

# Specification of Competency Standards for the Retail Banking

## Unit of Competency

### Credit Management > 3.4 Debt Collections

Title	Monitor progress of debt collections
Code	107377L4
Range	Monitor the debt repayment of different types of borrowers
Level	4
Credit	3
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> <li>1. Understand status of loans repayment           <p>Be able to:</p> <ul style="list-style-type: none"> <li>• Monitor timeliness of repayments to identify any possible risks and prevent loss due to bad debts</li> <li>• Understand collection process in order to monitor the receipts of loans and installment payments</li> </ul> </li> <li>2. Identify delinquent accounts           <p>Be able to:</p> <ul style="list-style-type: none"> <li>• Identify possible delinquent accounts by reviewing payment records or using assessment tools adopted by the bank</li> <li>• Select and implement appropriate collection measures according to the situations of the delinquent accounts</li> </ul> </li> <li>3. Monitor daily activities related to debt collections to ensure compliance to regulations           <p>Be able to:</p> <ul style="list-style-type: none"> <li>• Supervise debt collections of accounts receivable that follow credit policies and procedures of the bank</li> <li>• Monitor daily business activities to ensure credit policies and procedures that are being followed</li> <li>• Review status of debt collections, remedial actions and recovery plans for unpaid debts</li> <li>• Take necessary steps to ensure procedures of loan repayment adhere to the bank's internal standards and external regulations</li> </ul> </li> </ol>
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> <li>• Identification of delinquent accounts and selection of appropriate actions based on the different conditions for the purpose of loan collection</li> <li>• Monitoring of the entire debt collections process to ensure that the actions are in compliance to regulations and the payment are in accordance with collection schedules</li> </ul>
Remark	