

Moderators Assignment Feedback – Vulnerability Support

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 Vulnerability Support assignment.

General feedback to candidates

As a starting point candidates should refer to the CICM Assignment Learner Guidance for general advice on completing assignments. This will assist in keeping to the word count and showing how to correctly reference. Secondly, reading the requirements of the questions and mark schemes carefully is obvious but not always followed. An example being in question 4 where the answer should be based on your own skills and not those of your department overall.

The majority of candidates are reaching pass level. This assignment requires reference to the practice and experiences of the candidate and their own organisation. Those achieving higher marks presented evidence in appendices to support the content of their answers. Care should, however, be taken to protect the confidentiality of customers by redacting or anonymizing details.

Feedback for each assignment question

This assignment aims to develop the knowledge and skills needed to identify and support customers in vulnerable circumstances.

Q1: For your area of work:

a) Identify a range of vulnerabilities and explain the reasons they may occur.

Responses included a range of financial and non-financial vulnerability types. Better answers looked wider than just customer vulnerability by including those relating to internal contacts.

b) Assess the extent of customer vulnerability within your industry.

Responses varied depending on the candidate's workplace. Better answers provided evidence in the form of verified data and/or the use of appendices. Looking to the wider context of the industry your organisation sits offers more opportunity to expand this answer.

c) Assess the impact of different vulnerabilities on your stakeholders.

Weaker answers assessed the impact of vulnerability on customers only. Better answers provided assessment that included internal and other external stakeholders.

Q2. Use examples from your own practice and refer to relevant legal, regulatory and organisational requirements to:

All answers to this question, to secure at least a pass grade, must include some reference to relevant legal, regularity or organisational requirements.

a) Explain how to identify vulnerability within your stakeholder groups.

Most answers provided examples of conversational tools using trigger words and phrases. The better responses also included explanation of listening and empathetic skills and behaviours.

b) Explain how to obtain consent to hold a record of vulnerability.

This part of the question was answered well with a clear understanding of appropriate law and regulation.

c) Explain your organisation's process for flagging, accessing and updating a record of vulnerability.

Answers showed a good understanding of organisation process. Better responses included examples.

Q3. To show your knowledge and understanding of how to support those in vulnerable circumstances:

a) Explain the mechanisms within your organisation to support and assist those in vulnerable circumstances.

Some answers simply provided a basic list of mechanisms with only limited explanation. Those widening the answer to include internal and external financial support secured the higher marks.

b) Explain the skills and qualities necessary to deliver effective support to those in vulnerable situations.

This question is looking for a range of interpersonal and personal qualities to deliver support. Better answers showed clear links to supporting those in vulnerable circumstances rather than just explaining generic skills. Try to focus the answer on your own skills and experience rather than a general approach.

Q4. Reflecting on your performance over a period of at least 3 months in relation to vulnerability, provide examples that:

a) Demonstrate how you have successfully used tools to identify and investigate vulnerability in your contact with customers.

Some answers simply repeated the tools and mechanisms identified in questions 2a and 3a. While this is a foundation of the answer the responses that secured higher marks applied these to show reflection of personal performance, including more complex and sensitive situations.

b) Demonstrate the skills you have used to obtain successful outcomes with vulnerable customers.

Some answers simply repeated the content of their response to question 3b. Those that reflected how their skills achieved positive outcomes met the requirements of the higher grades, especially when evidenced examples were included.

c) Explain how your skills and abilities have evolved over time.

This question was not answered well by most candidates. Reflection using evidence of improved performance and quality assurance outcomes are needed. In simple terms the response should show how the candidate has personally improved performance, over time, in relation to work involving vulnerability.

Q5

a) Develop a SMART action plan to further enhance your personal skills in relation to vulnerability.

To achieve a high mark, candidates first need to understand how to make an action plan SMART. There are a wide range of explanations and examples to be found with a simple online search.

Candidates that included just one improvement allowed themselves an opportunity to provide more detailed information. Better answers showed clearly how the plan improves the candidate's own personal skills relating to vulnerability. Answers relating only to organisation process did not score high marks and are likely to be more relevant to the response to 5b.

b) Devise ways that your organisation could champion vulnerability within their processes.

This is an open question. There is no obvious 'textbook' answer because it relates to the candidate's own organisation. Responses initially looked at the culture and the detail in the organisational goals, values, strategy, policy, procedures, guidelines and codes of practice. Excellent answers selected a process where the improvement benefited both customers and staff.

Vulnerability Support

Aim

To develop the knowledge and skills needed to identify and support customers in vulnerable circumstances.

Learning outcomes The learner will:		Assessment criteria The learner can:	
1	Understand vulnerability.	1.1	Identify a range of vulnerabilities and explain reasons they may occur.
		1.2	Assess the extent of customer vulnerability within a sector or industry.
		1.3	Assess the impact of different vulnerabilities on stakeholders.
2	Understand how to identify and record vulnerability.	2.1	Explain how to identify vulnerability within stakeholder groups.
		2.2	Explain how to obtain consent to hold a record of vulnerability.
		2.3	Explain an organisation's process for flagging, accessing and updating a record of vulnerability.
3	Understand how to support those in vulnerable circumstances.	3.1	Explain the mechanisms in place within an organisation, to support and assist those in vulnerable circumstances.
		3.2	Explain the skills and qualities necessary to deliver effective support to those in vulnerable situations.
4	Show how to handle contact with customers in vulnerable circumstances.	4.1	Demonstrate over a period of 3 months, how you have successfully used tools to identify and investigate vulnerability in your contact with customers.
		4.2	Demonstrate the skills you have used to obtain successful outcomes with vulnerable customers.
		4.3	Reflect on your performance in relation to vulnerability and how skills and abilities have evolved over time.
5	Understand how to embed vulnerability awareness into working practices.	5.1	Create an action plan to further enhance your personal skills in relation to vulnerability.
		5.2	Devise ways an organisation could champion vulnerability within their processes.