Moderator's Assignment Feedback – Debt Repayment Monitoring

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 Repayment Monitoring assignment.

General feedback to candidates

The standard of candidates in this session was good, with most achieving a Level 3 Pass or Good Level 3 Pass on both Principles and Practice.

The highest marks were earned on Part A, but in general, candidates scored lower on Part A than on Part B. This may be because candidates had the ability to practice effective monitoring gained from experience, rather than an understanding of the principles supporting it.

Candidates should note that to achieve high marks on Part B Practice they must show the ability to select and apply actions that are appropriate to and compliant with the circumstances outlined. It is the quality and relevance of the evidence they supply that earns marks rather than the number of examples.

Feedback for each assignment question

Q1. With reference to organisational policy and legal rights where relevant, explain how debtor accounts should be reviewed including reference to:

- **Analysis of payments**
- **Use of income and expenditure statements**
- **How to identify and handle cases involving financial difficulties and vulnerability.**

Q1 – There were some very good answers to this question, and almost every candidate achieved Level 3 or higher. Weaker answers did not consider the bulleted list in the question. Candidates who included consideration of legal rights of the parties achieved a Level 3.

Q2. Explain how the following can assist with the debt collection process, including their value in prioritising cases for further action:

a) **Computerised systems**
b) **Targets**
c) **Quality checking**

Q2-c - This question was generally answered well, with most candidates achieving Level 3, and outlining how the elements supported debt collection.

Q3. Explain how to negotiate, calculate, validate and agree a repayment arrangement

Q3 – There was a mixed response to this question. Most candidates could describe how to negotiate and communicate a repayment arrangement. However, some answers lacked evidence of how to calculate and validate the agreement and so did not achieve a Level 3 Pass.

Q4. Explain the circumstances under which a payment arrangement may be revised, and situations in which this would be inappropriate

Q4 – In most cases this question was answered well and candidates earned a Level 3 Pass. Weaker answers had a limited range of circumstances prompting a revision of the arrangement, which reduced the opportunity to show appropriateness.

Q5. What actions can be taken if non payment persists and how should these be instigated. Consider the use of appropriate legal notices in your answer where appropriate

Q5 - Most candidates were able to earn a Level 3 Pass or higher. Some candidates had limited coverage of the use of legal notices and so earned a Level 2 Pass.

Q6. Explain how a debtor's account records should be maintained

Q6 **-** The standard of answers to this question was generally good, with reasonable consideration of actions needed to maintain customer records to meet legal requirements. A few answers concentrated on context rather than actions needed for compliance. Candidates that did show appropriate actions for a range of accounts achieved a Level 3.

Part B Practice

Q1. Use at least 4 cases to demonstrate how you review a range of debtor accounts, including those with affordability issues in line with organisational procedures and legal requirements. Include:

- **a) Income and expenditure statements**
- **b) summaries of outcomes**
- **c) agreed actions**

Q1 - For most candidates, this question produced their best answers for the part. The imprecise guidance on word count meant that answers tended to go into detail rather than select the relevant points. Nevertheless, most answers covered the points needed to earn a Level 3 Pass or higher.

Q2. Compile evidence to show how you are able to:

- **a) identify payments, settlements and instances of non payment in debtor accounts**
- **b) prioritise cases where further action is required**

Q2a/b- There were a range of answers to this question. Weaker answers did not cover all the situations needed by the question. Some candidates achieved a Level 2 pass because their answers lacked the legal and organisational context for their actions.

Q3. **Explain, with supporting evidence, how you have effectively responded to continued non payment over the course of a month, showing specifically how you have:**

   a) **selected action appropriate to the circumstances of each debtor**
   b) **negotiated and agreed suitable revised repayment arrangements with each debtor**
   c) **checked the accuracy and validity of each repayment calculation in accordance with organisational requirements**

Q3a-c - In most cases, parts a) and b) of this question were answered well. However, many candidates did not show the ability to check their calculation for accuracy and validity. Some lost marks on one or more parts because they did not supply relevant evidence to support their answer.

Q4. **Supply evidence[1] to show how you have maintained appropriate contact with the following types of debtor:**

   a) **Those whose repayment levels are within currently agreed arrangements**
   b) **Those whose repayment levels no longer accord with arrangements**

Q4a-b - There were a range of answers to this question, although most candidates were able to supply evidence to achieve at least a Level 2 Pass on both parts, with a few achieving a Good Level 3. The weakest answers lacked any evidence that the candidate had the ability to maintain appropriate contact.

Q5. **Demonstrate how you maintain compliant records of debtor accounts**.

Q5 - As with Question 6 most candidates were able to show that they could maintain compliant records to achieve a Level 3 Pass. The weakest answers lacked evidence to show that the actions were compliant with legal or organisational requirements, and so did not achieve a Level 2 Pass.

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[1] Include appropriate actions in each case, including any involvement with clients.