

SFJPS6.8.1

Enforce or settle 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 carry out tasks effectively to enforce or settle public service debt or entitlement as applicable. It is also designed to ensure that individuals know and understand the procedures and techniques to effect enforcement or settlement of debt/entitlement and are aware of legislation relating to their area of work.

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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 decision in accordance with your organisation's information requirements
- P5 base your decision as to whether to enforce or settle the debt/entitlement on an analysis of accurate information
- P6 refer cases beyond your authority or competence to the appropriate person

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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 limits of your authority |
| K3 | the appropriate legal authority relating to enforcement |
| K4 | the best method of enforcement in different circumstances |

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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. Records: paper; electronic
2. Settlement: by request; referral for legal action

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| Developed by | Skills for Justice |
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| Relevant occupations | Public Services; Public Service Professionals |
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