

FSPDC07 – SQA Unit Code H5HW 04

Administer the debt collections process



Overview

This unit is about ensuring that the administrative processes within debt collections are effective, accord with the policies and procedures of the organisation you represent, and do not hinder the repayment process. All relevant information should be recorded and disseminated to relevant parties promptly. Where it is a requirement of your organisation, you should ensure that your records are accurate and up-to date so that legal proceedings can be initiated, when required. You will need to act with integrity at all times.

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Performance criteria

You must be able to:

- P1 Monitor the progress of debt collections procedures on an agreed basis to ensure the accuracy and timeliness of documents issued and documents received
- P2 Liaise with relevant parties to obtain advice and assistance in the debt collections process as required by your organisation
- P3 Ensure relevant parties are kept informed about payments received directly from the debtor and all other relevant circumstances
- P4 Ensure all documentation and payment records are up-to-date and appropriate in readiness for any follow-up legal processes and proceedings
- P5 Ensure debtor accounts are escalated for legal proceedings in line with your organisation's requirements
- P6 Confirm that debt collections procedures and timescales have been followed to support the case for legal proceedings, and take appropriate action where this is not the case
- P7 Compile all required evidence in accordance with case law and published guidelines for expert witnesses
- P8 Take reasonable measures to access additional material in support of your evidence and in preparation for legal proceedings
- P9 Keep accurate and up-to-date records of correspondence received and shared with relevant parties in line with your organisation's requirements
- P10 Comply with legal requirements, industry regulations, including ethical standards and health and safety, organisational policies and professional codes
- P11 Identify potential risks, including fraudulent activity

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Knowledge and understanding

You need to know and understand:

- K1 Suitable methods for monitoring debt collections procedures, and how regularly these methods should be used
- K2 The purpose and legal status of documents that may be issued and received as part of the debt collections process
- K3 The types of external stakeholders that can offer support to the debt collections process
- K4 The types of information that should be provided to relevant parties in the event of extenuating personal circumstances, such as health and wellbeing issues, debtor insolvency and death
- K5 When it would be in the interests of the creditor to write off the debt
- K6 Your organisation's procedures for instigating legal proceedings, including when it is appropriate to do so
- K7 How to determine whether debt collections procedures have been followed correctly and according to your organisation's procedures
- K8 Where to source information relating to case law and guidelines for expert witnesses
- K9 How to compile evidence and other material required to support legal proceedings
- K10 Your organisation's procedures for recording and storing information
- K11 Your organisation's requirements relating to the application of laws, licences, regulations, health and safety and codes as they impact on your activities
- K12 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 are organised in the approach to your work
2. You conduct yourself professionally and courteously when dealing with others

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