



Student Loan Counseling Specialist

- I. Introduction and History of Federal Student Loans
 - a. Objective
 - b. Useful Terms
- II. History of Federal Student Loans
- III. Federal Student Loan Basics
 - a. Interest rate
 - b. Source of funding
 - c. Basis for loan
 - d. Repayment plan
 - e. Loan limits
 - f. The loan servicer
 - g. Process and outcome goals of counseling
 - h. Active listening
 - i. It begins with trust
 - j. Developing empathy
 - k. Conveying genuineness
 - l. Showing positive regard
- IV. Techniques for Effective Delivery of Training/Education
 - a. Visual
 - b. Auditory
 - c. Kinesthetic/tactile
 - d. Avoid mixed messages
 - e. Your learning style
 - f. Additional strategies
 - g. Delivery of effective group presentations
 - h. Life-cycle planning
- V. Financial Goals: The Big Three
 - a. Paying for an education
 - b. Buying a home
 - c. Saving for retirement
 - d. Keys to attaining goals
 - e. Bandura's Self-Efficacy
 - f. Rotter's Locus of Control
- VI. Overcoming Self-Defeating Behaviors
 - a. Becoming solution-focused
 - b. Reframing
- VII. Creating a Spending Plan
 - a. Economizing
- VIII. The Components of Active Listening
 - a. What you do



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- b. What you say
 - c. What you observe
- IX. Good Interviewers
- X. Federal Student Loan Types
 - a. Direct Subsidized Loans
 - b. Direct Unsubsidized Loans
 - c. Direct Plus Loans
 - d. Perkins Loan
 - e. Health Professional Student Loans
 - f. Federal Nursing Student Loans
- XI. Repayment
 - a. The Standard Repayment Plan
 - b. The Graduated Repayment Plan
 - c. Payment plans for borrowers with financial hardship
 - d. The Income-Based Repayment Plan (IBR)
 - e. Pay as You Earn
 - f. Income Contingent Repayment (ICR)
 - g. The Income Sensitive Repayment Plan (ISR)
- XII. Consolidation
- XIII. When Alternative plans are not enough – payment relief
 - a. Deferments
 - i. In-school deferment
 - ii. Unemployment deferment
 - iii. Economic hardship deferment
 - iv. Military service deferment
 - v. Active duty deferment
 - vi. Graduate fellowship deferment
 - vii. Rehabilitation training deferment
 - viii. Parent Plus Loan deferment
 - b. Forbearance
 - i. Discretionary forbearance
 - ii. Mandatory forbearance
 - iii. Repayment plans
- XIV. Loan Discharge
 - a. Borrower's death
 - b. Total and permanent disability
 - c. Teacher loan forgiveness
 - d. Teacher Perkins loan cancellation
 - e. Public service forgiveness
 - f. Other situations for forgiveness
 - g. Perkins loan cancellation
- XV. Default



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- a. Consolidation
- XVI. Rehabilitation
 - a. Full rehabilitation
 - b. Six-month rehabilitation
- XVII. The Counseling Process
 - a. Action plan development steps
 - i. Step 1: Determine current loan status
 - 1. Sign on to NSLDS
 - ii. Step 2: Challenges, opportunities, and goals
 - iii. Step 3: Eligibility for programs
 - 1. Rehabilitation
 - 2. Forgiveness
 - 3. Deferment
 - 4. Forbearance
 - 5. Discretionary forbearance
 - 6. Mandatory forbearance
 - 7. Repayment plans
 - iv. Step 4: Explore options
 - 1. Compare repayment plans
 - v. Step 5: Create and implement and action plan
 - vi. Step 6: Follow-up and client close-out
 - 1. Dealing with loan servicers
 - 2. Dealing with collection agencies
 - 3. Fair debt collection rights
 - 4. Inside the playbook of collection agencies
 - 5. Guaranty agencies
- XVIII. Counselor Ethics
 - a. What exactly are ethics?
 - i. Business ethics are based on personal ethics
 - ii. Professional ethics
 - iii. Ethics start from the top
 - iv. Crisis intervention
 - v. Imminent danger emergencies
 - vi. Non-imminent danger emergencies
 - vii. Making a 911 call
 - viii. Counselor Code of Ethics
 - b. Preamble

Section I: The Client/Counselor Relationship

- A. Client Welfare
- B. Respect for Diversity
- C. Rights of the Client



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- D. Dual Relationship
- E. Client Neglect

Section II: Confidentiality

- A. Right to Privacy
- B. Records

Section III: Professional Responsibility

- A. Knowledge of Ethics
- B. Competency
- C. Review Effectiveness
- D. Continuing Education

Section IV: Employer Relations

- A. Reporting Problems
- B. Professionalism
- C. Employee Policies

Appendix A: Glossary

Appendix B: Useful Links

Appendix C: Client Intake Form

Appendix D: Capitalized Interest

Appendix E: Free Application for Federal Student Aid

Appendix F: Department of Education Ombudsman Self-Resolution Checklist

Appendix G: Ombudsman Information Checklist

Appendix H: Privacy Act Statement and Third Party Authorization

Appendix I: Federal Student Loan Amounts and Terms for Loans Issued

Appendix J: State Programs

Appendix K: Budgeting

Appendix L: Summary of Federal Loan Types