



Moderators Assignment Feedback – Advanced 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 Advanced Collections assignment.

General feedback to candidates

Overall, candidates reached the Level 3 pass grade however to reach a good or excellent Level 3 then adherence to word count and greater attention to the requirements in the mark scheme will help.

Candidates are reminded to read and take note of the advice in the CICM Learner Guidance.

It is not enough to identify relevant actions, the candidates need to show ability to assess the effectiveness of their actions.

Feedback for each assignment question

This assignment aims to demonstrate that you understand the principles and practice of effective advanced business communications and personal skills.

Q1. For its portfolio of accounts:

- a) Explain your organisation's collections strategy, with reference to relevant legal, regulatory and organisational requirements:**

Q1a) - The candidates who gained higher marks discussed strategy rather than writing the processes that are followed. As per the question to gain higher marks there needs to be a reference to relevant legal, regulatory and organisational requirements.

- b) Explain how your organisation groups and prioritises collections work at different stages of the collections cycle.**

Q1b) - Again reference to the relevant legal, regulatory and organisational requirements are needed to gain higher marks as per the mark scheme. This question is about grouping and prioritising and candidates need to be mindful of using the allotted word count to discuss these factors.

- c) Explain how your organisation monitors its collections performance.**

Q1c) - An outline of the process will only gain a few marks. More marks can be gained by candidates explaining the targets within the framework of legal and regulatory and organisational requirements.

Q2. For your area of work and with reference to relevant legal, regulatory or organisational requirements:

Reference to the relevant legal, regulatory and organisational requirements are needed to gain higher marks as per the mark scheme and the question.

- a) Explain the advantages and disadvantages of the different methods of contact in the collection of debt:**

Q2a)- Generally answered well but needs a range of different method gain higher marks.

- b) Explain a range of communication and negotiation skills showing their effectiveness in the collection of debt:**

Q2b) - Generally answered well but needs to show the effectiveness of each skill with measurement. Some candidates focussed too much on communication skills and not enough on negotiation skills or vice versa.

- c) Explain how you use the range of collections tools available at work to maximise cash collections without damaging customer goodwill:**

Q2c) - Reference to the relevant Legal, regulatory and organisational requirements are needed to gain higher marks as per the mark scheme and the question

Q3. Explain, illustrating your response with a variety of appropriate internal and external stakeholders

- a) The challenges of managing stakeholder relationships during collections activity:**

Q3a) - Candidates need to remember to link the relationship part of the question to collection activity. Also need to focus on both internal and external stakeholders as per the question.

- b) How to achieve positive outcomes for internal and external stakeholders during collections activity:**

Q3b) - Generally answered well however again this asks for internal and external stakeholders. Candidates need to focus and explain the positive outcomes in a measurable format.

Q4. Appropriately evidencing your responses to this question in an Appendix, use examples from your own working practices and refer to appropriate legal, regulatory and industry requirements to explain how you have handled collections activities successfully in the following situations:

- a) Collections with elements of complexity, e.g. involving significant corporate (key account) business; customers in complex financial difficulties; customers in vulnerable circumstances:**

Q4a) - Generally answered to Level 3 pass level. Candidates need to include all elements mentioned in the question to gain higher marks. Candidates who gained higher marks also showed how they successfully dealt with a situation rather than those who discussed the general process.

- b) Collections involving disputes and complaints:**

Q4b) - Generally answered to Level 3 pass level. Candidates need to include all elements mentioned in the question to gain higher marks. Candidates who gained higher marks also showed how they successfully dealt with a situation rather than those who discussed the general process.

c) Collections involving challenging behaviours:

Q4c) - Generally answered to Level 3 pass level. Candidates need to include all elements mentioned in the question to gain higher marks. Candidates who gained higher marks also showed how they successfully dealt with a situation rather than those who discussed the general process.

Q5. Reflecting on the collections work you have carried out over a period of at least three months:

a) Evaluate your collections performance over the course of this period, assessing how your approaches and outcomes have changed over that time, and identifying aspects of your performance which can be improved:

Q5a) - Candidates need to remember to identify aspects of performance which can be improved to gain higher marks. Those who added in measurements of success gained higher marks.

b) Develop a SMART action plan to improve your personal collections skills performance:

Q5b) - Candidates need to show a SMART action plan and this includes establishing success criteria and quantifying the benefits of the end result.