

# **LIBF Level 3 Certificate in Consumer Debt Collection (CertDC®)**

Qualification Specification



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**Please Note** - Uncontrolled document when printed.

Please always review the latest document available through the [website](#).

## Purpose of the qualification

### Why study the LIBF Level 3 Certificate in Consumer Debt Collection (CertDC®)?

The Level 3 Certificate in Consumer Debt Collection (CertDC®) will provide you with a qualification covering the core disciplines of debt collection. Through developing this knowledge, you will be able to examine issues relating to debt collection, apply specialised and current knowledge of debt collection concepts and theories. CertDC® will also enable you to explore the relationship between individuals and debt collection departments and the range of economic, legal, regulatory and social factors that affect debt collection.

### Objective

On completion of CertDC®, you will understand the concept of debt collection and how its value is subject to time and circumstance and develop an awareness of debt and the obligations associated with debt collection. You will also understand the scope of debt collection and the FCA regulation and legislation that governs it. You will also be able to explain your understanding of the debt collection industry and appreciate how different external factors have an impact upon the individual and debt collection department directly and indirectly.

### Key content areas

- Evolution and key features of debt collection in the UK
- The debt collection environment
- Regulation and legislation that underpins the UK debt collection industry
- Key rules for fair business practice within debt collection
- Techniques and debt collection methods used across the debt collection industry

### Qualification learning outcomes

LO1 Understand the evolution of debt collection in the UK

LO2 Understand the composition and key features of debt collection in the UK

LO3 Understand the debt collection environment in the UK

LO4 Understand the key rules for business practice within debt collection

LO5 Understand the different techniques and collection methods used across the debt collection industry

## Key skills developed

The qualification will encourage you to:

- analyse and evaluate data and information
- formulate appropriate responses to resolve defined problems
- apply developed skills in examination technique
- apply and build on previous learning and experience
- demonstrate numeracy skills, including the ability to manipulate financial and other numerical data

## Entry requirements and Recognition of prior learning

There are no entry requirements although you are expected to have basic numeric skills (manipulate financial and numerical data) and be satisfied of your ability to study in English.

We recognise prior learning in different forms. This means that you may not be required to register for every unit. Details of how to apply for recognition of prior learning are available on our [website](#).

## Progression and preparation for further study

There is no natural progression from CertDC® but The London Institute of Banking & Finance offer a range of courses in financial advice, mortgage advice and professional qualifications.

## Apprenticeships

CertDC® forms part of the following Apprenticeship Standards:

- Advanced Credit Controller
- Debt Collection Specialist
- Senior Financial Services Customer Advisor

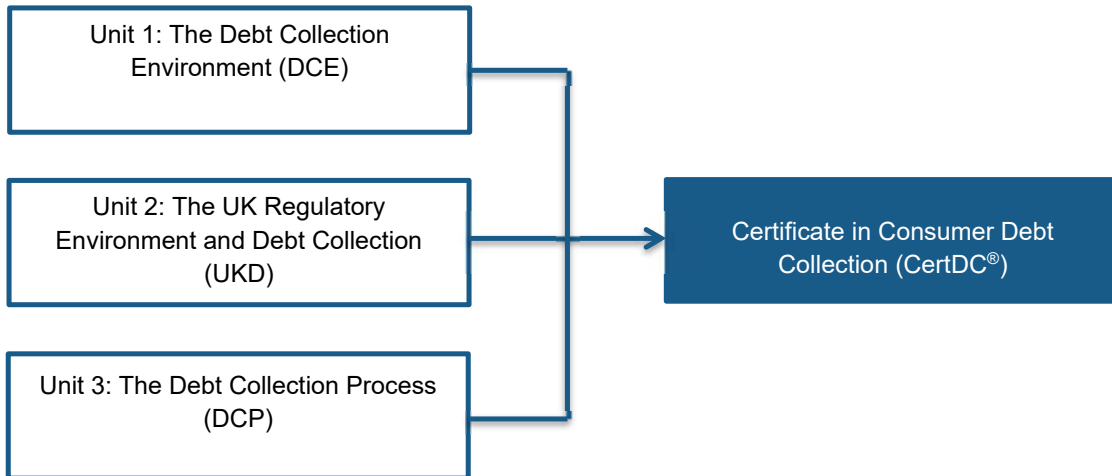
Further details can be found on the [Gov website](#).

## Preparation for employment

CertDC® develops knowledge and understanding of the debt collection environment but it does not qualify you for direct entry to a particular occupational role.

## Structure

CertDC® is made up of **three mandatory units** which need to be successfully completed in order for you to achieve the certificate:



## Total Qualification Time (TQT)

CertDC® is delivered via distance learning.

Guided Learning Hours	3 hours
Other hours	177 hours
Total Qualification Time	180 hours

Total Qualification Time (TQT) is a prediction of the total time a student with no prior knowledge might need to complete the course.

TQT consists of two elements, Guided Learning Hours (GLH) and all other hours:

- GLH is time spent studying under the immediate guidance or supervision of a teacher.
- All other hours include hours spent unsupervised in research, learning, e-learning, e-assessment, completing coursework, completing homework, exam preparation, and formal assessment.

## Learning resources

You are provided with the following learning resources:

- online access via MyLIBF to learning materials, including review questions to help consolidate learning
- access to KnowledgeBank, an online information service and e-library
- unit syllabuses
- student handbook
- specimen papers

## What to do before the assessment

You must be registered to sit an examination at a centre of your choice (subject to demand / availability); this is managed by you. Examinations are sat electronically at any one of the 150 Pearson VUE test centres across the UK. It is recommended that examinations are booked two months in advance of the date you wish to sit. However, subject to availability, an examination can be booked as little as two working days in advance. Examinations can be booked over the phone or via the [Pearson VUE website](#).

To prepare for the assessment, you should make use of all learning resources as part of your studying.

## Assessment

The three units are mandatory and assessed. Each unit is assessed via the following method:

- Unit 1: 30 stand-alone multiple-choice questions (total marks 30), to be answered in 45 minutes;
- Unit 2: 40 stand-alone multiple-choice questions (total marks 40), to be answered in 60 minutes;
- Unit 3: 10 stand-alone multiple-choice questions and 4 sets of stimulus material each with 5 associated questions (total marks 30), to be answered in 45 minutes.

Each item will be worth one mark; thus the total marks available for the qualification is 100.

## Qualification grading

Units and the overall qualification will be graded with pass / fail only.

The overall grade bands (out of a total of 100 marks, across all three units) are as follows:

CertDC® Qualification grade boundaries	
Grade	Raw mark
Fail	0-69
Pass	70-100

You must achieve a mark of 70% in all units in order to pass.

## Resit attempts

There are no restrictions on the number of times you can resit a unit you have failed.

## Appendices

### Appendix 1 – Regulation detail

This document describes the regulation detail that is applicable to the qualification.

<b>Qualification title</b>	LIBF Level 3 Certificate in Consumer Debt Collection (CertDC®)
<b>Ofqual qualification number</b>	601/3470/7
<b>Regulated Qualifications Framework (RQF) level</b>	3
<b>European Qualifications Framework (EQF) level</b>	4
<b>Qualification Type</b>	Vocationally-Related Qualification
<b>Guided learning hours</b>	3
<b>Total qualification time</b>	180
<b>Total credits</b>	18
<b>Sector Subject Area</b>	15. Business, Administration, Finance and Law
<b>Sub SSA</b>	15.1 Accounting and Finance
<b>Overall grading type</b>	Fail / Pass
<b>Assessment methods</b>	Multiple-choice examination
<b>Regulated in</b>	England
<b>Age ranges</b>	16–18; 19+
<b>Operational start date</b>	01 September 2014
<b>Qualification description</b>	The Certificate in Consumer Debt Collection consists of three mandatory units, which must be achieved for the student to be certificated.