



## **Moderator's Assignment Feedback –Debt Recovery**

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 Debt Recovery assignment.

### **General feedback to candidates**

All candidates in this session achieved a Level 2 Pass only.

Most candidates did not show a strong awareness of the legal and organisational context for their processes, which is a requirement for the Level 3 Pass on the mark scheme of most questions.

Candidates are reminded to consider the question wording, mark scheme and learning outcomes being tested when drafting their answers in order to maximise their marks.

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

**Q1. In the context of debt recovery, describe the organisation that you work for and explain your role and function.**

Q1 – Answers to this question were generally good, with all candidates able to describe their role and some relating it to debt collection.

**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. Please protect your customer and delete customer names and bank details when supplying evidence.**

- a) Identify and implement appropriate recovery procedures.**
- b) Monitor Progress with recovery procedures.**
- c) Maintain Customer Records**
- d) Calculate and recommend action, e.g. offer compensation, issue a credit, agree compromise in settlement of debts or write-offs.**

Q2a-d Candidates need to ensure that their answers demonstrate their awareness of organisational and legal requirements.

**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 – This question saw a range of answers. Candidates need to complete the form provided and then discuss how their organisation compares to the standards, and how and why any discrepancies occur

**Q4. Explain the importance of any organisational and legal requirements in relation to debt recovery, for example in relation to fraud and complaints.**

Q4 – Some answers only described requirements without explaining their importance, while others lacked references to fraud or complaints – a requirement for the Level 2 Pass on the mark scheme.

**Q5. Explain how your approach and outcomes have evolved as your experience in debt recovery has increased.**

Q5 – Most candidates explained how their approach and outcomes had changed, although marks can be gained by using differing examples and contexts to support answer.

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

Q6 - Most answers to this question earned a Level 2 Pass. This was mainly because candidates did not outline a clear plan for development and link it to assessment of their performance. Candidates should note that learning outcomes and mark scheme for a Level 3 Pass both refer to the use of SMART goals or targets.