

## SFJPS6.5.14

### Contribute to monitoring the levy process



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#### Overview

This unit is for individuals working in public service. It is designed to make sure that individuals are able to carry out their part in monitoring the levy process effectively and, where required, report findings to appropriate colleagues. It is also designed to ensure that individuals understand the levy process and the role of colleagues/individuals carrying out functions relating to the process.

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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 | ensure the accuracy of levy information                                  |
| P5 | record your findings in accordance with organisational requirements      |
| P6 | report continuing non-compliance to debt collectors within the timescale |
| P7 | meet the requirements of the timescale                                   |

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#### Knowledge and understanding

*You need to know and understand:*

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|----|---------------------------------------------------------|
| K1 | the requirements of organisational procedures           |
| K2 | the levy process                                        |
| K3 | the limits of your authority                            |
| K4 | the appropriate legal authority relating to enforcement |
| K5 | the information and format needed for the report        |
| K6 | who might be affected and why and how to contact them   |
| K7 | the role, responsibilities and performance of bailiffs  |

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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. Settlement: where settlement is made within the timescale; where debt collection is enforced

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<b>Developed by</b>	Skills for Justice
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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>	levy process, debt collector/collection, non-compliance, bailiffs, enforcement, legal authority, operational delivery
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