Moderator's Assignment Feedback – Debt Collection Operations Management

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 Collection Operations Management assignment.

General feedback to candidates

All candidates submitted only Part A Principles.

On Part A Principles, all candidates achieved a Level 3 Pass and marks ranged from the top to the bottom of this range.

On Part B, Practice, there were insufficient assignments to indicate common areas of strength and weakness.

Feedback for each assignment question

Q1. Explain how debt collection processes can be used to ensure compliance with requirements

Q1 – All candidates described compliant processes and their requirements to achieve a Level 3 Pass. However, candidates' answers did not show how processed ensured compliance and so did not earn the marks for a Level 4 Pass.

Q2. Assess methods for checking the quality and integrity of debt collection work, including the maintenance and monitoring of Service Level Agreements

Q2 - All candidates were able to describe relevant methods to achieve a Level 3 Pass. However, none showed the ability to assess their effectiveness of these methods and so meet the Level 4 Pass description in the mark scheme.

Q3. Explain how support mechanisms such as identification of training needs, managerial supervision and referral avenues, can assist employees to resolve complex debt collection cases

Q3 –All candidates were able to achieve at least Level 3 Pas by discussing all the areas listed in the question. The weaker answers lacked discussion of how these mechanisms had supported employees in resolving complex debt collection cases.

Q4. Assess methods for the implementation and monitoring of targets within a debt collection team

Q4 –The question produced the weakest answers overall. All candidates were able to describe how to implement and monitor targets however, none of the answers assessed the effectiveness of the methods described.

Q5. Explain how effective interpretation and use of management information can assist a debt collection operation

Q5 – In general, this question produced the best answers across all candidates, with most candidates able to explain how management information supported the debt collection operation.

Q6. Explain best practice approach toward the implementation of debt collection improvement systems

Q6 **-** Most candidates described a valid approach to implementing improvement systems to achieve a Level 3 Pass. A few candidates did not discuss the implementation of improvements, and so did not meet the Level 3 Pass requirement.

Part B Practice

This cohort did not submit enough assignments in practice elements to enable reporting on overall performance.