURRICULUM REQUIREMENT

Please indicate which **one** of the following programs you used to fulfill this requirement.

<input type="checkbox"/> PCS PREP SEMINAR	DATE ATTENDED:	LOCATION:
<input type="checkbox"/> FDCPA: FACTS, FICTION & REALITY FACE-TO-FACE SEMINAR	DATE ATTENDED:	LOCATION:
<input type="checkbox"/> FDCPA: FACTS, FICTION & REALITY ONLINE SEMINAR	DATE ATTENDED:	
<input type="checkbox"/> FDCPA ESSENTIALS WEBCOURSE	DATE COMPLETED:	
<input type="checkbox"/> FDCPA ESSENTIALS CD-ROM*	DATE COMPLETED:	VERSION # 9.1

*Formerly known as FDCPA: Facts, Fiction & Reality. If this self-paced training CD was used, training supervisor must complete Section E below. **A \$25 administrative fee will be assessed. Please attach the completion certificate and final scorecard from the CD-ROM program. Be sure the course status says "Complete" as incomplete scorecards will not be processed.** As of June 1, 2011, ACA International will only accept the FDCPA Essentials for Collectors CD-ROM Version 9.0 or higher.

SECTION D: TELEPHONE TECHNIQUES CURRICULUM REQUIREMENT

Please indicate which **one** of the following programs you used to fulfill this requirement.

<input type="checkbox"/> PCS PREP SEMINAR	DATE ATTENDED:	LOCATION:
<input type="checkbox"/> ECST FACE-TO-FACE SEMINAR*	DATE ATTENDED:	LOCATION:
<input type="checkbox"/> ESSENTIAL SKILLS & TECHNIQUES ONLINE SEMINAR*	DATE ATTENDED:	
<input type="checkbox"/> ESSENTIAL COLLECTION SKILLS & TECHNIQUES WEBCOURSE	DATE COMPLETED:	
<input type="checkbox"/> ESSENTIAL COLLECTION SKILLS & TECHNIQUES CD-ROM**	DATE COMPLETED:	VERSION # 9.0

*Formerly known as Professional Telephone Collector's Techniques (PTCT).

If the self-paced training CD was used, training supervisor must complete Section E, below. **A \$25 administrative fee will be assessed. Please attach the final scorecard from the CD-ROM program. Be sure the course status says "Complete" as incomplete scorecards will not be processed. As of Jan. 1, 2012, ACA International only accepts the Essential Collection Skills & Techniques CD-ROM Version 9.0 or higher.

SECTION E: TRAINING VERIFICATION

I have supervised this applicant's training and confirm that the applicant has successfully completed the preceding indicated self-paced training program(s). I have attached all necessary scorecards.

TRAINING SUPERVISOR'S SIGNATURE: _____

SECTION F: SIGNATURE

I certify that the information provided on this application is true and accurate to the best of my knowledge.

APPLICANT'S SIGNATURE: _____ DATE: _____

TRAINING SUPERVISOR'S SIGNATURE: _____ DATE: _____

TESTING FEES AND PAYMENT INFORMATION – PAYMENT DUE WITH APPLICATION

ONLINE EXAM: \$50 for members, \$100 for non-members. RETEST: \$50 for members, \$100 for non-members

CD-ROM Administrative Fee: for members & non-members, \$25 for each component

Please complete to determine amount due:

Exam Fee	\$ _____
Administration Fee – FDCPA CD (as applicable for CD-ROM from Section C)	_____
Administration Fee – Skills & Techniques CD (as applicable for CD-ROM from Section D)	_____
Retest	_____
Total Amount Due with Application	\$ _____

CHECK ENCLOSED.

VISA / MASTERCARD / AMERICAN EXPRESS (Circle one)

Account #:		Expiration Date:	
Signature		Print Name:	

Note: The PCS exam is also available in Spanish. Please indicate on your form if you would like the Spanish translation.

GENERAL TESTING INFORMATION

- ACA will verify each candidate's academic records. ACA may request copies of Certificates of Completion.
- ACA's CD-ROM training programs are updated on a routine basis. Purchasers are notified of updates and new versions as they apply to certificate programs. When using CD-ROM training to fulfill program requirements, ACA may require proof that the most current version has been used.
- The candidate's testing ID number and PIN will be sent to the training supervisor within 10 working days of receipt of application.
- The training supervisor will receive an Administrator's Guide explaining the procedures for administering the exam.
- The exam is closed-book, delivered online and is scored immediately. All candidates receive feedback on their performance in each area.
- The exam takes about one hour to complete. You will have six months after receiving the log-in information via e-mail to complete the exam. If you do not complete the exam within six months, you must purchase a new exam.
- Candidates must achieve a score of 85% or higher to fulfill the certificate requirement. Candidates who do not achieve a score of 85% are allowed one re-take exam at the current rate.
- Certificates for successful candidates will be sent to the training supervisor within approximately 30 days.
- Candidates who are unsuccessful after two attempts must re-enter the program, repeating the required training.

ACA's Professional Collection Specialist (PCS) designation is a mark of commitment to professionalism and dedication to continuing education. Those who achieve the designation have met specific educational requirements. Holding the designation is not a guarantee of performance, nor does the lack of the designation indicate a lack of capability.

Return completed application to: ACA International Attn: Campus ACA 4040 W. 70th Street, Minneapolis, MN 55435
Fax: (952) 922-6402 Attn: Campus ACA **Email:** campusaca@acainternational.org