



# ACCC GUIDELINES FOR COLLECTORS *(e-learning)*

## OVERVIEW

Collectors of debt, including organisations, are governed by the ACCC guidelines for debt collectors. According to these guidelines you cannot:

- contact a customer more than 3 times a week
- contact a customer more than 10 times a month
- threaten legal action you have no intention to take
- misrepresent who you are or where you are calling from

These actions are perceived as misleading or deceptive conduct or harassment of a debtor and are a breach of the ACCC guidelines for debt collectors.

Are you trained in ACCC/ASIC guidelines for debt collectors?

This module is designed to assist staff understand how the ACCC guidelines for debt collectors apply to their role.

Developed as an eLearning, eMatrix will provide logins and passwords to bring your staff up to date *NOW!* Written by White Cleland Lawyers, this will ensure your staff are compliant with the new regulations.

A Certificate of Completion will be issued to each staff member.

## LEARNING OUTCOMES

The training module covers how Commonwealth consumer protection laws apply to you in debt collection, including:

- The joint ACCC and ASIC Debt Collection Guidelines for collectors and creditors
- The protections found in the Australian Consumer Law (formerly known as the Trade Practices Act)
- Information about new state based consumer protection laws which you should be aware of and which may affect your organisation
- Consequences for you and your organisation if you don't follow these laws

