

Conduct the levy

Overview

This standard is designed to make sure that individuals conduct the levy process effectively by confirming the customer's details and the goods to be levied.

You will need to conform with your organisation's standards of conduct and customer service when dealing with cooperative and uncooperative customers. You need to make decisions both to enforce the levy and to withdraw levy action.

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Performance criteria

You must be able to:

- 1 maintain safety of self and others in line with organisational policies and procedures
- 2 apply required security, data protection, health and safety regulations and organisational policies and procedures throughout own working duties, including standards of:
 - 2.1 communication
 - 2.2 customer service
- 3 complete security checks with customers in line with data protection regulations and organisational policies and procedures, including:
 - 3.1 identity
 - 3.2 premises
- 4 confirm the goods to be levied with customers in line with organisational policies and procedures
- 5 check ownership of the goods to be levied with customers in line with organisational policies and procedures
- 6 explain customers' rights in line with regulatory and organisational policies and procedures including:
 - 6.1 checking their understanding of these rights
- 7 check customers are aware of the steps to be taken following the levy in line with organisational policies and procedures
- 8 discuss with customers the levy in line with organisational policies and procedures, including:
 - 8.1 sanctions to be issued
 - 8.2 penalties to be issued
- 9 deal with uncooperative customers in line with organisational policies and procedures
- 10 identify moveable assets at risk of removal by the debtor in line with organisational policies and procedures
- 11 take action to secure moveable assets at risk of removal by the debtor in line with organisational policies and procedures
- 12 monitor markets for best opportunities to sell moveable assets in line with organisational policies and procedures
- 13 review the optimum cost-effectiveness of the asset realisation within organisational timescales
- 14 record actions taken in line with organisational policies and procedures
- 15 report cases of continuing non-compliance within organisational timescale

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Knowledge and understanding

You need to know and understand:

- 1 organisational policies and procedures for conducting levies
- 2 current legislation and regulations for conducting levies, including:
 - 2.1 health and safety regulations
 - 2.2 security regulations
 - 2.3 data protection regulations
- 3 the levy process
- 4 the legal requirements in relation to the levy process
- 5 the limits of own authority
- 6 the legal authorities relating to enforcement
- 7 when and how to issue penalty and suspension notices
- 8 the resources available for the visit and any constraints attached to them
- 9 interviewing techniques
- 10 the information and format needed for reports
- 11 the requirements of your organisation's customer charter
- 12 the importance of educating the customer
- 13 techniques to deal with uncooperative customers
- 14 circumstances in which to withdraw from the levy
- 15 customer payment procedures
- 16 the procedures of any third parties

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