

## SFJODPS6.5.15

### Conduct the levy



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#### Overview

This unit 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:*

- 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 customer's identity and residence/premises
- P5 identify the goods to be levied
- P6 confirm ownership of the goods to be levied
- P7 explain the customer's rights
- P8 ensure the customer is aware of the steps to be taken following the levy
- P9 provide the customer with a point of contact to discuss the levy
- P10 conform with organisational standards of communication, conduct and customer service
- P11 identify moveable assets at risk of removal by the debtor to the detriment of your organisation and take appropriate action
- P12 optimize the timescale to realize moveable assets that is best suited to maximize its value
- P13 ensure the optimum cost-effectiveness of the asset realization
- P14 record your findings in accordance with organisational requirements
- P15 report continuing non-compliance within the timescale
- P16 maintain the requirements of confidentiality and Data Protection
- P17 meet the requirements of the timescale

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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 levy process
- K5 the legal requirements in relation to the levy process and the limits of your authority
- K6 the appropriate legal authority relating to enforcement
- K7 the resources available for the visit and any constraints attached to them
- K8 interviewing techniques
- K9 the information and format needed for the report
- K10 the requirements of (e.g. proprieties HRA and Data Protection)
- K11 the requirements of your organisation's Customer Charter
- K12 the importance of educating the customer
- K13 your options/circumstances in which to withdraw from the levy
- K14 customer payment procedures
- K15 the procedures of any third parties (e.g. auctioneers)

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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. Resources: where you are solely responsible; in collaboration with others
2. Customer behaviour: cooperative; uncooperative
3. Decisions: to enforce the levy; withdrawal of levy action

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