

**Unit: CP5 Operate payment by direct debit**

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**Overview**

This unit may be suitable for you if your work involves you in both setting up premiums on instalments and processing queries and returned direct debits. When operating payment by instalment procedures, you will identify which policies are able to be paid by instalments and identify all the relevant data required for instalment instructions, obtaining any missing information. You will ensure direct debits are operated correctly and will rectify errors where they occur. The work may involve dealing with BACS and ADDACS and dealing with non-payment where perhaps the wrong payment or no payment at all has been made.

***Outcomes of effective performance***

- CP5/O1 You identify policies and premiums which can be paid by instalments
- CP5/O2 You check the instalment instruction contains relevant and correct information
- CP5/O3 You obtain missing information from the appropriate source
- CP5/O4 You set up payment records correctly
- CP5/O5 You operate chase up procedures for returned direct debits
- CP5/O6 You identify the reasons for return of the direct debit
- CP5/O7 You agree with the customer appropriate arrangements to amend instructions
- CP5/O8 You monitor the customer's compliance with the agreed arrangements
- CP5/O9 You issue appropriate notifications when default time limits are exceeded
- CP5/O10 You keep accurate and up-to-date records
- CP5/O11 You comply with legal requirements, industry regulations, organisational policies and professional codes

***Behaviours which underpin effective performance***

- CP5/B1 You act within the limits of your responsibility
- CP5/B2 You show respect for others in your dealings with them
- CP5/B3 You pay attention to details that are critical to your work
- CP5/B4 You carry out tasks with due regard to your organisation's policies and procedures, including those covering health and safety at work

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***Knowledge and understanding***

1. Sources of information and advice within your organisation
2. Your organisation's timescale standards
3. Your organisation's computer systems
4. Your organisation's filing and information retrieval systems
5. Your organisation's customer service procedures (including dealing with complaints, the limits of your own authority and the action required if any action is required which is beyond your authority)
6. Your organisation's requirements relating to the application of codes, laws and regulatory requirements, including health and safety, as they impact on your activities
7. How to access existing business customer records
8. Your organisation's policy and procedures for writing to customers
9. Customer payment procedures
10. Your organisation's computerised account set up procedures including amendment arrangements
11. Different methods of receiving financial information
12. Escalation procedures when dealing with late payments
13. How to interpret direct debit information
14. Operating systems of appropriate banking transfer systems
15. How to use bank sort code books
16. Standard coding systems including rejection codes