



Moderator's Assignment Feedback – Compliance with Legal, Ethical and Social Requirements.

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

Most candidates were able to identify a range of requirements within their organisation and department. The greatest focus was on legal and regulatory obligations and several candidates were able to support and evidence these requirements and use them to assess the compliances of their function. It is important that the social and ethical requirements are approached similarly to ensure a sufficient breadth of application.

The findings of the SAR in task one should naturally develop into the essay of impact in task two and the report and plan in task three. In theory then, those who did well in task one have greater opportunity to do well in the rest of the assignment. This happened on occasion but several candidates who had the data available following task one did not use it to best effect in the other tasks. Care should be taken to understand the requirements of each task and to focus on these in the response, so that maximum marks can be gained within the confines of the word count.

Most candidates used the template correctly but very few referenced findings accurately or in line with Harvard standard.

Feedback for each assignment question

Task1. Researching as appropriate and using the Self-Assessment Report template that follows, complete a self-assessment of your¹ function's position in respect of its legal, regulatory, ethical and social responsibilities.

T1 – There was a fair response to this task, with legal and regulatory requirements attracting the most attention and the most marks. These two requirement areas were generally well answered. Most candidates who addressed the social and ethical aspects did not measure their compliance in a valid manner and tended to offer subjective or unsubstantiated results.

Candidates should be careful to use the Self-Assessment Report held within the assignment as a template to their answer, as this will help them meet the requirements of the task.

¹ If you are not currently in employment, you can base your answer on a former position or a case study of your choosing.

Task 2. Essay: Assess the impact of your function's compliance and non-compliance with legal, regulatory, ethical and social responsibilities on key stakeholders.

T2 – There was a range of responses to this task but it was not well answered in the main. Candidates who had correctly completed the SAR in task 1 had ample opportunity to assess these findings in this task. However, several candidates failed to focus on the impact these results had on key stakeholders, which was crucial to the task.

Most of the more complex assessment tools noted in the suggested areas for consideration were not used well or at all.

Task 3. Using your research from tasks 1 and 2 above; prepare an executive summary of your findings regarding legal, regulatory, ethical and social responsibilities and a detailed action plan to address the issues or requirements you identify.

T3 – Almost all candidates were able to identify issues although not all of them were clearly borne from the findings in the previous tasks, which undermined their value.

Most candidates made a fair attempt at an executive summary but few created a viable action plan. Fewer still held any detail. Several responses were little more than a 'to do' list. Candidates would benefit from looking at examples of SMART action plans and their contents in their CICM study texts and supporting learner guidance materials.