



Moderator's Assignment Feedback –Cash collection

After each series, we ask our moderators to provide a report on each assignment-based unit to identify:

- any questions which were usually answered particularly well, including main points and qualities that characterised good answers.
- any questions which were usually answered badly and main weaknesses in candidates' answers.
- common errors or misconceptions made by candidates.

We hope that this will be of assistance when completing your Cash Collections assignment.

General feedback to candidates

All candidates for this submission achieved at least a Level 2 Pass, with about one-third achieving a Level 3.

As in previous sessions, all candidates were able to outline their processes, but most did not mention the legal and organisational requirements that frame these processes. The mark scheme requires candidates to show awareness of this context to achieve a Level 3 or Good Level 3 pass – this is especially relevant to Question 2.

Some candidates who could reach Level 3 on Questions 1 and 2 could not maintain this level on Questions 3 to 6, so did not achieve an overall Level 3 grade.

Candidates should note for Question 3 they need to show with evidence that they can measure the extent of the match between their work processes and NOSCM. Some candidates referred only to the first page of the two lists of standards (P and K) and this reduced the marks available to them.

Feedback for each assignment question

Q1. In the context of cash collections, describe the organisation that you work for and explain your role and function

Q1 – This question prompted some good answers, with all candidates achieving at least a level 3 pass. Some candidates showed a good awareness of their role within the wider organisation to achieve a Good Level 3 Pass.

Q2. Explain how you carry out the following work:

Refer where relevant to any organisational and legal requirements, and attach evidence to support your statements and indicate the range of work involved

a) Ensure prompt payment through liaison with customers, including vulnerable debtors

Q2a – This question saw a range of answers around the level 2/3 grade boundary. All candidates were able to describe their processes, and some mentioned vulnerable debtors and organisational requirements.

b) Initiate appropriate follow-up action when initial approaches fail to elicit an adequate response

Q2b – As with the previous part, all candidates achieved marks around the Level 2/3 grade boundary. In a few cases, candidates used content relevant to 2a, even repetition.

c) Undertake appropriate communication with relevant personnel

Q2c – This question saw the best overall marks on Question 2, when candidates were able to show how they worked with internal and external contacts to achieve their goals. Otherwise they achieved a Level 2 mark if answers were limited to an outline of the process.

d) Maintain customer records

Q2d - This question prompted the weakest answers overall on question 2, with only a few candidates including mention of the legal requirements and organisational context to reach Level 3.

Q3. Compare your work processes against the attached National Occupational Standards for Credit Management (see overleaf), explaining the extent to which they match, and any discrepancies you have found

Q3 – There were a range of answers to this question from Refer grade to Good Level 3. The poorer candidates made vague statements that their work processes matched NOS for credit management without showing how they had reached that conclusion, while most provided evidence that they had carried out a comparison. A critical assessment that showed awareness of a wider context earned a Good Level 3 grade.

Q4. Explain the importance of any organisational and legal requirements in relation to cash collections

Q4 – Almost all candidates on this question were able to identify legal and organisational requirements that were important and achieved a Level 2 pass. Candidates who explained why they were important achieved a Level 3 Pass.

Q5. Explain how your approach and outcomes have evolved as your experience in cash collections has increased

Q5 – The question saw a range of answers from Refer to Level 3. The common element to refer answers was that the candidates concentrated on describing their current approach: this meant they could not show enough evidence of a change in approach and outcomes. A Level 3 Pass was achieved by those that linked the changed approach and outcomes to their increased experience.

Q6. Working with your line manager, where possible, but answering in your own words, assess your performance in relation to cash collections, and identify areas for development.

Q6 – The most common error on this question was a failure to include a structured plan for development that could be linked to the described performance. The weaker answers did not give a reasoned assessment of their performance.