CICM Chartered Institute of Credit Management

Level 3 Vulnerability Support
Indicative content

Whilst not exhaustive this document provides an illustration of topics and themes in this unit.
NOTE : *When completing CICM assignment units it is not intended that learners include* ***ALL*** *the suggested areas below, rather, they are intended as guidance on the type of content you may study and include.*
CICM assignments require a high level of personal application. Therefore, when completing them careful consideration needs to be given to the relevance within your organisation, industry and your specific role.

1	• Types of financial and non-financial vulnerability • Prioritisation of debt. • Common causes of vulnerability. • Importance of establishing cause and extent of problem. • Nature and scope of vulnerability. • Temporary and permanent vulnerabilities. • Complexities of multiple vulnerabilities. • Wellbeing support following difficult cases.
2	• Active listening. • True empathy. • Conversational tools - TEXAS, BRUCE, SPIDER; trigger words and phrases. • Indications of reassurance. • Identification and verification process. • Referrals. • Process to record, access and update systems. • Equality, diversity and inclusion. • Data protection protocols.
3	• Tools to progress conversation - IDEA, BLAKE, BRUCE, SPIDER • Budgeting tools - common financial statement. • Spending diary, repayment calculator. • Financial support - repayment schedule, payment holiday, settlement discount; legal and regulatory support - breathing space, forbearance and due consideration, FCA treating customers fairly, Consumer Duty. • Interpersonal skills and personal qualities; techniques for effective call control - helping customer feel comfortable, positive language, space for thought. • Offering appropriate advice and debt solutions; financial education and customer empowerment. • Signposting to specialist third party assistance (e.g., Step Change, Shelter, Mind).

4	• Case studies of work with vulnerable clients/customers • Range of examples including emergency cases, sensitive situations, e.g. self-harm or suicide, mental and social illness, complex medical conditions and dependencies, domestic abuse; challenging behaviours, e.g. verbal abuse, distressed, angry or highly emotional clients, volatile reactions. • Difficult conversations, e.g. explaining financial liability, addressing sanctions and repossessions, negotiating repayment agreement, responding to objections, handling dissatisfaction and complaints, explaining consequences, restricted ability of customer to process information; maintaining open dialogue and ongoing communication; customer feedback. • Performance results. • QA outcomes; reflective assessment; evidence of evolved skills.
5	• Vulnerable-aware culture. • Customer care outcomes. • Organisational goals, values, strategy, policy and procedures. • Guidelines and codes of practice. • Pro-active assessment. • Pre-set support mechanisms. • Multiple channels of contact and enhanced customer choice. • Matching client needs to provision. • Staff training. • Post-conversation wellbeing support and mental self-care for staff.