

# 2011 Campus ACA Online Seminars

## **January**

- 11-13 Collection Floor Management  
18 Introduction to Quality Assurance

## **February**

- 7-8 FDCPA: Facts, Fiction & Reality  
9-11 Train-the-Trainer Specialist  
21-22 Professional Telephone Collectors' Techniques (PTCT)

## **March**

- 8-9 Health Care Collection Management  
14 Ethical & Professional Collections  
16-17 Sales: Strategies & Techniques

## **April**

- 11-12 Skiptracing & Cybertracking Techniques  
18-19 The Art of Persuasion  
21 Collection Laws for Creditors

## **May**

- 9-10 FDCPA: Facts, Fiction & Reality  
17 Understanding the Fair Credit Reporting Act  
24-25 Professional Telephone Collectors' Techniques (PTCT)

## **June**

- 7-9 Collection Floor Management  
14-15 Data Security & Privacy  
20 FDCPA: Hot Topics

## **July**

- 19 Bankruptcy  
20-22 Train-the-Trainer Specialist  
27-28 The Art of Persuasion

## **August**

- 9-10 FDCPA: Facts, Fiction & Reality  
15-16 Professional Telephone Collectors' Techniques  
17-19 Collection Floor Management

## **September**

- 13-15 ACA Foundational Training on PPMS  
15 Collection Laws for Creditors  
20-21 Skiptracing & Cybertracking Techniques  
26-28 Health Care Collection Management

## **October**

- 10-12 Trainer Specialist Seminar  
13 Ethical & Professional Collections  
18-19 The Art of Persuasion  
25-26 Data Security & Privacy

## **November**

- 3 Understanding the Fair Credit Reporting Act  
7-8 FDCPA: Facts, Fiction & Reality  
15-16 Professional Telephone Collectors' Techniques (PTCT)

## **December**

- 6-7 Sales: Strategies & Techniques  
8 FDCPA: Hot Topics  
13-15 Collection Floor Management



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Training from  
Your Desk**

For more information or to register for these seminars, visit <http://www.acainternational.org/events>.

*Seminar dates are subject to change.*