

Moderator's Assignment Feedback – Rent Collections

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 Rent Collections assignment.

General feedback to candidates

Most candidates in this session achieved a Level 3 Pass, with about one-third achieving a Level 2 Pass.

There were a few candidates who gave a Good Level 3 Pass answer to several questions, but could not do this consistently and so achieve an overall Good Level 3 Pass. This was principally because their answers did not show awareness of perspectives and approaches outside their own organisation (see final sentence about Good Level 3 grade criteria).

All candidates are advised to make full use of the question wording, mark scheme and learning outcomes when drafting their answers so that they maximise their potential marks and avoid irrelevant content. For example in Q13 the mark scheme is looking for a SMART action plan and these were rare. This may be a training issue.

Feedback for each assignment question

Section A Principles

This section of your assignment aims to demonstrate that you understand the aims and principles of effective rent collection.

Q1. Identify the types of people who typically get into rent arrears and explain how this problem arises

Q1 – Almost all candidates achieved a Level 3 Pass on this question, giving a reasonable list of types with explanations as to why customers go into rent arrears.

Q2. Assess strategies which will help customers avoid getting into rent arrears

Q2 – As with the previous question, most candidates scored a Level 3 Pass, identifying several strategies that could be used for the types they had listed.

Q3. Explain the challenges of communicating with vulnerable people during the debt collection process

Q3 – This question prompted a range of answers from Refer to Good Level 3. The weaker answers described approaches to vulnerable people in general terms, when the question specifically asked for explanation of the challenges of communication.

Q4. Evaluate techniques for dealing professionally with challenging behaviour in order to maximise rent collection

Q4 – Almost all candidates gave reasonable lists of techniques with some explanation to reach a Level 3 Pass. A few candidates with brief lists and limited explanation achieved a Level 2.

Section B Policy

This section aims to demonstrate that you know how to involve third party agencies and your organisation's approach to debt collection.

Q5. Assess the role and involvement of third party agencies i.e. debt advisers and solicitors in the rent collection process

Q5 – Most candidates showed awareness of the relationship existing between their organisation and third party agencies to reach Level 3. Weaker answers did not cover both types of agencies, as listed in the question.

Q6 Exemplify how liaison with these agencies has been effective in your daily collections activity

Q6 – There was a mixed response to this question. Stronger answers used examples that showed the benefits of liaising with third party agencies, while weaker answers did not use relevant examples nor assess the effect of liaison on the collection process.

Q7 Explain your organisation's approach to rent collection from financially challenged and vulnerable people

Q7 – All candidates were able to describe their organisation's policy towards financially challenged and vulnerable. Candidates that gave reasons for the variation in approach earned enough marks for a Level 3 Pass.

Q8 Evaluate your strengths and weaknesses in relation to rent collection from people facing financial hardship

Q8 – This question saw a mixed response. The weakest answers had limited discussion of identified strengths and weaknesses. Better answers supplied context to show how the candidate had assessed their strengths and weaknesses.

Q9 Explain how you organise and prioritise your work to ensure rent is collected whilst still maintaining a socially responsible approach

Q9 – All candidates were able to relate their approach to work to the goal of rent collection to achieve a Level 2 Pass. Answers that showed awareness of how this approach was socially responsible earned more marks to reach a Level 3 Pass.

Section C Practice

This section of your assignment aims to demonstrate that you can use effective rent collections based on reflective practice.

Q10 Plan and record rent collections over a period of one month, describing and explaining approaches and outcomes

Q10 – For most candidates, this question produced their best answer on the assignment. A few candidates used examples with a variety of approaches which they then explained to achieve a Good Level 3 Pass. Several candidates gave a reasonable list with more limited explanation to achieve a Level 3 Pass. Candidates who achieved a Level 2 Pass gave limited examples and did not explain their approach.

Q11. Identify and explain the techniques which were successful during this period

Q11 – Generally, candidates who scored well on Question 10 did so again here, being able to identify techniques from relevant examples. Similarly, the weakest answers were unable to identify techniques because of the limited range of examples supplied.

Q12. Work with colleagues, where relevant, to assess how approaches and outcomes have evolved based on experience to ensure that customers treat the payment of rent as their 'Number One' priority

Q12 - There was a range of answers to this question from Refer to Good Level 3 Pass. The weakest answers did not show evolution, mainly because of limited details of outcomes.

Q13. Develop an action plan to improve practice.

Q13 - This question prompted the weakest answers in general, principally because answers contained lists of actions rather than structured plans with clear goals, timetables and measures. Candidates should note the mark scheme at Level 3 and Good Level 3 Pass states that action plan must include SMART goals.