

FSPDC08 – SQA Unit Code H5HX 04

Oversee and maintain the effectiveness of the debt collections process



Overview

This unit is aimed at individuals who hold supervisory or management responsibilities within Debt Collections. It is about ensuring the effectiveness of the debt collections process. This includes the support provided to staff in respect of complex cases, and the monitoring of service level agreements and targets to maintain performance levels and operational efficiency. It covers the monitoring of processes to ensure they comply with relevant legislation, and that they demonstrate quality and integrity.

FSPDC08 – SQA Unit Code H5HX 04

Oversee and maintain the effectiveness of the debt collections process

Performance criteria

You must be able to:

- P1 Ensure that decisions are taken at appropriate junctures and with the correct authority, in respect of debtor accounts
- P2 Monitor and maintain service level agreements for an effective debt collections process
- P3 Ensure appropriate targets are in place to monitor the performance of debt collections processes
- P4 Identify and record staff training needs and arrange training appropriate to those needs
- P5 Provide appropriate support to staff dealing with complex cases that require escalation
- P6 Ensure that all necessary quality checks are properly carried out
- P7 Assist with the introduction and testing of new debt collections improvement processes
- P8 Ensure the availability and maintenance of appropriate management information and statistics
- P9 Ensure that debt collections processes conform with all legal requirements, industry licences and regulations, ethical standards, health and safety, organisational policies and professional codes
- P10 Keep accurate and up-to-date records in line with your organisation's requirements

FSPDC08 – SQA Unit Code H5HX 04

Oversee and maintain the effectiveness of the debt collections process

Knowledge and understanding

You need to know and understand:

- K1 Who the decision makers within your organisation are, and their associated authority levels
- K2 How to measure service level agreements
- K3 How to implement and monitor targets
- K4 How to identify training needs, and the most appropriate training solutions available
- K5 Methods of providing supervision and support, and when it is appropriate to deploy them
- K6 The types of complex cases you may be required to deal with, and the options available to resolve them
- K7 Methods of checking quality and integrity of work undertaken
- K8 When to implement new systems, and how to do so effectively
- K9 How to use and interpret management information effectively
- 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

FSPDC08 – SQA Unit Code H5HX 04

Oversee and maintain the effectiveness of the debt collections process

Additional Information

Behaviours

1. You communicate in a clear way
2. You inspire others to achieve their objectives
3. You are responsive to the needs of others
4. You show assertiveness and confidence in your actions
5. You show consistency at decision- making
6. You act with integrity at all times
7. You are vigilant for potential risks, including fraudulent activity
8. You are organised in the approach to your work
9. You conduct yourself professionally and courteously when dealing with others
10. You carry out tasks with due regard to your organisation's policies and procedures including those covering ethical standards and health and safety at work

FSPDC08 – SQA Unit Code H5HX 04

Oversee and maintain the effectiveness of the debt collections process

Developed by Financial Skills Partnership

Version number 1

Date approved September 2012

Indicative review date September 2015

Validity Current

Status Original

Originating organisation Financial Skills Partnership

Original URN FSPDC08

Relevant occupations Finance

Suite Debt Collections

Key words Arrears; credit; repayment; non-repayment; outstanding; risk; insolvency; creditor; debtor; escalation.