

SFJPS6.4.10

Inform the customer of the debt/entitlement



Overview

This unit is for individuals working in public service. It is designed to make sure that the individuals are able to convey to the customer their debt liability or entitlement due. It is also designed to ensure that the individuals know and understand the processes and methods related to informing customers and that work within the limits of their authority.

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Performance criteria

<i>You must be able to:</i>	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	communicate factually correct information unambiguously to all customers
	P5	confirm the correct identity of the customer
	P6	use communication methods and conventions in accordance with organisational procedures
	P7	adhere to the requirements of the timescale
	P8	complete the records accurately and legibly to the agreed standards
	P9	store records securely

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Knowledge and understanding

You need to know and understand:

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| K1 | the requirements of organisational procedures |
| K2 | when and how to issue penalty/suspension notices or sanctions |
| K3 | the limits of your authority |
| K4 | how to operate information systems (paper and electronic) |
| K5 | the requirements of information storage and security |
| K6 | when it is appropriate to explain the basis for the decision |

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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 Customers: internal; external
- 2 Communication: verbally; in writing

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