

SFJODPS6.5.6

Establish appropriate intervention in corporate cases



Overview

This unit concerns identifying the appropriate intervention once the nature of non-compliance has been established. You need to evaluate the amount and risks at stake and decide whether to pursue the case and you will need to evaluate the potential implications in terms of the cost to the customer and resource-effectiveness.

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Performance criteria

You must be able to:

- P1 follow organisational procedures at all times
- P2 maintain your own personal safety
- P3 work in a way that ensures the safety of others
- P4 evaluate the amount and risks at stake in line with organisational guidance
- P5 decide or recommend whether the amount at risk is to be pursued in line with organisational guidance and the effective use of resource
- P6 evaluate whether the amount can be collected successfully in line with organisational guidance and the effective use of resource
- P7 evaluate the implications of making an intervention against criteria
- P8 justify your choice of intervention on the basis of your evaluation
- P9 draw up a plan of action that addresses the risks identified
- P10 identify the resources needed to implement the intervention plan
- P11 allocate roles and responsibilities according to the plan

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Knowledge and understanding

You need to know and understand:

- K1 the requirements of organisational procedures
- K2 the legal requirements for health and safety
- K3 your organisation's health and safety requirements
- K4 the organisation's intervention policy, guidance and initiatives relating to your area of work
- K5 relevant legislation, policies, procedures, codes of practice, guidelines and instructions relating to your area of work
- K6 how to quantify the amounts due and at risk
- K7 the limits of your authority
- K8 when and why to refer matters beyond your authority or competence
- K9 your available resources and any constraints attached to them
- K10 the range of interventions available
- K11 the effectiveness of different interventions
- K12 why and when to select a particular intervention
- K13 the risks of the intervention you have selected

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Additional Information

Scope/range related to performance criteria

Different conditions which affect how you apply your knowledge, and in which you must demonstrate competence are:

1. implications: cost to the customer; resource-effectiveness

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