

## SFJODPS6.5.9

### Implement intervention in corporate cases



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#### Overview

This unit concerns the implementation of interventions in corporate cases. On occasions, you will be solely responsible/authorized and on others, you will be collaborating with others. The non-compliance relates to ignorance/negligence, error and avoidance/fraud.

## SFJODPS6.5.9

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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 confirm the accuracy and completeness of returns, declarations or claims
- P5 confirm the nature of the non-compliance
- P6 establish the level of culpability in accordance with the agreed criteria
- P7 quantify accurately and notify the customer in the appropriate format of any amount due or repayable
- P8 identify and report other suspected areas of non-compliance
- P9 invoke sanctions appropriate to the degree and nature of non-compliance
- P10 make effective use of the organisation's powers and meet the requirements of the timescale
- P11 maintain the requirements of confidentiality, Freedom of Information (FOI), Data Protection and Human Rights Act (HRA)
- P12 monitor the progress of the intervention and update the plan and re-allocate resources in response to changing circumstances
- P13 refer matters beyond your level of authority to the right person
- P14 record on appropriate databases the nature and outcomes of the intervention according to procedures
- P15 report and quantify the outcome of the intervention substantiating your conclusions and recommendations from the evidence obtained
- P16 give appropriate advice to the customer that is consistent with your findings

## SFJODPS6.5.9

### Implement intervention in corporate cases

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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 relevant legislation, policies and codes of practice
- K5 the limits of your authority and powers
- K6 when to refer issues beyond your authority or competence
- K7 restrictions that apply to the dissemination and disclosure of information
- K8 the strengths and specialisms of your team and colleagues
- K9 how to quantify the amounts due or repayable
- K10 how to validate information
- K11 information-sharing protocols
- K12 interviewing techniques
- K13 negotiation techniques
- K14 how to interpret and analyse financial and non-financial information
- K15 any constraints of the timescales

## SFJODPS6.5.9

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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. working: individually; in a team
2. non-compliance relating to: ignorance/negligence; error; avoidance/fraud

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<b>Relevant occupations</b>	Public Services; Public Service Professionals; Government and Related Organisations
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<b>Suite</b>	Operational Delivery - Public Services
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<b>Key words</b>	establish level of culpability, quantify amount due or repayable, invoke proportionate sanctions, report and record, operational delivery
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