

Moderator's Assignment Feedback – Telephone 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 Telephone Collections assignment.

General feedback to candidates

There was a range of overall marks for this paper with a mix of level 2 and 3 grades. Candidates need to use the mark scheme and the word count, to help guide them as to how much they should write. Candidates should also pay attention to the actual question specifically in Q7 and Q11 where the questions ask for an action plan.

Candidates need to ensure that they answer Q2 with factors and Q4 with techniques. Candidates need to understand the difference between Q6 and Q7 and demonstrate this in their answers.

Candidates also need to remember this assignment is on Telephone Collections and should ensure that their answers focus on this aspect of their role.

Appendices should only be used if relevant to the question.

Feedback for each assignment question

Q1. Explain the advantages and limitations of telephone communications for cash collections in relation to any organisations you work for

Q1 – Generally answered well. Those candidates who achieved higher marks explained in detail the advantages and disadvantages.

Q2. Identify factors that influence success with collections calls

Q2 – A mix of answers. Some candidates discussed techniques rather than factors.

Q3. Evaluate your strengths and weaknesses regarding telephone collections

Q3 – Generally well answered, with a good balance. Candidates need to remember the focus is on their strengths and weaknesses in relation to telephone collections.

Q4. Describe and explain the telephone techniques that you could use to maximise the effectiveness of your collections call

Q4 – Most described/explained; those who gained higher marks demonstrated their awareness of different approaches.

Q5. With reference to company policy, prepare guidance notes on how to organise your collection calls, including advice on grouping, timing, prioritising and conducting calls

Q5 – Some made reference to company policy but some candidates gave general answers rather than preparing guidance notes.

Q6 Identify common excuses for late payment and explain how you would respond. Present your answer in a format that would be beneficial to your organisation

Q6 – Generally answered well. Those who gained higher marks presented their answer in a useful format as per the requirements of the question.

Q7 Identify reasons for non-payment and produce an action plan to suggest how these could be resolved

Q7 – Some good answers but many candidates, although presented solutions did not submit an action plan or SMART goals.

Q8 Demonstrate effective telephone collections over a period of at least a month (compile evidence to explain your approach, summarise the contents of your calls and outcomes)

Q8 – This question was answered in a variety of ways. Some candidates wrote about specific calls to customers and included good evidence. Others wrote more about the collections over their ledger for a month. Candidates need to ensure the focus of their answer is on telephone collections.

Q9 Identify any techniques used that were successful and explain the reasons for your choice

Q9 – Candidates need to link back to Q8 and discuss techniques used with an explanation. Some candidates discussed techniques generally.

Q10 Evaluate your performance and assess how your approach and outcomes have evolved during this period

Q10 – Very brief evaluation from several candidates with again a lack of focus on telephone collections.

Q11 Work with your colleagues, where relevant, to prepare an action plan to improve practice. You must write your answer independently

Q11 – Although some good suggestions to improve practice, some answers made no reference to working with colleagues. Few candidates produced an action plan with SMART goals.