

Visa Dispute Resolution Certification

Elevate your role, validate your dispute resolution expertise and gain professional credibility with a certification from Visa.

Qualified dispute resolution professionals are crucial for upholding the integrity, efficiency and trustworthiness of the payments industry. The Visa Dispute Resolution Certification program is designed to help the industry meet that need while helping you advance your career.

Our program consists of recommended courses that help you prepare to take the certification exam. Upon passing the exam, you'll be recognized as Visa Certified in Dispute Resolution.



How to become Visa Certified

COURSE I **Dispute Resolution I**

Start with our level I course to build foundational knowledge and prepare for the certification process.

COURSE II **Dispute Resolution II**

If you have dispute resolution experience and are ready to start the certification journey, our level II course is a great starting point. It is designed to boost your knowledge and achieve a greater level of proficiency in dispute resolution prior to taking the Dispute Resolution certification exam.

CERTIFICATION EXAM **Visa Dispute Resolution Certification Exam**

Upon passing the exam, you'll become Visa Certified and will receive a digital badge to highlight your achievement.

PROGRAM DETAILS

Visa Dispute Resolution Certification

COURSE FORMAT

Virtual, in-person or on-demand

Time commitment will vary depending on course type

EXAM FORMAT

Online (proctored)

Time commitment: Two hours, plus preparation time

DIGITAL BADGE AND CERTIFICATE

Yes

(upon course completion and passing the exam)

PROGRAM LENGTH

Varies by individual

Approximately two to six months for experienced dispute resolution professionals; 12 to 18 months for individuals new to payments

Learn more:

VisaUniversity.com/en/disputecert

Sharing your achievement

Upon passing the certification exam, you'll be recognized as Visa Certified in Dispute Resolution and will receive a digital badge highlighting your accomplishment. You'll also receive a badge upon completion of the level I and II courses.

Share your digital badges on social media or add it to your email signature to celebrate your achievement.



For individuals

- Validate your expertise within your department and team
- Boost professional credibility and stature
- Improve job performance through exposure to real-world dispute situations and key actions for resolution
- Expand career prospects and accelerate growth



For organizations

- Improve efficiencies and business outcomes to help reduce risk
- Grow your team's competency with a consistent approach to dispute resolution
- Support professional development to attract and retain high-performing employees
- Elevate key roles and build institutional knowledge

Demonstrate expertise in seven key areas



Dispute
resolution



Fraud



Authorization



Processing
errors



Consumer
disputes



Pre-compliance
and compliance



Arbitration

Take the next step toward advancing your career.

Learn more at VisaUniversity.com/en/disputecert