

Future-proofing the collections workforce in the new debt landscape.

In association with





Tuesday 9 February 2021 | 09.30 - 13.00 | Tickets : £50 per person

THIS EVENT WILL TAKE PLACE VIRTUALLY VIA ZOOM

The main room will open from 9.15 Please join before 9.30 to avoid missing the start

TIME	SCHEDULE	
09.30	WELCOME Chris Leslie, Chief Executive Officer, CSA David Sheridan, Board Director, CSA Update from Skills Minister Gillian Keegan	
09.40	KEYNOTE 1 The Show Stopper is the Show Starter Brad Burton	
10.00 - 10.30	KEYNOTE 2 Update on Apprenticeships and Skills Policy Toby Perkins, Shadow Apprenticeships Minister	
	Breakout Stream 1	Breakout Stream 2
10.35 - 11.00	Does Performance Management Work? Delivering a wellbeing strategy in the midst of a global pandemic Beth Orford, Efficient Frontiers International	Apprenticeships - from Enrolment to End Point Zoe Dellow, Senior L&D Consultant, CSA Kim MacMillan, Senior L&D Consultant, CSA Francesca Brown, CSA Apprentice
11.00 - 11.15	BREAK	
11.15 - 11.40	Gov's Kickstart Scheme: Making it simple and easy for employers Fiona Macaskill, Director of L&D, CSA lan Higginbottom, Education and Skills Funding Agency, Brian McKeown, DWP	Vulnerability Awareness Robert Bell, CSA Tutor Axel Manwaring, CSA Tutor Simon Lowe, CSA Tutor
11.45 - 12.10	Future-proofing your Business: Exploring Apprenticeships as part of your workforce Tammie Harwin, Tammie Harwin Consulting Chris Cherry, Strategic Development Network	Time Management: Balancing priorities in the workplace and your studies Chris Shaw, CSA Tutor Fiona Friebel, CSA Tutor
12.15 - 12.30	KEYNOTE 3 The Show Must Go On Brad Burton	
12.30 - 12.45	FINAL PLENARY: Update on Apprenticeships in Financial Services 2021 and Beyond Dean Jones, Relationship Manager, Institute for Apprenticeships & Technical Education	
12.45 - 13.00	CSA Strategic Update and Closing Remarks Fiona Macaskill, Director of Learning and Development, CSA Nick Cherry, Chair of CSA Services Board	



Stream 1 - Aimed at employers / senior management / company decision makers



Stream 2 - Aimed at learners / apprentices / junior staff wanting to progress in their roles

