

FSPDC06 – SQA Unit Code H5HV 04

Monitor and safeguard debt repayment arrangements



Overview

This unit is about effectively using your organisation's information relating to repayment arrangements, to check for accounts that have become regularised, as well as instances of non-repayment that may require further action by you. Appropriate levels of contact should be maintained between the creditor and the debtor, or their nominated representative, to safeguard and maintain satisfactory future repayments. You will need to show consistency at decision-making and act with integrity at all times.

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Performance criteria

You must be able to:

- P1 Ensure procedures are in place to review cases, and follow your organisation's requirements
- P2 Identify instances in the debtor's accounts of regularisation, settlement, non-repayment and continued non-repayment
- P3 Prioritise cases where further action is required
- P4 Instigate action in response to continued non-repayment appropriate to the circumstances of the debtor
- P5 Keep repayment arrangements under review and negotiate and agree suitable revised repayment arrangements with the debtor, where necessary
- P6 Ensure legal notices are served promptly when required
- P7 Check that revised repayment calculations are correct, and that they take into account the organisation's agreed rate of interest
- P8 Monitor levels of repayments and any shortfalls, and maintain appropriate levels of contact with the debtor
- P9 Maintain contact with the organisation you represent to ensure current repayment levels are adequate and take appropriate action where this is no longer the case
- P10 Ensure monitoring and safeguarding activities are undertaken in line with your organisation's operational targets
- P11 Ensure that accurate and up-to-date records of changes to the debtor's financial circumstances are kept in line with your organisation's requirements
- P12 Comply with legal requirements, industry regulations, including ethical standards and health and safety, organisational policies and professional codes
- P13 Identify potential risks, including fraudulent activity

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Knowledge and understanding

You need to know and understand:

- K1 Your organisation's procedures for monitoring cases and levels of communications with relevant parties
- K2 The use of computerised systems and when they may need overriding
- K3 How to identify account regularisation, settlement non-
- K4 How to prioritise cases for further action
- K5 The actions you are required to take, and when, within the repayment
- K6 How to identify when revised repayment negotiations are appropriate / not appropriate
- K7 How to negotiate for an effective outcome
- K8 The types of legal notices that are served in relation to debt collections
- K9 How to check the accuracy and validity of repayment calculations
- K10 How to identify potential problems with the debtor that might impact on future repayments being made
- K11 The legal rights of different types of creditors and debtors
- K12 Your organisation's operational targets as they impact on your activities
- K13 Your organisation's procedures for recording and storing information
- K14 Your organisation's requirements relating to the application of laws, licences, regulations, health and safety and codes as they impact on your activities
- K15 Your organisation's practice and procedures relating to the recognition, promotion and application of ethical standards

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Additional Information

Behaviours

1. You show assertiveness and confidence in your actions
2. You are organised in the approach to your work
3. You conduct yourself professionally and courteously when dealing with others

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