



## **Moderator's Assignment Feedback – Collections Team Management**

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 Collections Team Management assignment.

### **General feedback to candidates**

Most candidates succeeded in achieving a Level 3 pass rather than a level 4.

In many cases, marks were lost simply because the directions were not followed. Candidates should take care to read the question correctly, and support their remarks with evidence and appendices.

Making use of the mark scheme will help candidates include the necessary elements to increase their grade

Few candidates provided evidence when required which reduced the total marks available in certain instances.

### **Feedback for each assignment question**

#### **Q1. Explain your role and assess your customer base, evaluating the importance of cash collections within your organisation**

Q1 – Although almost all candidates considered their role and customer base, not all candidates evaluated the importance of cash collection

#### **Q2. Clarify your current collection processes, performance reporting and people management systems using a method that would be beneficial to your department**

Q2a – Equal consideration must be given to the 3 items in the question. Very few candidates applied the correct format; failing to use a method which would be beneficial to their department.

#### **Q3- Investigate how similar collections processes are managed and evaluate your findings**

Q3 – Candidates gave an explanation of similar collection processes but little evaluation.

#### **Q4 - Prepare a report assessing the strengths and weaknesses of the collections processes, performance and measurement and people management systems within your area of responsibility**

Q4 – Answers ranged from a few bullet-points to some comprehensive assessment, including mitigation of weak areas. Disappointingly, very few answers were in the correct reporting format.

**Q5 – Work with others in preparing an action plan to improve the performance of your collections team and support this plan with an explanation of your priorities and reasoning**

Q5 – A wide range of standards in this question. The better answers actually prepared a SMART action plan but too many candidates outlined decent ideas without any action plan or developmental structure.

**Q6 - Demonstrate progress with your action plan over a period of 3 – 6 months, monitoring and reviewing plans so as to achieve your specified outcomes**

Q6 - Those candidates who answered poorly in Q5 followed on with a poor answer to Q6. Many failed to log progress, but merely summarised the outcome of any ideas outlined in the previous question.

**Q7 - Evaluate your strategy, plan for further development and present the outcomes of your work**

Q7 - Many candidates missed the need to plan for further development of existing points raised in the earlier questions. Very few candidates supplied evidence in the form of a presentation or project report.