

## SFJPS6.4.9

### Calculate correct amount liable/payable



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#### Overview

This unit is for individuals working in public service. It is designed to make sure that the individuals are able to confirm the accuracy of the information and use it to calculate the correct amount owing or due to the other party. It is also designed to ensure that the individuals know and understand the conditions and processes to issue notices/sanctions and the limits of their authority.

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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 that you have all the information needed to make the calculation in accordance with your organisation's information requirements
- P5 confirm the accuracy of your calculation
- P6 refer cases beyond your authority or competence to the appropriate person
- P7 complete the records accurately and legibly to the agreed standards
- P8 store records securely
- P9 obtain confirmation of the accuracy of your decision from the appropriate authority

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#### Knowledge and understanding

*You need to know and understand:*

- 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

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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 Information: complete; incomplete
- 2 Records: paper; electronic

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<b>Relevant occupations</b>	Public Services; Public Service Professionals
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<b>Suite</b>	Public Services revised
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<b>Key words</b>	amount liable / payable, penalty / suspension notice, sanctions, record accurately, operational delivery
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