

Qualification Specification

QNUK Level 2 Award in Taking Control of Goods (RQF)

603/7225/4

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1. Introduction

Qualifications Network Limited (QNUK) is an Awarding Organisation recognised and regulated by the Office of Qualifications and Examinations (Ofqual) in England, the Council for Curriculum, Examinations and Assessment (CCEA) in Northern Ireland and Qualifications Wales.

This specification outlines key information required by users of the qualification to ensure they can make an informed decision about the suitability of the qualification they are taking or proposing to take for the purposes that they intend to use it.

2. Contact Us

Please get in touch if you need any advice or guidance with this qualification.

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3. Version Number

Centres should make sure they are using the most up to date document by checking the footer which will confirm the current version number.

Document owner	Qualifications Manager
Date last updated	15/02/2021
Next review	01/03/2022
Status	Approved
Version	1.3
Document control number	QS L2TCG

4. Qualification Objective

This qualification has been developed for individuals working or wishing to work as an Enforcement Agent involved in Taking Control of Goods. This qualification provides the knowledge and understanding required to satisfy the certification requirements of the role. This qualification will prepare learners for employment and support a role in the workplace.

5. Sector Support and Industry Recognition

This qualification has been developed in conjunction with IES Training Ltd, a UK market-leading Enforcement Agent training specialist, and meets the requirements of Part 84 - Section IV Proceedings in relation to Certificates under Section 64 of the 2007 Tribunals Courts and Enforcement Act

6. Geographical Coverage of this Qualification

This qualification is available in England and Wales.

7. Benefit for Learners

This qualification provides the necessary underpinning knowledge to support a learner wishing to enter the Enforcement Industry as an Enforcement Agent. Learners will develop knowledge of the role and the law relating to Enforcement Agents, how to take control of goods safely and process them for sale. Learners will develop customer care skills and understand that vulnerable people need support and care throughout the process of taking control of goods. Achieving this qualification will enable learners to apply for the appropriate Certification to operate as an Enforcement Agent.

8. Progression

Learners could progress to:

- Employment as an Enforcement Agent
- Level 3 Taking Control of Goods

9. Recognition of Prior Learning

QNUK are unable to accept requests for recognition of prior learning (RPL) for this qualification.

10. Qualification Information

Qualification Number (QN)	603/7225/4
Learning Aim	60372254
Total Qualification Time (TQT)	76
Guided Learning Hours (GLH)	31
Credit value	8
Level	2
Validity	Lifetime
Assessment	Invigilated MCQ papers
Achieving the qualification	Learners must achieve the 2 mandatory units

11. Qualification Structure

Unit No.	Unit Title	Level	GLH	TUT	Credit
Mandatory units					
K/618/6632	Understand Taking Control of Goods	2	20	60	6
F/618/5731	Managing Conflict in the Workplace when Dealing with Customers, Service Users or the Public	2	11	16	2

The learning outcomes for the qualification may be found in Appendix 1. The Assessment Guidance details the assessment criteria which are used to determine if a learner has met the requirements of the learning outcomes. Further depth of coverage is also provided in the Assessment Guidance.

12. Learner Entry Requirements

There are no specific recommended prior learning requirements for this qualification. Entry is at the discretion of the centre; however, this qualification is aimed at learners aged 18 years and over who are able to undertake the responsibilities of an Enforcement Agent.

Due to the nature of the role of an Enforcement Agent, in the course of their work learners will be required to deal with Debtors and may need to communicate to resolve conflict situations or make calls to the emergency services. It is therefore essential that Enforcement Agents are able to communicate effectively.

It is the centre's responsibility to ensure that each learner is sufficiently competent in the use of the English language. All assessments must be conducted in English. Centres must ensure that learners have sufficient language skills before putting the learners forward for assessment.

As a guide, learners should as a minimum have language skills equivalent to the following:

- a B1 level qualification on the Home Office's list of recognised English tests and qualifications
- an ESOL qualification at (Level 1) on the Ofqual register taken in England, Wales or Northern Ireland
- an ESOL qualification at Scottish Credit and Qualifications Framework level 5 awarded by the Scottish Qualifications Authority (SQA) and taken in Scotland
- Functional Skills Level 1 in English
- SQA Core Skills in Communication at Scottish Credit and Qualifications Framework level 5

There are no other pre-requisites for this qualification. However, learners should be able to work at level 2 and above.

13. Delivery

This qualification is delivered in a face-to-face setting over a 6-day period. Learners should complete the qualification within 20 weeks from the date of registration with QNUK.

13.1. Venue Requirements

The training venue should be suitable for learning and meet all relevant Health and Safety requirements.

13.2. Blended Learning

Blended learning is acceptable for this qualification provided suitable controls are in place to ensure learners complete all elements.

13.3. Trainer to Learner Ratio

The maximum Trainer to learner ratio for this qualification is 1:12

14. Centre Personnel Requirements

This qualification is delivered by suitably qualified trainers.

All those who deliver and assess this qualification must:

1. Minimum 10 years working as an Enforcement Agent, High Court Bailiff or Sheriff;
2. Hold, or working towards, a Level 3 Deliverers of Conflict Management Training (QCF/RQF);
3. Hold a recognised teaching qualification as outlined in our centre resource manual;
4. Show current evidence of continuing professional development in teaching, assessment and the subject matter.

Internal Quality Assurance Requirements

Each centre must have access to a suitably qualified IQA. The IQA cannot verify the delivery or assessment of individual learners or cohorts of learners where the IQA has been involved in the delivery or assessment of the qualification for those learners.

All those who are involved with the quality assurance of these qualifications **internally** must:

1. have up-to-date working knowledge and experience of best practice in assessment and quality assurance;
2. meet the delivery staff requirements for this qualification;
3. hold, or be working towards a recognised qualification related to the Internal Quality Assurance of Assessment;
4. show current evidence of continuing professional development in assessment, quality assurance and the subject matter.

Please note whilst centre personnel may be approved for both roles, those assigned the role of Trainer/Internal Verifier are not permitted to operate in both these roles for any learner.

15. Assessment Requirements

Learners are assessed for this qualification through:

15.1. Multiple-Choice Question Papers

Learners will take two MCQ papers, one per unit. The MCQ papers will be taken under examination conditions, i.e., learners will sit a minimum of 1.25 metres apart, will not confer during the examination and no electronic devices (such as mobile phones) or books, including dictionaries, will be permitted.

Unit 1: Understand Taking Control of Goods

Language of assessment	English
Duration	70 minutes
Pass mark	70% (32/45)
Grading	Pass/Fail

Unit 2: Conflict Management for Enforcement Agents

Language of assessment	English
Duration	45 minutes
Pass mark	70% (21/30)
Grading	Pass/Fail

Example MCQs are included at Appendix 3.

16. Moderation

The level of external moderation required for this qualification will be risk based and in line with the Centre Assessment Standards Scrutiny Strategy applicable to this qualification.

QNUK EQA Department will advise the centre of the required levels of moderation/verification to anticipate for this qualification upon centre approval for delivery.

17. Reasonable Adjustments

Learners are required to complete the assessments in a manner appropriate to the purpose of the qualification.

The prescribed assessment methods for this qualification should not unfairly disadvantage learners who would otherwise be able to demonstrate competence in line with the purpose of the qualification. Learners should contact their centre to discuss reasonable adjustment if they feel the prescribed assessment methods would disadvantage them.

18. Results

The centre is required to submit learner results within 10 working days of assessment to Qualifications Network UK for moderation. We will issue verified results and appropriate certification to the approved centre within 7 working days of receiving the results. Centres will forward results and/or certificates to learners, who can expect to receive them within 20 working days of taking the assessment. If learners have not received results and/or certificates within 25 working days, they should contact the centre in the first instance.

Appendix 1: Units

Unit 1 Understand Taking Control of Goods (K/618/6632)

Unit Summary

This unit develops knowledge of the role of the Enforcement Agent and the law relating to their role. When, how and why goods are taken, how to take them safely and process them for sale is covered within this unit. Learners will understand the importance of customer care and how to recognise if a debtor needs support as a vulnerable person.

1. The learner will: Understand the role of Enforcement Agents		
Assessment Guidance The learner must:		Types of Evidence
1.1	Define the term 'Enforcement Agent'	MCQ
1.2	Outline the structure of the enforcement industry	MCQ
1.3	State the role of the enforcement industry	MCQ
1.4	Identify the role and duties of Enforcement Agents	MCQ
1.5	Identify the legal requirements of an Enforcement Agent	MCQ
1.6	Identify common terminology used in the enforcement industry	MCQ

2. The learner will: Understand the law relating to Enforcement Agents		
Assessment Guidance The learner must:		Types of Evidence
2.1	List the legislation relevant to the Enforcement Industry	MCQ
2.2	Identify the powers and duties conferred by legislation	MCQ
2.3	Outline the Human Rights legislation that may affect their duties	MCQ
2.4	Outline the Data Protection legislation in connection with their duties	MCQ
2.5	State the possible consequences of non-compliance with the legislation	MCQ
2.6	Identify knowledge, skills and experience required to be an Enforcement Agent	MCQ

3. The learner will: Understand how to take control of goods		
Assessment Guidance The learner must:		Types of Evidence
3.1	Identify which goods are exempt	MCQ
3.2	State an Enforcement Agent's rights of entry	MCQ
3.3	Outline the process for Third Party and exemption claims	MCQ
3.4	State the process of taking control of goods within the legislation and regulations	MCQ

4. The learner will: Understand the removal and 'sale of goods' process		
Assessment Guidance The learner must:		Types of Evidence
4.1	Identify the process to follow when removing goods	MCQ

4.2	State the 'sale of goods' process	MCQ
4.3	Identify the implications of the sale of goods process on those involved	MCQ

5. The learner will: Understand Customer Care and National Standards		
Assessment Guidance The learner must		Types of Evidence
5.1	Identify how an Enforcement Agent can give good customer care within the bounds of the National Standards	MCQ
5.2	State how to deal with vulnerable people within the enforcement process	MCQ
5.3	Outline how to handle complaints within the bounds of the National Standards	MCQ
5.4	Outline the "Taking Control of Goods - National Standards"	MCQ

What needs to be learnt?	
1.1	Recognised definitions should be covered
1.2	History and structure of the enforcement industry
1.3	Purpose of the industry Different types of Enforcement Agents and the work they are authorised to do, including enforcing civil judgements, writs and warrants; role of Police in the enforcement process
1.4	Debt collection for a variety of organisations and companies Purpose of a Schedule 12 Procedure to take control of goods Evictions, arrests Fees and stages – Compliance, Enforcement, and Sale or Disposal
1.5	The relevant legislation and regulations including Tribunals, Courts and Enforcement Act 2007
1.6	Common terminology should include: <ul style="list-style-type: none"> • Certificated Enforcement Agent • Notice of Enforcement • Warrants and Writs of Control • Taking Control of Goods • Controlled Goods Agreements • Statutory Notice Period/ Clear Day Rule • Customer • Debt • Judge • Magistrate • Liability Order • Enforcement Agency
2.1	Tribunals Courts and Enforcement Act 2007 The Taking Control of Goods Regulations 2013 The Taking Control of Goods (Fees) Regulations 2014 Human Rights Act (1988) Health and Safety at Work Act (1974) Equality Act (2010) Replace with Data Protection Act 2018
2.2	Schedule 12 Procedure to Take Control of Goods Use of Reasonable Force

	Taking control of goods on a highway Use of warrants and notices
2.3	Relevant sections including Article 8 – Article 8 (1) & (2)
2.4	Data Protection Act 2018 (Relevant Data Protection legislation post Brexit)
2.5	Section 63 Schedule 12 paragraph 66
2.6	Legal requirement for the role Skills, experience, qualifications required Continuous Professional Development (CPD) necessary to keep up to date with requirements of the role
3.1	Goods belonging to Debtor Enforcement Agent may only remove goods that do not come under the protection of the law – exempt goods
3.2	What Enforcement Agent may do and may not do regarding entry rights Other circumstances where an Enforcement Agent may gain entry Warrant of reasonable force
3.3	Who could claim Third party claims? How to handle Third Party claims How to handle Exemption Claims Information to be included in the claim Use of an Inventory form
3.4	Three stages: warrant issued; notice of enforcement; taking control of goods Rules for taking control of goods When an Enforcement Agent may not take control of goods – days and times for taking control of goods Securing goods – use of Controlled Goods Agreement, securing goods on premises, securing goods on the highway, handling hazardous materials, livestock, perishable goods or materials, remove and store elsewhere Importance of completing forms/documentation legibly
4.1	When removal happens Process for removal of goods
4.2	Notice of Sale and Valuation and what it must include Minimum period before a Sale Duty of Care of goods Other methods of sale of goods Responsibilities when selling goods
4.3	Selling goods at best possible price Information provided to debtor relating to sale of their goods Abandonment of goods, Abandonment Notice
5.1	Who the customers are of the Enforcement Agent What constitutes good customer care; what the debtor needs National Standards for Enforcement Agents: Professionalism and Conduct – behaviour standards expected of Enforcement Agents Complaints and Discipline – written complaints policy, including timescales for actions Information and Confidentiality – information should not be shared with third parties Time and Hours – per regulations, religious festivals and holidays should be considered Vulnerable Situations – how to recognise those who may be vulnerable, how to deal with vulnerable people
5.2	Enforcement Agents should ensure that vulnerable/socially excluded are protected Follow procedures agreed between Agent and creditor on how to deal with vulnerable/socially excluded individuals related to the claim Use of discretion

	Report circumstances if there is cause for concern
5.3	Duty of Enforcement Agent under National Standards in dealing with complaints Duty of care Following agreed complaints procedure within set timescales

Rationale for level			
	Level	Emphasis	Comments
Knowledge	2	Strong	
Skills	N/A	N/A	
Overall	2		

Rationale for TUT and credit			
	Hours	Comments	
Guided learning	20	Based on average learner, with the required level of English language, who has no prior knowledge or experience of the law or powers of an Enforcement Agent.	
Directed study	30	Learners will be required to understand legislation and legal requirements relating to Enforcement Agents. They will use centre provided learning materials to develop their knowledge and understanding of these topics.	
Independent study	10	Learners are expected to complete independent study to support their knowledge and understanding of the role of an Enforcement Agent.	
Work-based learning	N/A		
Non invigilated assessment	N/A		
TUT:	60	Credit:	6

Unit 2 Managing Conflict in the Workplace when Dealing with Customers, Service Users or the Public (F/618/5731)

Unit Summary

The unit will give learners the knowledge of how to recognise why individuals may become aggressive and how, to manage this.

1. The learner will: Know how communication can be used to solve problems and reduce the likelihood of conflict		
Assessment Guidance		Types of Evidence
1.1	State the importance of positive communication as a way of reducing the likelihood of conflict	MCQ
1.2	Identify how managing customer expectations can reduce the likelihood of conflict	MCQ
1.3	Identify the differences between assertiveness and aggression	MCQ
1.4	State the importance of viewing a situation from the customer's perspective	MCQ
1.5	Identify strategies that can be used to solve problems	MCQ

2. The learner will: Know the factors that influence human responses in conflict situations		
Assessment Guidance		Types of Evidence
2.1	Identify human responses to emotional or threatening situations	MCQ
2.2	Identify factors that can trigger an angry response in others	MCQ
2.3	Identify factors that can inhibit an angry response in others	MCQ

3. The learner will: Know how to assess and reduce risks in conflict situations		
Assessment Guidance		Types of Evidence
3.1	Identify the stages of escalation in conflict situations	MCQ
3.2	State how to apply dynamic risk assessment to a conflict situation	MCQ
3.3	State the importance of following employer policies and guidance in conflict situations	MCQ
3.4	Identify measures that can reduce risks for people who may be involved in conflict situations	MCQ

4. The learner will: Know how to communicate effectively and de-escalate conflict in emotive situations		
Assessment Guidance		Types of Evidence
4.1	Identify how to use non-verbal communication in emotive situations	MCQ
4.2	Identify how to overcome communication barriers in emotive situations	MCQ
4.3	Identify ways of defusing emotive conflict situations	MCQ
4.4	Identify how to work with colleagues to de-escalate conflict situations	MCQ

4.5	State the importance of providing exit routes and space when dealing with an angry person	MCQ
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5. The learner will: Know good practice to follow after conflict situations		
Assessment Guidance		Types of Evidence
5.1	State the importance of accessing help and support following an incident	MCQ
5.2	Identify the benefits of reflecting on and learning from conflict situations	MCQ
5.3	Identify the benefits of sharing good practice and contributing to solutions to recurring problems	MCQ

Rationale for level			
	Level	Emphasis	Comments
Knowledge	2	Strong	
Skills	N/A	N/A	
Overall	2		

Rationale for TUT and credit			
	Hours	Comments	
Guided learning	7		
Directed study	4		
Independent study	5		
Non invigilated assessment	N/A		
TQT:	16	Credit:	2

What needs to be learnt?	
Unit 1 Managing Conflict in the Workplace when Dealing with Customers, Service Users or the Public	
1.1	The importance of positive communication as a way of reducing the likelihood of conflict to include the importance of active listening, maintaining eye contact, non-aggressive body language, appropriate environment, and jargon free language.
1.2	How managing customer expectations can reduce the likelihood of conflict through positive communication, identifying and managing unrealistic expectations, outlining procedures and boundaries.
1.3	The differences between assertiveness and aggression including the individual's manner and behaviours. For example, calm approach, self-controlled and confident as opposed to hostile, rude, negative, and threatening.
1.4	The importance of viewing a situation from the customer's perspective including understanding what empathy and rapport are and how to use empathy and develop rapport.

1.5	Strategies that can be used to solve problems including finding common ground through effective questioning, the importance of finding alternatives and incentives and the importance of a win-win situation.
2.1	Human responses to emotional or threatening situations including the response of fight, flight or freeze. Also, how the brain needs a balance of emotional and rational response and how negative responses are triggered and how they can be inhibited.
2.2	Factors that can trigger an angry response in others this includes common triggers such as pain, embarrassment, fear, and rejection and how this can be exacerbated by the influence of drugs, alcohol and poor mental health.
2.3	Factors that can inhibit an angry response in others which include cultural and personal values and beliefs, self-control and the fear of consequences.
3.1	The stages of escalation in conflict situations including frustration, anger, aggression, and violence.
3.2	How to apply dynamic risk assessment to a conflict situation which includes the stages of assessing the threat, evaluating options available, responding with the most appropriate action and monitoring the situation for changes.
3.3	The importance of following employer policies and guidance in conflict situations which includes compliance with health and safety legislation and the principle of reducing the risk of litigation, protecting the company's reputation and the risk of causing harm to self and others. Also using documentation as a source of information and guidance.
3.4	Measures that can reduce risks for people who may be involved in conflict situations, which include appropriate training, Personal Protective Equipment, use of CCTV, and positive communication.
4.1	How to use non-verbal communication in emotive situations to include the use of appropriate non-aggressive body language including allowing personal space, open hand gestures.
4.2	How to overcome communication barriers in emotive situations where barriers include physical barriers such as a noisy environment, linguistic problems, and attitudinal barriers.
4.3	Ways of defusing emotive conflict situations which include the use of empathy, active listening, building trust and rapport and maintaining self-control.
4.4	How to work with colleagues to de-escalate conflict situations including the use of dynamic risk assessment, ensuring correct positioning, and changing control with colleagues.
4.5	The importance of providing exit routes and space when dealing with an angry person with reference to ensuring personal space is maintained and exit routes are available for both parties.
5.1	The importance of accessing help and support following an incident. Help may include emotional support to reduce the risk of PTSD.
5.2	The benefits of reflecting on and learning from conflict situations which include learning lessons from what went well and what did not. Identifying additional training needs or other controls and sharing good practice.
5.3	The benefits of sharing good practice and contributing to solutions to recurring problems which include improving work environments and customer/service user experience which in turn reduces stress and improves morale.

Appendix 2: Command Verbs

To ensure that learners can meet the requirements of each criterion, they should be explained to the learner prior to assessment and fully understood by the Assessor for this qualification.	
Define	Give the precise meaning; examine the different possible or often used definitions
Identify	Provide brief information about a subject, specific process or activity
List	Series of names or other items written in a meaningful grouping or sequence to create a record
Outline	Give a short description of the main points; give the main features or general principles; emphasise the structure, leaving out minor details
State	Present in a brief, clear form

Appendix 3: Specimen Assessment Material

1 Which of the following is authorised by the MOJ to execute writs of control?

- A** County Court Bailiff
- B** Certificated Enforcement Agent
- C** High Court Enforcement Officer
- D** Officer of HMRC

2 What does the term 'customer' change to post TCE implementation?

- A** Charge payer
- B** Debtor
- C** Defaulter
- D** Creditor

3 An Enforcement Agent cannot enter a property by:

- A** opening a closed door
- B** walking through a loading bay
- C** stepping over a small fence when the outside gate is locked
- D** using the stairs to gain access to an open fire door

Appendix 4: Learner Achievement

Follow an approved programme of study the learner was assessed against the following learning outcomes to achieve the QNUK Level 2 Award in Taking Control of Goods (RQF).

Unit 1 Understand Taking Control of Goods (K/618/6632)

- Learning outcome 1: Understand the role of Enforcement Agents
- Learning outcome 2: Understand the law relating to Enforcement Agents
- Learning outcome 3: Understand how to take control of goods
- Learning outcome 4: Understand the removal and 'sale of goods' process
- Learning outcome 5: Understand Customer Care and National Standards

Unit 2 Managing Conflict in the Workplace when Dealing with Customers, Service Users or the Public (F/618/5731)

- Learning outcome 1: Know how communication can be used to solve problems and reduce the likelihood of conflict
- Learning outcome 2: Know the factors that influence human responses in conflict situations
- Learning outcome 3: Know how to assess and reduce risks in conflict situations
- Learning outcome 4: Know how to communicate effectively and de-escalate conflict in emotive situations
- Learning outcome 5: Know good practice to follow after conflict situations