Scholarship Opportunity!
Become a Visa Certified Dispute Resolution Professional

Visa has partnered with St. Petersburg College and will make 10 scholarships available to qualified SPC students who are pursuing a degree in business

SPC’s College of Business is pleased to announce that it has been selected to be one of two organizations in the greater Tampa-St. Petersburg, Florida, area to administer scholarships on behalf of Visa for its inaugural Visa Dispute Resolution Certification program.

The dispute resolution professional role is very important in the payments industry. Dispute resolution professionals manage payment card disputes and generally work for financial institutions, such as a bank that issues credit cards, or payment processors.

Visa is launching this new certification to help elevate the role within the industry, provide professional credibility for those who earn the credential and help people expand their career prospects. In conjunction with this new certification, Visa is offering 10 scholarships to SPC students who are pursuing a degree in business and want to gain new skills that can help them find new career opportunities. Visa has partnered with the College of Business to identify and select scholarship recipients. The scholarship will cover the cost of the certification classes, materials, and the accompanying certification exams.

Visa selected the greater Tampa-St. Petersburg, Florida, area for its inaugural Dispute Resolution Certification classes due to a high consolidation of financial institutions in the community and is partnering with St. Petersburg College to assure a highly personalized experience and local control over scholarship awards.

Scholarship candidates must meet the following eligibility criteria:

- Current SPC students pursuing a degree in business
- Pinellas County residents (preference will be given to city of St. Petersburg residents)
- Demonstrated financial need
- 2.5 or higher GPA

The certification classes are slated to start August 3rd and will be delivered via online instruction over a 2-week period.

Interested students are encouraged to RSVP and attend one of the upcoming virtual Information Sessions to learn more about the program.

  - Monday, June 29, 6:30-7:30 PM
  - Wednesday, July 1, 12:00-1:00 PM

To be considered for the opportunity, interested students are urged to complete the Visa Dispute Resolution Scholarship Application.

Applications must be received by Friday, July 17.

Please contact the College of Business at COB@spcollege.edu with any questions.
Scholarship Overview

Visa is creating a world-class, role-based certification program that will help to establish your professional credibility and expand your career prospects. In support of this new certification program, Visa is proud to offer up to 500 scholarships in the United States to individuals who may not have the means through their employer but want to gain new skills and find new career opportunities as a Visa Certified Dispute Resolution Professional. Receiving a Visa scholarship is a significant recognition of your potential and a great first step in a new career as a payments professional.

Why is Visa creating the Dispute Resolution Certification?
- Visa’s new certification program was designed to meet the demands of a growing industry that needs trained and knowledgeable dispute resolution professionals
- Visa is launching this certification to elevate the role, provide credibility for those who earn the credential, and help financial institutions and processors find qualified candidates when filling future positions

What are the benefits of becoming a Visa Certified Dispute Resolution Professional?
- You’ll have the opportunity to become a key contributor in a dynamic, fast-growing field
- You’ll have the ability to establish professional credibility and stature
- Once hired, you’ll have the potential to become an important contributor, helping your employer reduce risk while improving efficiencies and business outcomes

What is involved in completing the certification?
- The Visa Dispute Resolution Certification consists of two courses, self-study and two exams
- A course runs four hours a day for a week; scholarship recipients are also provided with access to an additional week of training covering basic information about the payments ecosystem
- While each participant’s experience is unique, Visa anticipates that someone who is studying on a part-time basis will typically take three to six months to complete the certification including the time it will take to study for the exam

What skills should I possess in order to be successful?
- While all employers have their own requirements, the following characteristics may be relevant to this role:
  - Detail-oriented with good organizational skills and the ability to manage competing timeframes by prioritizing work flow
  - Ability to manage multiple tasks while working both independently and in a team environment
  - Ability to maintain confidentiality
  - Ability to handle complex phone conversations with clients while remaining calm and professional
  - Excellent written and verbal communication skills
- Many employers indicate that a high school degree is required, and a college degree is advisable
Course overviews

Visa Dispute Resolution: Essentials
This virtual, instructor-led course is designed to help you interpret and better understand the rules and requirements related to the four key dispute resolution categories: fraud, authorization, processing errors and consumer disputes. Using practical examples, case studies and interactive activities, you will learn when each condition applies, the timeframe for processing a dispute, and best practices for issuers and acquirers.

For those pursuing the Visa Dispute Resolution Certification, this course coupled with self-guided study can help you prepare to take the Visa Dispute Resolution: Essentials exam.

Visa Dispute Resolution: Advanced
Take your disputes experience to the next level. Becoming proficient as a dispute analyst and managing the complexity of the dispute resolution process take a deeper level of understanding of the rules and requirements. During this virtual, instructor-led course, you’ll take a closer look at some of the challenging dispute resolution cases facing senior dispute analysts and managers. You’ll also practice and gain confidence in your case evaluation skills, share experiences with your peers, discover best practices and make final rulings in accordance with Visa rules.

For those pursuing the Visa Dispute Resolution Certification, this course can help you prepare to take the Visa Dispute Resolution: Advanced exam.