



**London School of
International
Business, U.K.**

Level 3 Award in dealing with consumer debtors in financial hardship is an 8 Credit qualification

Unit Title	Level	Credit	GLH
Units			
Dealing with consumer debtors in financial hardship	3	8	40

Unit Format

Each unit in the suite of courses is presented in a standard format. This format provides guidance on the requirements of the unit for learners, tutors, assessors and external verifiers.

Each unit has the following sections:

Unit Title

The unit title reflects the content of the unit. The title of each unit completed will appear on a learner's statement of results.

Unit Aims

The unit aims section summarises the content of the unit.

All units and courses have a level assigned to them which represents the level of achievement. The level of each unit is informed by the level descriptors.

Credit Value

The credit value is the number of credits that may be awarded to a learner for the successful achievement of the learning outcomes of a unit.

Guided Learning Hours (GLH)

Guided learning hours are an indicative guide to the amount of input that a tutor will provide to a learner, to enable them to complete the unit. This includes lectures, tutorials and workshops and time spent by staff assessing learners' achievement when they are present.

Learning Outcomes

The learning outcomes set out what a learner is expected to know, understand or be able to do as the result of the learning process.

Assessment Criteria

The assessment criteria describe the requirements a learner is expected to meet in order to demonstrate that the learning outcome has been achieved. Command verbs reflect the level of the course.

Dealing with consumer debtors in financial hardship			
Unit Aims			
To provide the skills and techniques for Dealing with consumer debtors in financial hardship			
Unit Level	3	Credit Value	8
GLH	40	Unit grading system	Pass
Assessment Guidance		Assessment is by internal assignment verified by	
Learning Outcomes - The learner will:		Assessment Criteria - The learner can:	
1	Understand what is meant by financial hardship in the consumer debtor context	1.1	Define the term financial hardship.
		1.2	Describe the key factors which may contribute to financial hardship.
2	Understand the role of the debt collector	2.1	Summarise the collector's role when considering cases of financial hardship
3	Understand the different degrees of financial hardship	3.1	Describe the different degrees of financial hardship.
		3.2	Explain the difference between priority and non-priority expenditure.
		3.3	Explain the difference between a priority and a non-priority creditor.
		3.4	Describe the ultimate sanctions available to priority and non-priority creditors.
		3.5	Explain what is meant by the term disposable income.
4	Understand how to fairly assess cases of financial hardship	4.1	Describe the key steps in assessing cases of financial hardship
		4.2	Describe the different methods of obtaining accurate income and expenditure details.
		4.3	Explain the importance of establishing the underlying reason for financial hardship
		4.4	Explain the difference between affordability and reasonability.
		4.5	Identify which budget guidelines are most commonly used by debt advice agencies and creditors.
		4.6	Describe the key steps in assessing a debtors offer to pay.
5	Understand the relevance and importance of the Financial Conduct Authority (FCA) in the context of consumer credit.	5.1	Explain the key role of the FCA in relation to the Consumer Credit Act (CCA) with effect from 1 April 2014.
		5.2	Describe the key areas for which the FCA has imposed specific rules in the context of financial hardship for consumer credit lenders.
		5.3	Describe the relevance of the Office of Fair Trading's Debt Collection Guidance Note within the FCA's rules.

		5.4	Explain the meaning of the term, forbearance.
		5.5	Describe the different forbearance options.
		5.6	Describe the key areas for which the FCA has imposed specific rules in the context of financial hardship for debt advice agencies.
		5.7	Describe the relevance of the Office of Fair Trading's Debt Management Guidance Note within the FCA's rules.
		5.8	Describe what enforcement action may be imposed by the FCA for organisations who contravene the rules.
6	Understand the role and relevance of key non-regulatory organisations	6.1	Explain the key role undertaken by organisations including: <ul style="list-style-type: none"> • The Money Advice Service (MAS), • Money Advice Trust (MAT), • The Finance and leasing association (FLA), the Credit services association (CSA) • The Lending Standards Board (LSB).
		6.2	Define the meaning of the term, breathing space.
7	Understand the key options available to a consumer debtor	7.1	Describe the different sources of debt advice.
		7.2	Describe the reasons why a customer may select one source in preference to another.
		7.3	Explain the advantages of a customer seeking specialist debt advice from a third party organisation.
		7.4	Critically define the differences between the not-for-profit advice agencies and the fee-charging debt management companies.
		7.5	Define the term, appointed third party representative.
		7.6	Describe what is meant by a debt management plan.
		7.7	Describe the key tools available to a debtor wishing to develop their own repayment plan.
8	Understand the organisational policies required to help ensure fair treatment of consumer debtors in financial hardship	8.1	Describe the organisational policies required to help ensure fair treatment of debtors in financial hardship.
		8.2	Explain what information should be given to debtors when signposting to a specialist financial help organisation for financial and debt advice.