



Assignment Feedback Report–Level 2 Credit Control 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 Credit Control Collections assignment.

General feedback to candidates

Candidates who showed a clear level of understanding and an awareness of a range of information relevant to the area of study achieved higher marks.

Answers should be focused on the candidate's own organisation.

As a general note, candidates should carefully read each question and answer each question fully. Candidates should consider the requirements of the Mark Scheme for each question and refer to the Assignment Learner Guidance for advice on how to approach assignment writing.

Word count is shown as a guide. Candidates who did not achieve a pass often underused the word count, indicating simply that they did not write enough to gain enough marks for a pass.

Feedback for each assignment question

Q1. In the context of credit control and/or debt collections:

a) Describe your organisation's structure and explain your own role and function within it.

Q1a - Higher marks were awarded where the content of the answers were specifically directed to the candidate's own organisation, department and their own role within it..

b) Explain the products and/or services you support.

Q1b - Candidates who linked the organisation products/services with any services provided by the credit department achieved higher marks. Good answers reflected the goods/services that the organisation supplies linked to specific services of the credit department which may include affordability checks or third-party referrals.

c) Explain the importance of the credit control/collections function in your organisation.

Q1c - Generally, well answered. Better answers showed awareness of organisational goals relating to the credit function. Again, as in all parts of question 1 the answers should be relevant to the candidate's own organisation.

d) Describe your main work objectives

Q1d - Candidates who linked the objectives to company goals achieved higher marks. Actual examples of results would add value.

Q2. Using a range of risks related to credit control/collections work, supported with suitable examples, answer the following questions:

a) How does your organisation minimise each of these risks?

Q2a - Overall candidates were able to identify and explain risks associated with their role and organisation. Those who achieved higher marks tended to specify laws, regulations and policies to support the answer further.

b) How do specific organisational policies, laws, regulations and risk compliance frameworks help reduce risk and promote compliance?

Q2b - Better marks were awarded when examples of legislation and regulation were provided that linked to the organisational policies.

c) What are the consequences of not following legal and organisational policies or procedures?

Q2c - Again the consequences of legal and regulatory non-compliance were not so well-answered, actual examples would add value. Candidates need to consider the impact of non-compliance both internally and externally to the organisation as a whole.

d) How can you raise concerns if risk and compliance errors are made?

Q2d - Good understanding of internal controls demonstrated.

Q3. In the context of delivering excellent service

a) Explain how your organisation's values and/or standards influence how you carry out your role.

Q3a - There was limited knowledge of how the organisation's values and standards influence role. Values and standards will be a core part of the organisation and will usually be publicised externally. These need to be identified and then explained how they influence the candidate's own role.

b) Explain the personal knowledge, skills and behaviours you need to display to ensure excellent service delivery.

Q3b - While candidates were able to identify some knowledge, skills and behaviours those who achieved higher marks were able to demonstrate how they promote and influence service delivery.

Q4. Demonstrate how you have undertaken effective credit control and/or collections work over a period of at least one month.

Use a variety of examples in your answer to evidence your practices and explain your approach in each case.

Q4 - There are up to 25 marks available for this question. Candidates who achieved higher marks provided a good range of specific work examples. Answers that merely explained processes without examples did less well. Word count is not restricted in this answer. The best advice is to read and follow the requirements of the Mark Scheme for an Excellent L2 Pass.

Q5. Evaluate your performance using the examples you discussed in the previous question and identify:

- a) The progress you have made in your credit control / collections work.**
- b) what you can do to improve your performance further.**

Q5 - Overall candidates were able to reflect on work and learning activities to explain improvements on performance. Higher marks were awarded where a candidate worked with another person, such as a manager, to identify progress and performance was linked to direct examples and evaluated for effectiveness.

Better answers were linked back to the examples in question 4 as opposed to general work progress and development. The candidate should remember that they are writing about themselves and their own performance and development.