

SFJPS6.5.13

Identify and assess assets owned by customers



Overview

This unit is for individuals working in public service. It is designed to make sure that individuals are able to identify and assess the assets owned by the customers they visit in accordance with organisational guidelines. It is also designed to ensure that individuals know and understand the purpose and procedures relating to asset assessment and techniques to carry out interviews and record information from customers.

SFJPS6.5.13

Identify and assess assets owned by customers

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 potential moveable goods to be assessed
- P6 identify the ownership of goods to be assessed
- P7 ensure your visit makes optimum use of the time and resources available
- P8 respond to changing circumstances within the limits of your authority
- P9 refer cases beyond your authority or competence to the appropriate person
- P10 inform the customer of the consequences of the next actions
- P11 conform with organisational standards of communication, conduct and customer service
- P12 record your findings in accordance with organisational procedures
- P13 maintain the requirements of confidentiality

SFJPS6.5.13

Identify and assess assets owned by customers

Knowledge and understanding

You need to know and understand:

- | | |
|-----|--|
| K1 | the requirements of organisational procedures |
| K2 | the criteria for asset assessment and exclusions |
| K3 | the grievance procedure and your organisation's diversity policy |
| K4 | your aims and objectives |
| K5 | the limits of your authority |
| K6 | the resources available for the visit and any constraints attached to them |
| K7 | interviewing techniques |
| K8 | the information and format needed for the report |
| K9 | the requirements of your organisation's Customer Charter |
| K10 | the importance of maintaining confidentiality |

SFJPS6.5.13

Identify and assess assets owned by customers

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: time; colleagues
2. Customer behaviour: cooperative; uncooperative

SFJPS6.5.13

Identify and assess assets owned by customers

| | |
|---------------------------------|---|
| Developed by | Skills for Justice |
| Version number | 1 |
| Date approved | February 2009 |
| Indicative review date | February 2011 |
| Validity | Current |
| Status | Original |
| Originating organisation | Government Skills |
| Original URN | N6.5.13 |
| Relevant occupations | Public Services; Public Service Professionals |
| Suite | Public Services revised |
| Key words | assess, assets, moveable goods, interviewing techniques, operational delivery |