

Developing the next generation of regulatory experts



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The Payment Protection Insurance (PPI) review has caused an increase in demand for case handlers and reviewers. Hazell Carr has recognised the need to introduce and train new expertise in order to meet this requirement.

Hazell Carr has created the "Academy Solution", a dedicated training and development programme, to foster and cultivate new talent for client projects. The Academy provides a fresh and cost effective approach to the current resource shortages.

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Many experienced consultants have already been deployed to large PPI projects, which has limited the supply of resource at this crucial time.

The Academy Solution negates this problem through deploying junior consultants to client projects, who are mentored and supervised by veteran consultants.

Academy Case Handlers are bright and numerate individuals, keen to prove themselves and develop good working relationships.

Hazell Carr has found that over time Academy Case Handlers are as good, if not better than some of the established consultants still available in the market.

Through developing the next generation of case handlers, Hazell Carr is in a unique position to continue to supply its clients with high quality resource at competitive rates.

We believe that Academy Case Handlers would be an asset to many companies and would be delighted to discuss your specific business needs.



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Training and Development

Hazell Carr provides every Academy Case Handler with:

- Introductory training on complaint handling procedures, PPI and the regulatory environment
- Any client specific training requirements

This ensures Academy Case Handlers have a good understanding of the regulatory background and client requirements prior to deployment.

Current Capability and Expertise

Hazell Carr Academy Case Handlers can be used in the following areas:

- Payment Protection Insurance (PPI)
- Transactional Case Work
- Data Gathering / Cleansing
- Customer Contact Exercises

PPI Review Case Study

Hazell Carr is currently providing an outsourced PPI case review solution to a large provider:

- PPI complaints handlers were deployed within two weeks of notification
- An initial team of 20 Academy Case Handlers were deployed
- This ramped up to 100 individuals within four weeks
- Experienced Quality Checkers, Team Leaders and an Operations Manager were deployed to support the Academy Team
- Hazell Carr has subsequently ramped headcount up and down to meet changing project requirements

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