

SFJPS6.9.4

Invoke sanctions against customer non-compliance



Overview

This unit is for individuals working in public service. It is designed to make sure that the individuals are able to refer to relevant evidence to confirm cases of non-compliance and invoke sanctions against these customers. It is also designed to ensure that individuals know and understand the procedure and criteria for reporting these cases to appropriate colleagues.

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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 substantiate and quantify your suspicion of non- compliance with factual evidence
- P5 establish whether the customer reported the non- compliance
- P6 report continuing non-compliant cases to the fraud team within the agreed timescales
- P7 report to relevant parties information that might affect the case
- P8 keep complete and accurate records of the case
- P9 maintain the requirements of confidentiality

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Knowledge and understanding

You need to know and understand:

- K1 the requirements of organisational procedures
- K2 the criteria for referral to the fraud team
- K3 how to interpret the acceptability of evidence and validate it
- K4 the limits of your authority
- K5 the importance of keeping accurate and complete records
- K6 the importance of maintaining confidentiality

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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. Non-compliance: customer-reported; third party referral
2. Action: referral to fraud; suspension of payment

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