



Initial Designation Exam Application Professional Collection Specialist (PCS)

ACA Member Services—Phone: 800-269-1607 Secure Fax: 952-926-1624
3200 Courthouse Ln, Eagan, MN 55121-1585
E-mail: memberservices@acainternational.org

CONTACT INFORMATION

Complete the following for each Applicant. An email associated with the Applicant is required to access the exam system.

APPLICANT Name and ACA ID#: _____

APPLICANT Email: _____

APPLICANT
Phone: _____

Trainer/Supervisor Name
and ACA ID #: _____

Trainer/Supervisor Email: _____

Trainer/
Supervisor Phone: _____

COMPANY Name and ACA ID#: _____

COMPANY Mailing Address: _____

REQUIRED COURSES

Please submit documentation. ACA will verify the applicant’s completion of all courses before issuing the exam.

FDCPA Essentials for the ARM Industry (FDCPA)

3 Professional Development Units (PDUs)

DATE COMPLETED: _____

Type of Course
Completed:

(Take only one version.)

- Face-to-Face, In-Person Class
- Live ACA Zoom Webinar/Slides
- On Demand Recorded Zoom/Slides
- “Animated” E-Course With Quiz

Documentation:

Self-reporting certificates are included in course materials. [Login to MyACA to access your Education Transcript](#) or get help from your Trainer/ Supervisor to find your course dates.

- ✓ **FACE-TO-FACE CLASS:** ACA Trainer Specialists may refer to their attendance roster for face-to-face events.
- ✓ **“ANIMATED” E-COURSE:** Make sure the course progress shows “Completed” and returns a passing quiz score.
- ✓ **WEBINARS / RECORDED VIDEO:** Applicants using live or recorded Zoom webinars must be registered with ACA, even if no fee was assessed under the ACA Training Zone. **Self-reporting forms with the course title and version number are available in the participant handouts of each course.**

Essential Collection Skills and Techniques (ECST)

3 Professional Development Units (PDUs)

DATE

COMPLETED: _____

Type of Course
Completed:

(Take only one
version.)

- Face-to-Face, In-Person Class
- Live ACA Zoom Webinar/Slides
- On Demand Recorded Zoom/Slides
- “Animated” E-Course With Quiz

TRAINING VERIFICATION

Trainer or Supervisor Signature:

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

Signature

Date

Applicant Signature:

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

Signature

Date

SUBMIT PAYMENT WITH APPLICATION

Exam login information will be emailed to the applicant after this form is processed. Two attempts are included with each purchase. Once a passing score is achieved, exam access will lock. Exam access expires 60 days after issuance.

Submit Fee: _____ **ACA Member Exam Fee \$99.00** _____ **Non-Member Exam Fee \$198.00**

Testing fees are not eligible under the ACA Training Zone.

Mail to:
3200 Courthouse Ln
Eagan, MN
55121-1585

Please do not email credit card data. Phone in or send a secure fax.

_____ **Physical Check** (payable to ACA International)

Credit Card Information:

Please note a 3% non-refundable fee will be added to credit card payments ("surcharge"), which is not greater than our cost of acceptance. To avoid the surcharge, you may pay via ACH or check. Applicable law prohibits us from applying the surcharge to debit cards and transactions for companies based in CO, CT, MA, ME, NY, or outside of the United States.

_____ **Visa** _____ **Mastercard** _____ **American Express**

Credit Card #: _____ **Exp:** _____ **CVC:** _____

Name on Card: _____

Signature: _____

ACH Payments
Authorized by

**ACH Authorization:**

Bank Routing Number: _____ Bank Account Number: _____

Type of Account: _____ Checking _____ Savings

Signature to authorize direct transfer: _____

ADDITIONAL INFORMATION

- ACA will verify each applicant's course participation records.
- When using ACA's "animated" e-courses, ensure the course progress shows "Completed" and returns a printable score.
- Candidates must achieve a score of 85% or higher to fulfill the PCS requirement.

Terms of exam:

- The exam is closed book, delivered online and is scored immediately.
- Each exam purchase comes with 2 attempts.
- There is a 2-hour timer on each exam attempt. Each attempt must be completed in one session. It cannot be paused. Please plan to take the test without interruptions. If technical problems occur, notify ACA..
- If the first attempt is failed, the user may exit the system and return another time to complete the second attempt.
- If a candidate fails both attempts, that exam will lock and a new exam must be purchased.
- Each exam purchase login will expire after 60 days. If your login expires, you must purchase a new exam.
- When a passing score is achieved, ACA will notify the user of their designation award. Accomplishments and certificates will be recorded in the My ACA Education Transcript on ACA's website.

ACA's Professional Collection Specialist designation is a mark of commitment to professionalism and 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.