



## **Moderator's Assignment Feedback –Debt Recovery 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 Recovery Management assignment.

### **General feedback to candidates**

*This is a debt recovery paper which should not be confused with a collections paper. Candidates need to establish the difference between Debt Recovery and the associated processes and collections processes.*

*Answers that refer more to the collections process only will achieve lower marks. Obviously, practice will differ greatly within organisations. Generally the borderline between collections and recovery is where a third party, internal or external, becomes involved.*

*Overall candidates gained enough marks for a level 3 pass.*

### **Feedback for each assignment question**

**Q1. Explain the debt recovery options open to an organisation, using examples to illustrate your response.**

*Q1) - To gain higher marks a range of different debt recovery options need to be discussed.*

**Q2. When preparing customer accounts for debt recovery:**

**a) Explain how to liaise with relevant parties before taking any form of debt recovery action, describing the purpose of liaison with each of those parties:**

*Q2a) - Candidates need to concentrate on debt recovery rather than collections.*

**b) Explain how, as part of reviewing cases in preparation for debt recovery options, you undertake the following, describing the purpose of doing so in each case:**

**i) Checking available records:**

**ii) Issuing relevant notices:**

**iii) Compiling evidence in support of action:**

**iv) Reviewing financial viability:**

*Q2b) i - iv - Some candidates did not answer relevant to the question. Reading the question and mark scheme and taking into account the unit being undertaken may have helped in this regard.*

**v) Working within the recovery strategy of the organisation:**

*Q2b) v - To gain higher marks the company's strategy needs to be mentioned in the answer.*

**Q3. In the context of managing ongoing debt recovery work, and with reference to relevant legal, regulatory and organisational timescales and requirements:**

- a) Explain how to monitor the progress of debt recovery activity within a varied range of customer accounts:**
- b) Explain how to maintain customer records in relation to a variety of debt recovery activities:**

*Q3) - Reference to relevant legal, regulatory and organisational timescales and requirements would gain higher marks.*

**Q4. Explain how to work with a named variety of different stakeholders throughout the debt recovery process, in order to achieve the best outcomes:**

*Q4) - A wide range of internal and external stakeholders should be used to illustrate this answer. Providing a focus on best outcomes is also important.*

**Q5. 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:**

- a) Explain how you have managed a variety of debt recovery work over a three month period, including complex customer circumstances, issues and debts:**

*Q5a) - Candidates need to include examples from working practice and stay away from generic process-based answers to gain higher marks.*

- b) Explain how you managed a variety of debt recovery work over a three month period, featuring a range of actual issues concerning the complexity and quality of the outstanding debt:**

*Q5b) - Again, practical work-based examples are required here to achieve higher marks*

**Q6. Reflecting on the debt recovery work you have carried out over a period of at least three months:**

- a) Evaluate your debt recovery performance during 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:**

*Q6a) -Answers should focus on personal performance and improvements rather than organisational.*

- b) Develop a SMART action plan to improve your personal debt recovery skills.**

*Q6b) -On a SMART action plan the measurement needs to have a quantified success criterion so that the benefits can be measured.*