



Moderator's Assignment Feedback – Process Improvement

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

In this series, responses show a fair understanding and application of some of the methodologies of process improvement. In the main, evidenced application, analysis of thought and more technical knowledge was less forthcoming, however.

Most candidates showed a basic understanding of process improvement methodologies but their understanding was limited, particularly in the area of application. There appears to be a lack of purposeful background reading and research into process improvement which would enhance overall understanding. This would allow them to apply these methodologies to their working practice and evidence this in their assignments.

It is worth noting that the 'areas for consideration' within each task should be seen as a guide to example content and level and candidates are not obliged to cover each of the items within it. The ability to select appropriate methodologies and develop, analyse and apply them effectively is a requirement at level 5. Simply including a generic description of multiple theories should be avoided and does not gain marks.

Candidates are encouraged to include a concise introduction to the business and department, as appropriate, at the start of the assignment which provides useful context.

Feedback for each assignment question

Task1. Use appropriate methodologies to monitor current business processes and identify a process area for improvement.

T1 – Most candidates were able to identify some methodologies although depth of knowledge was often insufficient. A number felt the need to describe every item in the 'areas for consideration' which overflowed into excessive and unnecessary appendices. Those that chose and justified a select number of theories and used them to monitor processes effectively, fared better. There was, in the main, a lack of consideration regarding stakeholders and work quality.

Task 2. Working with relevant stakeholders, use appropriate techniques to recommend and justify improvements to the process.

T2 – Most candidates could use techniques to recommend adaptations to a current process, with some consideration of impact. The strongest answers showed stakeholder involvement and analysis of effect. Candidates should take care to ensure that task 2's answer flows from task 1, and that the adaptation(s) relate to the process identified in the previous task.

Task 3- Create an implementation plan for your process improvement, suitable for pitching to your target organisation.

T3 – Some implementation plans were offered here but many responses were brief, untested ideas. Most answers were not placed in the required format that would be suitable for pitching to their organisation.

Very few used recognised, established tools to measure and validate their plans, which limited marks.