



## **IRRv Level 3 Diploma**

**in**

**Local Taxation, Benefits and Advice (RQF)**

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# IRRV Level 3 Diploma in Local Taxation, Benefits and Advice (RQF)

## Important notes for Centres and Learners

This guide gives details of the units that make up the IRRV Level 3 Diploma in Local Taxation, Benefits and Advice (RQF) (hereafter referred to as the Qualification).

There are four pathways to achieving the Qualification and learners need to only follow one pathway. The pathway a learner chooses will depend on which area of work they want to demonstrate competence in. The four pathways are Benefits, Local Taxation, Advice and Generic. The guide shows the combination of units for each pathway.

The Qualification Scheme Guidance is contained in this guide. It is important that Centres and Learners ensure the evidence provided, and the assessment of the units, meet the requirements as laid out in the Qualification Scheme Guidance.

This guide is version controlled. Centres and Learners should ensure they always use the latest version.

Also contained in this guide is information on the transfer of units from the IRRV Level 3 Diploma in Local Taxation and Benefits (RQF) where Learners have started that course but wish to transfer to the IRRV Level 3 Diploma in Local Taxation, Benefits and Advice (RQF) qualification.

To assist Centres and Learners, many parts of this guide have been written as a Guide to Learners rather than being addressed to Centres.

The language of all assessments is English.

A large print version can be made available on request.

To navigate around the document, turn on the bookmark



### Note to Centres

Existing candidates can undertake the Universal Credit Unit as an option if they choose to do so and they haven't completed the relevant group of the pathway

Existing candidates are unaffected but can use the updated unit requirements where appropriate and if agreed with their assessor.

Existing candidates can undertake the Universal Credit Unit as an option if they choose to do so and they have not completed the relevant module of the pathway.

## Unit and Qualification Table

The units contained in the qualification are shown below along with the official Unit Reference Number, Credit Value and Total qualification time.

Title	Unit No	Credit Value	Total Qualification Time
Unit 1 Work effectively in the administration of Local Taxation or Benefits	F/504/6270	5	50
Unit 2 Maintain records of properties for Local Taxation	K/502/9592	4	40
Unit 3 Establish individual liabilities	M/502/9593	4	40
Unit 4 Monitor and update amounts due including updating reductions	T/502/9594	3	30
Unit 5 Implement billing and collection procedures	L/504/6272	4	40
Unit 6 Monitor payment arrangements	R/504/6273	3	30
Unit 7 Implement enforcement and recovery procedures	J/504/6271	4	40
Unit 8 Evaluate benefit claims	L/502/9598	4	40
Unit 9 Calculate and pay benefits	F/502/9601	3	40
Unit 10 Update claims when notified of a relevant change	J/502/9602	3	30
Unit 11 Apply controls to claims to minimise overpayments	M/502/9626	3	20
Unit 12 Take appropriate action to calculate and recover overpayments	A/502/9628	3	30
Unit 13 Process appeals against authority decisions	F/502/9629	3	30
Unit 14 Understand the law relating to appeals against authority decisions	A/502/9631	3	30
Unit 15 Understand the law relating to local taxation valuation and billing	F/502/9632	6	60
Unit 16 Understand the law relating to local taxation, enforcement and recovery	J/502/9633	4	40
Unit 17 Understand the general principles of housing benefit	Y/504/6274	5	50
Unit 18 Understand the law relating to routine housing benefit cases	D/504/6146	6	60
Unit 19 Understand the law relating to non-routine Housing Benefit cases	D/504/6275	4	50
Unit 20 Understand the general principles of Local Taxation	J/502/9664	5	50
Unit 21 Understand the administration of Local Taxation and Benefit services	H/504/6276	6	60
Unit 22 Understand the law and principles of detecting fraud	F/502/9677	6	60
Unit 23 Understand the Law relating to Universal Credit	A/508/1244	6	60
Unit 24 - currently not in use, reserved for future additional content.			
Unit 25 Understand the law relating to Local Council Tax Support	L/504/6305	5	50
Unit 26 Provide information on welfare benefits to customers	F/504/6303	6	90

## The Qualification and its Pathways

The IRRV Level 3 Diploma in Local Taxation, Benefits and Advice (RQF) is a Level 3 Diploma.

The level of a qualification indicates its difficulty. The levels range from Entry Level to Level 8. As a comparison, a GCSE grade A to C is about a Level 2 qualification, an A level is Level 3. The levels are based on the standards of knowledge, skill and competence needed for each qualification<sup>1</sup>. The word Diploma denotes the type of qualification. Diplomas are made up of 37 credits or more.

Each unit within the qualification has a Credit Value. To achieve the qualification you must achieve a minimum of 45 Credits. By following a pathway and completing the required number of units from each group within that pathway you will achieve the 45 credits.

The credit value gives an indication of how long it will normally take you to prepare for a unit or qualification. One credit will usually take you 10 hours of learning

To achieve the qualification, you must complete one of four pathways.

The pathways are

- Local Taxation Pathway
- Benefits Pathway
- Generic Pathway
- Advice Pathway

In each pathway there is at least 1 mandatory group of units where all units in that group must be completed. There are then additional groups where you are either offered a choice of units or another mandatory unit.

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<sup>1</sup> Source:- <http://www.ofqual.gov.uk/qualifications-and-assessments/qualification-frameworks/>

## Level 3 RQF Local Taxation Pathway

There are four groups within the Local Taxation Pathway. If you choose the Local Taxation Pathway you must complete:-

1. All nine units in Group LTM;
2. One unit in Group LTM1;
3. One unit in Group LTM2; and
4. One unit in Group LTM3.

## Level 3 RQF Benefits Pathway

There are four groups within the Benefits Pathway.

If you choose the Benefits Pathway you must complete:-

1. All nine units in Group HBM;
2. One unit in Group HBM1;
3. One unit in Group HBM2; and
4. One unit in Group HBM3.

## Level 3 RQF Generic Pathway

There are four groups within the Generic Pathway. If you choose the Generic Pathway you must complete:-

1. All four units in Group GNM;
2. One unit in Group GNM1;
3. One unit in Group GNM2; and
4. Six units in Group GNM3.

## Level 3 RQF Advice Pathway

There are two groups within the Advice Pathway. If you choose the Advice Pathway you must complete:-

1. All eight units in Group ADM; and
2. Two units in Group ADM1.

## Local Taxation Groups

**LTM (Local Taxation Mandatory Group)** - Complete all 9 units in this group.

Unit 1 Work effectively in the administration of Local Taxation or Benefits

Unit 3 Establish individual liabilities

Unit 4 Monitor and update amounts due including updating reductions

Unit 5 Implement billing and collection procedures

Unit 6 Monitor payment arrangements

Unit 15 Understand the law relating to local taxation valuation and billing

Unit 16 Understand the law relating to local taxation, enforcement and recovery

Unit 17 Understand the general principles of housing benefit

Unit 25 Understand the law relating to Local Council Tax Support

**LTM1 (Local Taxation Group 1)** - Complete 1 unit.

Unit 13 Process appeals against authority decisions

Unit 14 Understand the law relating to appeals against authority decisions

**LTM2 (Local Taxation Group 2)** - Complete 1 unit.

Unit 2 Maintain records of properties for Local Taxation

Unit 7 Implement enforcement and recovery procedures

**LTM3 (Local Taxation Group 3)** - Complete 1 unit.

Unit 21 Understand the administration of Local Taxation and Benefit services

Unit 22 Understand the law and principles of detecting fraud



## Benefits Groups

**HBM (Benefits Mandatory Group)** - Complete all 9 units in this group.

Unit 1 Work effectively in the administration of Local Taxation or Benefits

Unit 8 Evaluate benefit

Unit 9 Calculate and pay benefits

Unit 10 Update claims when notified of a relevant change

Unit 11 Apply controls to claims to minimise overpayments

Unit 12 Take appropriate action to calculate and recover overpayments

Unit 18 Understand the law relating to routine Housing Benefit cases

Unit 20 Understand the general principles of Local Taxation

Unit 25 Understand the law relating to Local Council Tax Support

**HBM1 (Benefits Group 1)** - Complete 1 unit.

Unit 19 Understand the law relating to non-routine Housing Benefit cases

Unit 23 Understand the law relating to Universal Credit

**HBM2 (Benefits Group 2)** - Complete 1 unit.

Unit 13 Process appeals against authority decisions

Unit 14 Understand the law relating to appeals against authority decisions

**HBM3 (Benefits Group 3)** - Complete 1 unit.

Unit 21 Understand the administration of Local Taxation and Benefit services

Unit 22 Understand the law and principles of detecting fraud

## Generic Groups

**GNM (Generic Mandatory Group)** - Complete all 4 units in this group.

Unit 1 Work effectively in the administration of Local Taxation or Benefits

Unit 15 Understand the law relating to local taxation valuation and billing

Unit 18 Understand the law relating to routine Housing Benefit cases

Unit 25 Understand the law relating to Local Council Tax Support

**GNM1 (Generic Group 1)** - Complete 1 unit.

Unit 13 Process appeals against authority decisions

Unit 14 Understand the law relating to appeals against authority decisions

**GNM2 (Generic Group 2)** - Complete 1 unit.

Unit 21 Understand the administration of Local Taxation and Benefit services

Unit 22 Understand the law and principles of detecting fraud

Unit 23 Understand the law relating to Universal Credit

**GNM3 (Generic Group 3)** - Complete 6 units.

Unit 3 Establish individual liabilities

Unit 4 Monitor and update amounts due including updating reductions

Unit 5 Implement billing and collection procedures

Unit 6 Monitor payment arrangements

Unit 7 Implement enforcement and recovery procedures

Unit 9 Calculate and pay benefits

Unit 10 Update claims when notified of a relevant change

Unit 11 Apply controls to claims to minimise overpayments

## Advice Groups

**ADM (Advice Mandatory Group)** - Complete all 8 units in this group.

Unit 1 Work effectively in the administration of Local Taxation or Benefits

Unit 14 Understand the law relating to appeals against authority decisions

Unit 15 Understand the law relating to local taxation valuation and billing

Unit 16 Understand the law relating to local taxation, enforcement and recovery

Unit 18 Understand the law relating to routine Housing Benefit cases

Unit 19 Understand the law relating to non-routine Housing Benefit cases

Unit 25 Understand the law relating to Local Council Tax Support

Unit 26 Provide information on welfare benefits to customers

**ADM1 (Advice Group 2)** - Complete 2 units.

Unit 21 Understand the administration of Local Taxation and Benefit services

Unit 22 Understand the law and principles of detecting fraud

Unit 23 Understand the law relating to Universal Credit

## UNIT 1

Title	Work effectively in the administration of Local Taxation or Benefits		
Level	3	F/504/6270	
Credit Value	5	Guided Learning Hours 29	Total Qualification Time 50 Hours
Learning Outcomes – the learner will		Assessment Criteria – the learner can	
1 Issue and receive forms for local taxation or benefits		1.1 Issue relevant forms to taxpayers or benefit claimants as required, in accordance with local operating procedures 1.2 Analyse and evaluate the forms and any evidence received for accuracy and completeness 1.3 Confirm that all forms and documents received are accurate and complete, and request missing information where appropriate	
2 Exchange information with other departments and external agencies		2.1 Liaise with other staff, departments, offices or agencies to obtain information required 2.2 Provide accurate information to other staff, departments, offices or agencies	
3 Use record-keeping systems for recording and retrieving data		3.1 Locate and retrieve information in the organisation's record-keeping systems as required to fulfil their role 3.2 Store files and documentation in accordance with organisational procedures and requirements 3.3 Process all information in accordance with the provisions of the relevant data protection legislation 3.4 Explain how Freedom of Information legislation affects your record-keeping	
4 Understand fraud implications		4.1 Explain how fraud could take place within the local taxation and benefit schemes 4.2 Explain how to report suspicions of fraud to the relevant person 4.3 Explain the effect fraud can have on your organisation	
5 Apply customer service principles		5.1 Identify and use opportunities to make the service provided personal to customers 5.2 Exceed customers' expectations	

## Unit 1 notes

The purpose of this unit is to assess your competence in the core skills you need to work in local taxation or benefits.

### Evidence Requirements

This unit must be assessed in relation to Local Taxation where the Local Taxation pathway is being followed. Evidence may relate to Council Tax only, Business Rates only or a combination of both.

It must be assessed in relation to Benefits where the Benefits pathway is being followed.

It may be assessed in relation to one or both of the two areas where the Generic pathway or Advice pathway is being followed.

### Suggestions for possible evidence

1.1 Issue relevant forms to taxpayers or benefit claimants as required, in accordance with local operating procedures	Forms sent by post or email Customers directed to forms on a website Any other local procedure
1.2 Analyse and evaluate the forms and any evidence received for accuracy and completeness	Details of what was analysed on forms How the forms were checked to confirm evidence provided was sufficient and correct
1.3 Confirm that all forms and documents received are accurate and complete, and request missing information where appropriate	The action that was taken where information or evidence was missing Letters, emails, records of telephone calls
2.1 Liaise with other staff, departments, offices or agencies to obtain information required	Contacts with relevant people to obtain information. Examples: <ul style="list-style-type: none"><li>- staff such as Customer Service officers or housing officers</li><li>- departments such as housing, Council Tax, benefits</li><li>- offices such as the Valuation Office</li><li>- agencies such as Jobcentre Plus or other DWP agencies</li></ul>
2.2 Provide accurate information to other staff, departments, offices or agencies	Could include emails, letters, forms, records of telephone calls.

3.1 Locate and retrieve information in the organisation's record-keeping systems as required to fulfil their role	Relevant information in the system and why it was needed.
3.2 Store files and documentation in accordance with organisational procedures and requirements	Need to show how documentation stored complies with organisational procedures and requirements.  Could be showing how work is completed in a document imaging system.
3.3 Process all information in accordance with the provisions of the relevant data protection legislation	Could include examples of: <ul style="list-style-type: none"> <li>- checking identity before providing information</li> <li>- checking that the address information is sent to is correct</li> <li>- another action taken to ensure data protection legislation is followed</li> </ul>
4.1 Explain how fraud could take place within the local taxation and benefit schemes	Should explain the types of fraud that could occur in <b>both</b> schemes.
4.2 Explain how to report suspicions of fraud to the relevant person	Should explain who the relevant person is and what the process for referral is.
4.3 Explain the effect fraud can have on your organisation	Should explain what the effect of someone committing fraud could be on the organisation
5.1 Identify and use opportunities to make the service provided personal to customers	Examples of how adapted actions meet the needs of a specific customer.
5.2 Exceed customers' expectations	Examples of how something done was beyond what a customer would normally expect.

## UNIT 2

Title	Maintain records of properties for local taxation		
Level	3	K/502/9592	
Credit Value	4	Guided Learning Hours 16	Total Qualification Time 40
Learning Outcomes – the learner will		Assessment Criteria – the learner can	
1 Create records of new properties accurately		1.1 Identify the correct address, configuration and use of all new properties 1.2 Establish completion dates for new properties where required 1.3 Add new properties onto the records system	
2 Amend records when properties change		2.1 Analyse and evaluate all information received from internal and external sources to identify changes to properties 2.2 Amend property records as required, based on information received	
3 Maintain effective relationships with other relevant offices		3.1 Liaise with the valuation office in England and Wales - and/or other offices, departments or agencies as required to maintain accuracy of information and resolve discrepancies 3.2 Arrange the inspection of new or altered properties if required	

## Unit 2 notes

The purpose of this unit is to assess your competence in maintaining property records. It is **not** about changes in liability.

### Evidence requirements

Evidence can be provided for Council Tax, Business Rates or both.

Learning Outcome 1 refers to the Valuation Office in England and Wales.

### Suggestions for possible evidence

1.1 Identify the correct address, configuration and use of all new properties	The documents checked to identify each item. Copies of lists from VO
1.2 Establish completion dates for new properties where required	Completion notices. Lists from VO
1.3 Add new properties onto the records system	Screen-prints showing actions taken to add new properties
2.1 Analyse and evaluate all information received from internal and external sources to identify changes to properties	What information has been received and from where. Details of how information has been analysed and evaluated. Note the evidence requirements above
2.2 Amend property records as required, based on information received	Screen-prints showing actions taken to change property records
3.1 Liaise with the valuation office in England and Wales and/or other offices, departments or agencies as required to maintain accuracy of information and resolve discrepancies	Emails, letters or other forms of contact with an explanation of why this was required
3.2 Arrange the inspection of new or altered properties if required	Inspection requests completed



## UNIT 3

Title	Establish individual liabilities		
Level	3	M/502/9593	
Credit Value	4	Guided Learning Hours 16	Total Qualification Time 40
Learning Outcomes – the learner will		Assessment Criteria – the learner can	
1 Identify the party or parties liable for taxes on a property		1.1 Establish the identity of liable parties and their billing address details 1.2 Create individual accounts for liable parties	
2 Establish how much each tax payer owes		2.1 Calculate liabilities for liable parties 2.2 Establish and award discounts, reliefs or exemptions where appropriate, including arranging inspections for this purpose where required 2.3 Promote available discounts, reliefs or exemptions 2.4 Refer customers to relevant benefits information where appropriate	

## Unit 3 notes

The purpose of this unit is to assess your competence in deciding who is liable and ensuring the liability is the correct amount.

### Evidence requirements

Evidence can be provided for Council Tax, Business Rates or both.

**AC2.2** and **2.3** must cover a variety of discounts and exemptions, including:

- Single person discount (Council Tax)
- Property exemptions (Council Tax)
- Small business relief (Business rates – England & Wales )-or Empty property reduction (Business rates – England & Wales)

**AC2.4** does not need to be covered by Learners who are only providing evidence for Business Rates

### Note to Learners for Unit 3

AC2.3 uses the word Promote. This means that you need to make the customer aware of the availability of these discounts exemptions and reductions and what, if anything the customer needs to do to receive such discounts, exemptions or reductions. It is about showing that had you not made the customer aware, they may not have received one.

### Suggestions for possible evidence

1.1 Establish the identity of liable parties and their billing address details	Forms, letters, emails, phone calls showing where found who is liable and address for billing.
1.2 Create individual accounts for liable parties	Screen prints showing how new account was set up
2.1 Calculate liabilities for liable parties	Screen prints showing final liability calculated
2.2 Establish and award discounts, reliefs or exemptions where appropriate, including arranging inspections for this purpose where required	Forms, letters, emails, phone calls showing how knew discount, relief or exemption was relevant. Copies of inspection requests. Note evidence requirements above

2.3 Promote available discounts, reliefs and exemptions	<p>Letters, emails, phone calls telling customer about a reduction.</p> <p>Evidence of awarding a reduction when the customer was not aware they could receive it.</p>
2.4 Refer customers to relevant benefits information where appropriate	<p>Letters, emails, phone calls, visit records telling customer about benefits to which they may be entitled.</p> <p>Note evidence requirements above</p>

## UNIT 4

Title	Monitor and update amounts due including updating reductions		
Level	3	T/502/9594	
Credit Value	3	Guided Learning Hours 10	Total Qualification Time 30
Learning Outcomes – the learner will		Assessment Criteria – the learner can	
1 Review entitlement to reductions		1.1 Review entitlements to discounts, reliefs or exemptions in accordance with organizational procedures  1.2 Terminate the entitlement to any discounts, reliefs or exemptions where necessary and notify the reasons to the taxpayer	
2 Maintain accounts for individual tax payers		2.1 Correctly close old accounts when required and process any balances owing or refunds due  2.2 Check and refund overpayments, ensuring that interest is calculated and paid where relevant	

## Unit 4 notes

The purpose of this unit is to assess your competence in keeping accounts up to date or closing them when required.

### Evidence requirements

Evidence can be provided for Council Tax, Business Rates or both.

**AC1.1** and **1.2** must cover a variety of discounts and exemptions, including:

- Single person discount (Council Tax)
- Property exemptions (Council Tax)
- Small business relief (Business rates – England & Wales) or Empty property reduction (Business rates – England & Wales)

### Suggestions for possible evidence

1.1 Review entitlements to discounts, reliefs or exemptions in accordance with organizational procedures	Letters and forms sent, checking whether reductions still apply. Explanation of local procedure for reviewing reductions. Screen prints showing reductions being re-awarded or extended.
1.2 Terminate the entitlement to any discounts, reliefs or exemptions where necessary and notify the reasons to the taxpayer	Screen prints showing reductions being ended. Letters, emails to customer giving details of the end of reduction.
2.1 Correctly close old accounts when required and process any balances owing or refunds due	Screen prints showing accounts being closed. Screen prints showing balances due. Notification of amounts or refunds due.
2.2 Check and refund overpayments, ensuring that interest is calculated and paid where relevant	Screen prints showing actions taken to refund money owed. Include interest calculated and paid when dealing with refunds on business rates accounts.

## UNIT 5

Title	Implement billing and collection procedures		
Level	3	R/504/6273	
Credit Value	4	Guided Learning Hours 17	Total Qualification Time 40
Learning Outcomes – the learner will		Assessment Criteria – the learner can	
1 Identify where demand notices should be sent		1.1 Confirm billing addresses of liable parties 1.2 Initiate tracing procedures where necessary and assist in the tracing process if required	
2 Issue demand notices correctly		2.1 Issue demand notices, ensuring they conform to relevant legislation and are accompanied by relevant documentation where necessary 2.2 Issue revised demand notices where necessary 2.3 Inform liable parties of any rights to appeal that they may have	
3 Process appropriate payment methods		3.1 Establish payment methods and frequency of payment, in accordance with relevant statutory and local procedures 3.2 Explain how to deal with changes to payment methods	

## Unit 5 notes

The purpose of this unit is to assess your competence in making sure bills are sent correctly and that payments are arranged efficiently.

### Evidence requirements

Evidence can be provided for Council Tax, Business Rates or both.

We would expect something about documents marked "return to sender"

### Suggestions for possible evidence

1.1 Confirm billing addresses of liable parties	Copies of forms, emails, letters, phone calls, visits giving details of billing address. Explanation of how billing address identified.
1.2 Initiate tracing procedures where necessary and assist in the tracing process if required	Copies of emails, letters sent to trace tax payers. Screen prints of online tracing done. Records of assistance given to other authorities tracing their tax payers.
2.1 Issue demand notices, ensuring they conform to relevant legislation and are accompanied by relevant documentation where necessary	Copies of demand notices issued. Screen prints showing demand notices issued. Explanation of how demand notice meets relevant legislation. Copies of documentation provided with demand notices.
2.2 Issue revised demand notices where necessary	Copies of demand notices issued following a change. Screen prints showing demand notices issued following a change. Explanation of how demand notice meets relevant legislation.
2.3 Inform liable parties of any rights to appeal that they may have	Copies of bills with appeal rights printed on them. Letters, emails giving appeal rights. Screen prints of appeal rights provided online.

<p>3.1 Establish payment methods and frequency of payment, in accordance with relevant statutory and local procedures</p>	<p>Letters, forms, emails, phone calls, visits giving method of payment chosen.</p> <p>Screen prints showing how payment method and frequency of payment set on system.</p> <p>Explanation of how action taken meets statutory and local requirements.</p>
<p>3.2 Explain how to deal with changes to payment methods</p>	



## UNIT 6

Title	Monitor payments arrangements		
Level	3	R/504/6273	
Credit Value	3	Guided Learning Hours 10	Total Qualification Time 30 Hours
Learning Outcomes – the learner will		Assessment Criteria – the learner can	
1 Monitor and follow up late or missed payments		1.1 Take appropriate action on accounts falling into arrears  1.2 Explain how circumstances relating to eligibility for benefits, reductions or reliefs may affect what action is appropriate	
2 Consider requests for additional / alternative instalments		2.1 Process all requests for additional / alternative instalments in accordance with statutory and local requirements  2.2 Inform the taxpayer of outcomes  2.3 Record arrangements in account records	

## Unit 6 notes

The purpose of this unit is to assess your competence in dealing with accounts falling into arrears and arrangements that may be made to deal with this.

### Evidence requirements

Evidence can be provided for Council Tax, Business Rates or both.

Note to Learners for Unit 6

**AC1.2** Reference to Benefits can include Local Council Tax Reduction but you may also want to consider other benefits that the customer may receive or be having trouble in claiming.

**Learning Outcome 2** You should demonstrate an awareness of what alternative instalment arrangements are available, including the maximum number of months that instalments can be made.

### Suggestions for possible evidence

1.1 Take appropriate action on accounts falling into arrears	Records showing contact with customers whose account has fallen into arrears.
1.2 Take appropriate action on accounts falling into arrears where it has resulted from circumstances relating to eligibility for benefits, reductions or reliefs	Records showing action taken when one of these circumstances applies.  Benefits can include Local Council Tax Reduction, but may also include other benefits that the customer may receive or be trying to claim.
2.1 Process all requests for additional / alternative instalments in accordance with statutory and local requirements	Explanation of what alternative instalments are available on request.  Screen prints showing instalment plans being updated with agreed arrangements.
2.2 Inform the taxpayer of outcomes	Notification of new instalments agreed.
2.3 Record arrangements in account records	Screen prints showing instalment plans being updated with agreed arrangements.

## UNIT 7

Title	Implement enforcement and recovery procedures		
Level	3	J/504/6271	
Credit Value	4	Guided Learning Hours 21	Total Qualification Time 40 Hours
Learning Outcomes – the learner will		Assessment Criteria – the learner can	
1 Identify defaulters and make special arrangements		1.1 Compile or obtain a list of defaulters and assemble any relevant supporting documentation  1.2 Process all requests for special payment arrangements in accordance with statutory and local requirements  1.3 Inform the taxpayer of the outcome of requests for special payment arrangements  1.4 Record special payment arrangements in the account	
2 Recover money owed to the authority		2.1 Review available information to determine the most appropriate method of recovery  2.2 Apply the most appropriate recovery action where you have been authorised to do so, in accordance with applicable national or local procedures  2.3 Compile and issue documentation correctly, promptly and in a format useful to the recipient, where the recovery procedure falls within your own discretion  2.4 Refer matters promptly to the appropriate person or organisation, where the recovery procedure falls outside your own discretion  2.5 Obtain information where necessary from external agencies to assist with recovery action	
3 Stop recovery action when appropriate		3.1 Action the appropriate write-off procedures promptly once authorised to do so  3.2 Explain when it would be appropriate to hold recovery action	

## Unit 7 notes

The purpose of this unit is to assess your competence in recovering amounts due where the tax payer defaults on their payments.

### Evidence requirements

Evidence can be provided for Council Tax, Business Rates or both.

**AC2.2** must cover a variety of recovery actions, including 2 from:

- Attachment to earnings
- Attachment to benefits
- Taking Control of Goods
- Committal

You need to be mindful of the wide range of policies throughout England and Wales.

### Suggestions for possible evidence

1.1 Compile or obtain a list of defaulters and assemble any relevant supporting documentation	Copy of list of defaulters ready for court action to obtain liability orders Explanation of how list was obtained (i.e. who is on it) Copy and explanation of documents prepared for court to obtain liability order
1.2 Process all requests for special payment arrangements in accordance with statutory and local requirements	Copies of requests for special payment arrangements. Screen prints showing action taken on requests. Explanation of how action meets statutory and local requirements.
1.3 Inform the taxpayer of the outcome of requests for special payment arrangements	Copies of notifications of whether special payment arrangement agreed or not.
1.4 Record special payment arrangements in the account	Screen prints showing action taken on requests.
2.1 Review available information to determine the most appropriate method of recovery	Copies of information used to decide which method of recovery to use. Explanation of how made decision.

2.2 Apply the most appropriate recovery action where you have been authorised to do so, in accordance with applicable national or local procedures	Screen prints showing recovery action applied. Explanation of any authorisation Notes evidence requirements above
2.3 Compile and issue documentation correctly, promptly and in a format useful to the recipient, where the recovery procedure falls within your own discretion	Copy of documents issued to arrange recovery (e.g. to Enforcement Agents, DWP, employers)
2.4 Refer matters promptly to the appropriate person or organisation, where the recovery procedure falls outside your own discretion	Copy of forms, letters, emails or other referrals to someone who will deal with recovery (e.g. to Enforcement Agents, DWP, employers, senior officers)
2.5 Obtain information where necessary from external agencies to assist with recovery action	Copy of requests and information received (e.g. information from Enforcement Agents, information on benefits payable to arrange attachment to benefits)
3.1 Action the appropriate write-off procedures promptly once authorised to do so	Screen prints showing write-offs Copy of write-off procedures Explanation of how write-offs are authorised and dealt with on the system
3.2 Explain when it would be appropriate to hold recovery action	

## UNIT 8

Title	Evaluate benefit claims		
Level	3	L/502/9598	
Credit Value	4	Guided Learning Hours 19	Total Qualification Time 40 Hours
Learning Outcomes – the learner will		Assessment Criteria – the learner can	
1 Identify and collect information to validate claims for benefit		1.1 Establish the claimant's eligibility for the benefits claimed in accordance with statutory requirements  1.2 Confirm that all claims are fully completed and supported by sufficient, relevant and authentic evidence  1.3 Act promptly to obtain any missing information where evidence is insufficient  1.4 Offer appropriate advice where a claimant requires assistance in pursuing a claim  1.5 Consult all appropriate external bodies to establish and validate the claim in the absence of direct supporting documentation	
2 Appraise the information obtained		2.1 Check the details in the current application for compatibility with any established records, ensuring there is a valid reason for any changes  2.2 Advise the appropriate party of any other benefits or discretionary payments for which he or she may be entitled to apply	
3 Take appropriate action where discrepancies are identified.		3.1 Seek further corroborative evidence, where documentation and consultation do not support the substance of the claim	

## Unit 8 notes

The purpose of this unit is to assess your competence in gathering information ready for a benefit claim to be assessed.

### Evidence requirements

**AC1.1** must cover a variety of claim types, including:

- Housing benefit
- Passported claims
- Non-passported claims
- Working age claims
- Pension age claims

**AC1.5** must include:

- Pension Service
- Job Centre Plus

### Suggestions for possible evidence

1.1 Establish the claimant's eligibility for the benefits claimed in accordance with statutory requirements	Explanation of checks done to see if claimant will be eligible, with copies of relevant parts of claim  Explanation of how statutory requirements are met  Note evidence requirements above
1.2 Confirm that all claims are fully completed and supported by sufficient, relevant and authentic evidence	Explanation of how checked claim is fully complete  Explanation of evidence required and checks done on whether relevant evidence provided
1.3 Act promptly to obtain any missing information where evidence is insufficient	Copies of letters, phone calls, emails, visits requesting evidence or information, CIS checks done
1.4 Offer appropriate advice where a claimant requires assistance in pursuing a claim	Examples of advice offered by letter, email, phone or interview
1.5 Consult all appropriate external bodies to establish and validate the claim in the absence of direct supporting documentation	Screen prints of online checks done Copies of notes made from CIS  Note evidence requirements above
2.1 Check the details in the current application for compatibility with any established records, ensuring there is	Explanation of checks done with prior claims (e.g. numbers of children in household) Where there is a difference, copies of requests

a valid reason for any changes	for explanations
2.2 Advise the appropriate party of any other benefits or discretionary payments for which he or she may be entitled to apply	Letters, emails, phone calls, interviews giving details of advice given This could be DHPs, DLA, tax credits, pension credit or any other benefit
3.1 Seek further corroborative evidence, where documentation and consultation do not support the substance of the claim	Copies of letters, phone calls, emails, visits requesting evidence or information
	-



## UNIT 9

Title	Calculate and pay benefits		
Level	2	F/502/9601	
Credit Value	3	Guided Learning Hours 14	Total qualification time 40 Hours
Learning Outcomes – the learner will		Assessment Criteria – the learner can	
1 Determine the amounts payable		1.1 Calculate benefit entitlements according to statutory requirements, relevant case law, and local procedures  1.2 Check decision notices to ensure they are accurate and comply with statutory requirements  1.3 Make reasoned recommendations on backdate requests in accordance with official guidelines and having regard to good cause  1.4 Correctly record actions to secure subsidies claimed by the authority or prevent subsidies being reclaimed by the government	
2 Select the correct payment procedure		2.1 Pay benefits in accordance with statutory requirements and local procedures  2.2 Process underpayments where required and notify the claimant of any extra payments they are due as a result.	

## Unit 9 notes

The purpose of this unit is to assess your competence in calculating and paying benefit on **NEW** claims.

Please note since 12<sup>th</sup> December 2018 it is not possible to claim a new legacy benefit (JSAIB, ESAIR, IS, HB, working or child tax credits) a claim for Universal Credit must be made instead with Housing costs included, **however** the following can still make a new claim for Housing Benefit:-

- People living in exempt supported/specified and temporary (B and B) accommodation
- People that have a severe disability premium added to an EXISTING legacy benefit
- Pension age claims (from 15.05.2019 both members of a couple have to be of pension age)

## Evidence requirements

Overall this unit must cover a variety of claim types, including:

- Council Tax Support/Reduction only claims
- Non-passported claims (where Universal Credit not in payment)
- Working age claims (where Universal Credit not in payment)
- Pension age claims

## Note to Learners on Unit 9

AC1.5 refers to recording actions so that subsidies can be claimed. This assessment criteria is about demonstrating what needs to be recorded by way of claim notes and actions so that someone such as an auditor can see how the decision was made and why it was made

## Suggestions for possible evidence

1.1 Calculate benefit entitlements according to statutory requirements, relevant case law, and local procedures	Screen prints showing how benefit has been calculated Explanation of how requirements have been met in assessment done
1.2 Check decision notices to ensure they are accurate and comply with statutory requirements	Copies of decision notices issued with an explanation of how meet statutory requirements
1.3 Make reasoned recommendations on backdate requests in accordance with official guidelines and having regard to good cause	Copies of backdate decisions / recommendations
1.4 Correctly record actions to secure subsidies claimed by the authority or prevent subsidies being reclaimed by the government	Copies of claim notes or audit trail on system

2.1 Pay benefits in accordance with statutory requirements and local procedures	<p>Screen prints / notifications showing method and frequency of payment and who is to be paid</p> <p>Explanation of how requirements have been met by actions taken</p>
2.2 Process underpayments where required and notify the claimant of any extra payments they are due as a result	Screen prints / notifications of underpayments and how will be paid

## UNIT 10

Title	Update claims when notified of a relevant change		
Level	3	J/502/9602	
Credit Value	3	Guided Learning Hours 13	Total Qualification Time 30
Learning Outcomes – the learner will		Assessment Criteria – the learner can	
1 Update records where circumstances or legislation changes		1.1 Action changes in circumstances relating to the claim in accordance with relevant procedures  1.2 Take account of any changes in relevant legislation when entering data into the system	
2 Re-calculate or terminate benefit where appropriate		2.1 Re-calculate entitlements based on any new information received or identified  2.2 Terminate claims where the law allows such action to be taken	

## Unit 10 notes

The purpose of this unit is to assess your competence in dealing with changes of circumstances in benefit claims.

### Evidence requirements

**Overall** this unit must cover a variety of changes, including:

- Changes from passported benefit to employment
- Relevant birthday
- Change to rent

### Suggestions for possible evidence

1.1 Action changes in circumstances relating to the claim in accordance with relevant procedures	Screen-prints of changes done on system  Note evidence requirements above
1.2 Take account of any changes in relevant legislation when entering data into the system	Screen-prints of changes done due to legislation changes.  This could be the change in age for LHA shared room rate.
2.1 Re-calculate entitlements based on any new information received or identified	Screen-prints of updated calculations  Note evidence requirements above
2.2 Terminate claims where the law allows such action to be taken	Screen-prints showing termination of claims Letters showing claim terminated

## UNIT 11

Title	Apply controls to claims to minimise overpayments		
Level	3	M/502/9626	
Credit Value	3	Guided Learning Hours 8	Total Qualification Time 20 Hours
Learning Outcomes – the learner will		Assessment Criteria – the learner can	
1 Suspend benefit where appropriate		1.1 Identify the circumstances in which benefit should be suspended 1.2 Suspend benefit when appropriate	
2 Identify potential for future changes in a claimant's circumstances and entitlements and apply appropriate controls		2.1 Apply controls to claims to ensure future changes are identified at the appropriate time	

## Unit 11 notes

The purpose of this unit is to assess your competence in minimising overpayments where possible.

### Evidence requirements

This unit refers to the on-going maintenance of claims. These can be claims used in units 8, 9 and 10 but must relate to subsequent changes in circumstances.

### Suggestions for possible evidence

1.1	Identify the circumstances in which benefit should be suspended	Explanation of when suspension of benefit is appropriate
1.2	Suspend benefit when appropriate	Screen prints / notifications of suspensions done Explanation of why suspended
2.1	Apply controls to claims to ensure future changes are identified at the appropriate time	Screen prints showing diary entries or other methods of picking up future changes

## UNIT 12

Title	Take appropriate action to calculate and recover overpayments		
Level	3	A/502/9628	
Credit Value	3	Guided Learning Hours 14	Total Qualification Time 30 Hours
Learning Outcomes – the learner will		Assessment Criteria – the learner can	
1 Calculate overpayments correctly		1.1 Take underlying entitlement into account when calculating overpayments 1.2 Apply the correct subsidy reason to overpayments	
2 Recognise which overpayments are recoverable overpayments and which ones are not recoverable		2.1 Decide whether any overpayments are recoverable and, where they are, action the relevant recovery method 2.2 Report the reasons to the appropriate person where overpayments are not recoverable and action according to organisational procedures	
3 Take appropriate recovery action		3.1 Inform affected parties of the amount and method of recovery where specific overpayment recovery action is to be proposed 3.2 Update systems to ensure overpayments are recovered from the correct person and in the correct manner	



## Unit 12 notes

The purpose of this unit is to assess your competence in dealing with overpayments.

### Evidence requirements

**AC2.1** will cover a variety of recovery methods, including:

- Deductions from ongoing benefit
- Invoice / sundry debtors
- Recovery from underpayment

### Suggestions for possible evidence

1.1 Take underlying entitlement into account when calculating overpayments	Screen prints showing underlying entitlement calculations done Notifications explaining underlying entitlement
1.2 Apply the correct subsidy reason to overpayments	Screen prints showing subsidy category applied (e.g. claimant error, LA error, etc)
2.1 Decide whether any overpayments are recoverable and, where they are, action the relevant recovery method	Screen prints showing where set overpayment as recoverable or not Explanation of why overpayment is recoverable or not Screen prints showing recovery methods set  Note evidence requirements above
2.2 Report the reasons to the appropriate person where overpayments are not recoverable and action according to organisational procedures	Screen prints showing overpayment set as non-recoverable Internal documents completed to make overpayment non-recoverable
3.1 Inform affected parties of the amount and method of recovery where specific overpayment recovery action is to be proposed	Notifications of overpayments and recovery method set
3.2 Update systems to ensure overpayments are recovered from the correct person and in the correct manner	Screen prints / notifications showing changes to overpayment recovery

## UNIT 13

Title	Process appeals against authority decisions		
Level	3	F/502/9629	
Credit Value	3	Guided Learning Hours 12	Total Qualification Time 30 Hours
Learning Outcomes – the learner will		Assessment Criteria – the learner can	
1 Check whether decisions were correctly made and whether there are grounds for appeal		1.1 Establish the validity and basis for the appeal including whether it has been correctly made  1.2 Identify the parties to the appeal  1.3 Reconsider the original decision for accuracy and revise if appropriate	
2 Gather and distribute necessary documentation		2.1 Assemble all the documentation required for the appeal where appropriate  2.2 Send documentation to the relevant organisation responsible for hearing the appeal	
3 Communicating with appellants.		3.1 Notify the appellant(s) of the outcome and of their appeal rights where a reconsideration results in a revision to the original decision  3.2 Action any revision of the decision made by an appeal body  3.3 Notify the changes to the affected persons following any revision of the decision made by an appeal body	

## Unit 13 notes

The purpose of this unit is to assess your competence in dealing with appeals.

### Evidence requirements

The appeal body refers to an Appeals Tribunal for benefit cases.  
It refers to a Valuation Tribunal for local taxation cases.

You need to distinguish between decisions made on the view of facts and decisions that are about the exercise of discretion

### Suggestions for possible evidence

1.1 Establish the validity and basis for the appeal including whether it has been correctly made	Copy of appeals dealt with Explanation of checks done to see whether appeal was valid and what it was about
1.2 Identify the parties to the appeal	Copies of paperwork showing who the parties to the appeal are
1.3 Reconsider the original decision for accuracy and revise if appropriate	Screen prints showing reconsideration decision Notifications showing details of revision
2.1 Assemble all the documentation required for the appeal where appropriate	Copy of appeal forms showing documentation put together Explanation of documents assembled
2.2 Send documentation to the relevant organisation responsible for hearing the appeal	Copy of documents and forms sent to relevant appeal body  Note evidence requirements above
3.1 Notify the appellant(s) of the outcome and of their appeal rights where a reconsideration results in a revision to the original decision	Copies of notifications following revision
3.2 Action any revision of the decision made by an appeal body	Screen prints showing action taken following appeal hearing
3.3 Notify the changes to the affected persons following any revision of the decision made by an appeal body	Copies of notifications following revision decided by the appeal body hearing

## UNIT 14

Title	Understanding the law relating to appeals against authority decisions		
Level	3	A/502/9631	
Credit Value	3	Guided Learning Hours 11	Total Qualification Time 30 Hours
Learning Outcomes – the learner will		Assessment Criteria – the learner can	
1 Check whether decisions were correctly made and whether there are grounds for appeal		1.1 Explain what makes a valid appeal including how appeals have to be made 1.2 Summarise who can appeal and when 1.3 Describe when a decision should be reconsidered for accuracy and when it would be revised	
2 Gather and distribute necessary documentation		2.1 Explain who will deal with an appeal in the local authority and outside of it 2.2 Explain how an appeal is prepared for an appeal body and what documentation is issued	
3 Communicate with appellants		3.1 Explain what happens when the appeal is found in the appellant's favour	

## Unit 14 notes

The purpose of this unit is to assess your knowledge of the appeals process. As it is knowledge based only, you have to explain each of the points rather than producing evidence of preparing appeal submissions yourself.

### Evidence requirements

2.2 For learners following the local taxation pathway, the appeal body means the Valuation Tribunal.

For learners following other pathways, the appeal body must cover both the Valuation Tribunal and the Appeals Tribunal.

You need to distinguish between decisions made on the view of facts and decisions that are about the exercise of discretion

The learner must cover both benefit and local taxation cases.

## UNIT 15

Title	Understand the law relating to local taxation valuation and billing		
Level	3	F/502/9632	
Credit Value	6	Guided Learning Hours 30	Total Qualification Time 60 Hours
Learning Outcomes – the learner will		Assessment Criteria – the learner can	
1 Understand the law that affects local taxation		1.1 Explain the current taxation scheme referring to the relevant primary and secondary legislation 1.2 Explain how relevant case law and judgments affect local taxation activity 1.3 Explain what guidance is available for local taxation 1.4 Explain how data protection and freedom of information legislation affect local taxation activity 1.5 Explain the differences between domestic and non-domestic properties and taxation 1.6 Explain how changes in the law are dealt with, and any current transitional arrangements	
2 Understand the law relating to valuation for tax purposes		2.1 Explain the difference between new, altered and existing properties 2.2 Explain the role of the body that values properties 2.3 Explain how properties are valued, with reference to the relevant regulations 2.4 Explain the form, function and service of completion notices	
3 Understand the law relating to who is liable		3.1 Explain the concept of sole, joint and several liability 3.2 Explain how the liable person is determined, with reference to the relevant regulations 3.3 Explain what reductions are available, with reference to the relevant regulations and explaining any terms as required	

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4 Understand the law relating to the issue of demand notices	<p>4.1 Explain the purpose and statutory requirements of demand notices</p> <p>4.2 Explain the timescales for issuing demand notices</p>
5 Understand the law and processes relating to payment options	<p>5.1 Explain the statutory instalment scheme, with reference to the relevant regulations</p> <p>5.2 Explain the payment options available and their relative merits, with regard to local policy</p>
6 Understand the law and processes related to disputes and appeals	<p>6.1 Explain how a tax payer can dispute a decision, including how they can appeal</p> <p>6.2 Explain how appeals are dealt with, by whom, and what further processes are available</p>
7 Understand how local policies and requirements affect their actions	<p>7.1 Explain the requirements of internal and external audit</p> <p>7.2 Explain the local authority's policies in respect of its obligations to both government and taxpayers</p>

## Unit 15 notes

The purpose of this unit is to assess your knowledge of the law and procedures regarding valuation and billing for local taxation.

### Evidence requirements

Relevant primary and secondary legislation includes:

- Local Government Finance Act 1988
- Local Government Finance Act 1992
- Council Tax (Administration and Enforcement) Regulations 1992

This is not an exhaustive list, but relevant points from the above legislation must be included in this unit, with reference to any legislation making amendments to these.

Any assessment criteria that state 'with reference to the relevant legislation' must include the specific legislation on those points.

### Note on Assessment Criterion 7.2

There are a number of areas in local taxation where local authorities have discretion, particularly in relation to collection and enforcement. In order that the authority applies discretion fairly and in accordance with local requirements, its actions are governed locally through policies. The aim of this assessment criterion is for students to be able to demonstrate their understanding that such policies are required to balance local approaches with its overriding duty and obligation to wider taxpayers and the government in terms of efficient and effective administration and collection.



## UNIT 16

Title	Understand the law relating to local taxation (enforcement and recovery)		
Level	3	J/502/9633	
Credit Value	4	Guided Learning Hours 17	Total Qualification Time 40 Hours
Learning Outcomes – the learner will		Assessment Criteria – the learner can	
1 Understand the law relating to further demand notices		1.1 Explain the statutory and local requirements and procedures for issuing follow-up or reminder notices  1.2 Explain the circumstances that may give rise to late payments  1.3 Explain the different types of follow-up or reminder notices and the timescales that relate to them	
2 Understand special payment arrangements		2.1 Explain what special payment arrangements are available, and when their use would be appropriate  2.2 Explain the evidence required to support requests for special payment arrangements	
3 Understand the law relating to recovery action		3.1 Explain the procedures, regulations and evidence requirements relating to defaulters and recovery action in the geographic area in which you are working  3.2 Explain the regulations and processes relating to the different recovery methods available in the geographic area in which you are working, including where available: <ul style="list-style-type: none"> <li>• Attachments</li> <li>• Taking Control of Goods</li> <li>• Committal</li> <li>• Other appropriate methods</li> </ul> 3.3 Explain local enforcement policies and timescales and their effect on payment arrangements	

## Unit 16 notes

The purpose of this unit is to assess your knowledge of the law and processes of recovering local taxation amounts due, including various enforcement methods available.

### Evidence requirements

Relevant primary and secondary legislation includes:

- Local Government Finance Act 1988
- Local Government Finance Act 1992
- Council Tax (Administration and Enforcement) Regulations 1992

This is not an exhaustive list, but relevant points from the above legislation must be included in this unit, with reference to any legislation making amendments to these.

Any assessment criteria that refer to 'the relevant legislation' must include the specific legislation on those points.

Please add reference to Taking Control of Goods legislation and the national standards.

## UNIT 17

Title	Understand the general principles of housing benefit		
Level	2	Y/504/6274	
Credit Value	5	Guided Learning Hours 29	Total Qualification Time 50 Hours
Learning Outcomes – the learner will		Assessment Criteria – the learner can	
1 Understand the principles of the process for claiming benefit		1.1 Explain who can claim benefit 1.2 Explain how to claim for benefit 1.3 Explain the range of information, evidence and supporting documentation required to support a claim 1.4 Explain why the date of first contact is important	
2 Understand the principles of entitlement to Housing Benefit		2.1 Explain the criteria for the calculation of Housing Benefit 2.2 Explain the capital limit for Housing Benefit	
3 Understand the principles of Housing Benefit payments		3.1 Explain the methods used for payment of Housing Benefit 3.2 Explain the frequencies at which Housing Benefit can be paid to a claimant and must be paid to a landlord	
4 Understand the principles of benefit overpayments		4.1 Explain why a benefit claim may be overpaid 4.2 Explain what methods may be used to recover overpayments of benefit 4.3 Explain from whom overpayments of benefit may be recovered	
5 Understand the principles of appeals against a benefit decision		5.1 Explain who may appeal against a benefit decision 5.2 Explain the criteria governing the time limits for appeal 5.3 Explain how someone would appeal	

## **Unit 17 notes**

The purpose of this unit is to assess your knowledge of the basics of the benefit scheme available for help with rent.

### **Evidence requirements**

Please make reference to welfare reform and the roll out of Universal credits

## UNIT 18

Title	Understand the law relating to routine Housing Benefit cases		
Level	3	D/504/6146	
Credit Value	6	Guided Learning Hours 53	Total Qualification Time 60 hours
Learning Outcomes – the learner will		Assessment Criteria – the learner can	
1 Understand the law and processes relating to the application for benefit		1.1 Explain the requirements for the content and use of claim forms 1.2 Explain the different claiming methods 1.3 Explain the requirement for the submission of evidence to support a claim, including time-scales for submission 1.4 Explain the time-limits for the re-submission of defective claims and provision of additional documentation 1.5 Explain what the principles underpinning entitlement to benefit are	
2 Understand the law relating to other welfare benefits.		2.1 Explain the basic entitlement conditions to other welfare benefits 2.2 Explain the processes for gathering information on other welfare benefits 2.3 Explain how information is exchanged between agencies	
3 Understand the law and processes relating to the calculation of benefit		3.1 Explain how the circumstances of the claimant, claimant's partner and dependent children are taken into account in the calculation of benefit 3.2 Explain how the circumstances of the claimant's household are taken into account in the calculation of benefit 3.3 Explain what disregards apply to income and capital in the calculation of benefit 3.4 Explain how the claimant's rent is used in the calculation of benefit 3.5 Explain how the date a claim starts is calculated	

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4 Understand the law and processes relating to changes in circumstances	<p>4.1 Explain what types of changes will affect a benefit claim</p> <p>4.2 Explain how the type of change affects the date the change is effective from</p> <p>4.3 Explain how legislative changes, and their effective dates, have an effect on entitlement to benefit and claimant records</p>
5 Understand the law and processes relating to payment of benefit	<p>5.1 Explain the different types of payment methods</p> <p>5.2 Explain how and why underpayments can occur</p> <p>5.3 Explain the criteria relating to time limits and frequency of benefits payments</p> <p>5.4 Explain the rules and schemes relating to the payment of benefits to claimants and third parties</p> <p>5.5 Explain the procedures for payment on death of a claimant</p> <p>5.6 Explain the circumstances where payments may be suspended or terminated and the rules governing these actions</p>
6 Understand the law and processes relating to the overpayment of benefit	<p>6.1 Explain the reasons why overpayments occur</p> <p>6.2 Explain the methods that may be used to recover overpayments</p> <p>6.3 Explain the grounds on which an overpayment is deemed recoverable or irrecoverable</p> <p>6.4 Explain who an overpayment can be recovered from</p> <p>6.5 Explain the procedures for overpayment write-offs and the circumstances in which this may occur</p>
7 Understand the law and processes relating to decision notices	<p>7.1 Explain the types and form of decision notices</p> <p>7.2 Explain what information is required in a decision notice</p> <p>7.3 Explain the rights of relevant parties to appeal a decision notice</p>

## **Unit 18 notes**

The purpose of this unit is to assess your knowledge of the law and processes of processing benefit claims.

This unit is about showing you understand the primary legislation and how the secondary legislation comes from the primary. For instance, Section 130(1) of the Social Security (Contributions and Benefits) Act 1992 states who can claim housing benefit, and amongst other things states it is when a person occupies a property in Great Britain as their home for which they are liable to make payments. The Housing Benefit regulations then state when a person is liable for payments or, if they are not actually liable, the circumstances in which they can be treated as liable. Equally the regulations state when a person should not be treated as liable.

### **Evidence requirements**

Relevant primary and secondary legislation includes:

- Social Security (Contributions and Benefits) Act 1992
- Housing Benefit Regulations 2006
- Housing Benefit (Persons who have attained the qualifying age for state pension credit) Regulations 2006
- Housing Benefit and Council Tax Benefit (Decisions and Appeals) Regulations 2001

This is not an exhaustive list, but relevant points from the above legislation must be included in this unit, with reference to any legislation making amendments to these.

## UNIT 19

Title	Understand the law relating to non-routine Housing Benefit cases		
Level	3	D/504/6275	
Credit Value	4	Guided Learning Hours 24	Total Qualification Time 50 Hours
Learning Outcomes – the learner will		Assessment Criteria – the learner can	
1 Understand the law and processes relating to the entitlement to claim benefit		1.1 Explain the requirements of eligibility in the following areas <ul style="list-style-type: none"> <li>• Persons from abroad</li> <li>• Students</li> <li>• Tenancies eligible and not eligible for benefit</li> </ul> 1.2 Explain how occupation and non-occupation of the home affects entitlement to benefit 1.3 Explain the circumstances in which benefit can be paid on two homes 1.4 Explain the effect on benefit entitlement of a claimant leaving Great Britain temporarily.	
2 Understand the law relating to the treatment of income and capital		2.1 Explain how different forms of income and capital are calculated for benefit purposes in the following areas <ul style="list-style-type: none"> <li>• Self-employed income</li> <li>• Student income</li> <li>• Diminution of capital</li> <li>• Diminishing notional capital</li> <li>• War pension</li> </ul>	
3 Understand the law and processes relating to benefit subsidy		3.1 Explain the importance of classifying overpayments correctly for subsidy purposes 3.2 Outline who submits a subsidy claim and who audits this claim	



## **Unit 19 notes**

The purpose of this unit is to assess your knowledge of the law and processes of processing benefit claims for circumstances that arise less often.

### **Evidence requirements**

Relevant primary and secondary legislation includes:

- Social Security Contributions and Benefits Act 1992
- Housing Benefit Regulations 2006
- Housing Benefit (Persons who have attained the qualifying age for state pension credit) Regulations 2006
- Housing Benefit and Council Tax Benefit (Decisions and Appeals) Regulations 2001

This is not an exhaustive list, but relevant points from the above legislation must be included in this unit, with reference to any legislation making amendments to these.

## UNIT 20

Title	Understand the general principles of Local Taxation		
Level	2	J/502/9664	
Credit Value	5	Guided Learning Hours 26	Total Qualification Time 50 Hours
Learning Outcomes – the learner will		Assessment Criteria – the learner can	
1 Understand the purpose of local taxation		1.1 Explain the difference between domestic and non-domestic properties 1.2 Explain the types of local taxation in existence and where the taxes are used	
2 Understand the principles of valuation		2.1 Explain who deals with valuation 2.2 Explain how the value of a property affects the local taxation payable	
3 Understand the principles of liability		3.1 Explain the concept of sole, joint and several liability 3.2 Explain how the liable party is identified	
4 Understand the principles of calculating tax payable		4.1 Explain the basic calculation of tax due 4.2 Explain the reliefs that are available, their values and the conditions that apply 4.3 Explain local procedures for awarding reliefs	
5 Understand the principles of notices		5.1 Explain what notices may be issued and in what circumstances	
6 Understand the principles of payment of local taxation		6.1 Explain the payment methods available and how these are selected 6.2 Explain the frequencies of payments available to tax payers 6.3 Explain the enforcement methods available to the authority if a tax payer does not pay in full	

**Unit 20 notes**

The purpose of this unit is to assess your knowledge of the basics of Council Tax

**Evidence requirements**

There are no specific evidence requirements for this unit.

All assessment criteria for learning outcomes 2, 3, 4, 5 and 6 refer to Council Tax.

## UNIT 21

Title	Understand the administration of local taxation and benefit services		
Level	3	H/504/6276	
Credit Value	6	Guided Learning Hours 47	Total Qualification Time 60 Hours
Learning Outcomes – the learner will		Assessment Criteria – the learner can	
1 Understand the administration of local government		1.1 Explain different structures of local government that are possible 1.2 Explain the principles of how local government is financed 1.3 Explain the relationship between local authorities and other levels of government 1.4 Explain the role of elected members 1.5 Explain the role of any statutory local government officers 1.6 Explain the local authority's role as a partner with private and/or public sector organisations	
2 Understand the administration of the local taxation and / or benefits department		2.1 Explain how work may be controlled 2.2 Explain how work may be organised 2.3 Explain the role of internal and external audit 2.4 Explain the role of the relevant inspectorate 2.5 Explain how information technology can be used to develop the service provided	
3 Understand the principles of performance management		3.1 Explain what statistics are kept 3.2 Explain what statistics are reported, including to whom and the methods used 3.3 Explain how individual performance targets may be set, including the benefits and drawbacks of different methods 3.4 Explain the government standards or indicators relevant to local taxation and / or benefits	

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<p>4 Understand the principles of providing a service tailored to the customer</p>	<p>4.1 Explain how the needs of different customers may be met</p> <p>4.2 Explain how customers can input into the working methods of the department</p> <p>4.3 Explain how forms and information are tailored to be useful to the customer</p> <p>4.4 Explain the options available for customers to make enquiries</p> <p>4.5 Explain what customer service standards may be set</p> <p>4.6 Explain how equal opportunities and diversity policies affect how customers are dealt with</p>
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## Unit 21 notes

The purpose of this unit is to assess your knowledge of how local taxation and benefit services fit in with the rest of the local authority and how the services are run to be most efficient.

This unit is not just about what your local authority does, but what options there are for what could be done.

### Evidence requirements

There are no specific evidence requirements for this unit.

### Guidance on certain points

- 1.1 \_\_\_\_ This should include the difference between 2 tier and unitary authorities, parishes, **pilot areas for retention of NDR and Metropolitan Mayors**. etc.
- 1.5 \_\_\_\_ This should include the head of paid service, the section 151 officer and the monitoring officer.
- 2.4 If there is no relevant inspectorate for a service currently, statement of this will be sufficient to meet this criterion.
- 3.4 If there are no relevant standards or indicators set by the government currently, statement of this will be sufficient to meet this criterion.

## UNIT 22

Title	Understand the law and principles of detecting fraud		
Level	3	F/502/9677	
Credit Value	6	Guided Learning Hours 41	Total Qualification Time 60 Hours
Learning Outcomes – the learner will		Assessment Criteria – the learner can	
1 Understand the law and policies relating to the detection of fraud		1.1 Explain the offences involved and the penalties that they can incur 1.2 Explain the organisation's policies that are aimed at preventing and detecting fraud 1.3 Explain the content of an authority's counter-fraud policy and strategy	
2 Understand the organisation and planning of fraud investigations		2.1 Explain possible sources of intelligence to start an investigation 2.2 Explain how information may be gathered in an investigation, including powers to obtain information directly from third parties 2.3 Explain how intelligence is evaluated 2.4 Explain how information is recorded 2.5 Explain the law, principles and techniques of a surveillance operation, where this is permitted	
3 Understand the principles of investigative interviewing		3.1 Explain how an interview is planned and prepared for 3.2 Explain the law that affects how an interview is conducted 3.3 Explain how an interview may be recorded 3.4 Explain techniques used to ensure that an interview is effective	
4 Understand the principles of sanctions		4.1 Explain what sanctions may be imposed when fraud is proved 4.2 Explain how cases are taken to court 4.3 Explain how evidence must be presented to a court 4.4 Explain the etiquette of attending court 4.5 Explain the role of witnesses	

## **Unit 22 notes**

The purpose of this unit is to assess your knowledge of how fraud can be detected and investigated.

This unit is not limited just to benefit fraud. You may want to consider the types of fraud that can take place in relation to Council Tax, Business Rates and other departments. This can be internal and external fraud.

### **Evidence requirements**

I would expect some reference to NFI.



## UNIT 23

Title	Understand the law relating to Universal Credit		
Level	3		
Credit Value	6	Guided Learning Hours 43	Total Qualification Time 60 Hours
Learning Outcomes – the learner will		Assessment Criteria – the learner can	
1 Understand the law and processes relating to the application for benefit		1.1 Explain the principles underpinning entitlement to Universal Credit 1.2 Explain how a customer can claim Universal Credit 1.3 Explain the support that is available for a customer to claim Universal Credit 1.4 Explain the requirement for the submission of evidence to support a claim, including time-scales for submission	
2 Understand the law and processes relating to the calculation of benefit		2.1 Explain how the maximum amount of Universal Credit is calculated 2.2 Explain how unearned income affects the calculation 2.3 Explain how earned income affects the calculation 2.4 Explain how capital affects entitlement to and calculation of Universal Credit 2.5 Explain how housing costs affect entitlement to Universal Credit for renters 2.6 Explain how housing costs affect entitlement to Universal Credit for owner occupiers 2.7 Explain how the Capability for Work assessment affects the calculation 2.8 Explain how the date a claim starts is decided	
3 Understand the law and processes relating to changes in circumstances		3.1 Explain what types of changes will affect a Universal Credit claim 3.2 Explain how changes in circumstances may be reported 3.3 Explain how the date Universal Credit will	

	change is decided
4 Understand the law and processes relating to payment of benefit	<p>4.1 Explain how Universal Credit is paid</p> <p>4.2 Explain the frequency of Universal Credit payments</p> <p>4.3 Explain when Universal Credit will be paid to someone other than the Claimant</p>
5 Understand the law and processes relating to the overpayment of benefit	<p>5.1 Explain the reasons why overpayments occur</p> <p>5.2 Explain from whom an overpayment may be recovered</p> <p>5.3 Explain the methods that may be used to recover overpayments</p> <p>5.4 Explain the grounds on which an overpayment is deemed recoverable or irrecoverable</p>
6 Understand the law and processes relating to decision notices	<p>6.1 Explain the types and form of decision notices</p> <p>6.2 Explain what information is required in a decision notice</p> <p>6.3 Explain the rights of relevant parties to appeal a decision notice</p>

## **Unit 23 notes**

The purpose of this unit is to assess your knowledge of Universal Credit.

### **Evidence requirements**

4.3 Learners should refer to both alternative payment arrangements and third party deductions.

### **Guidance on certain points**

- All As each Learning Outcome refers to the law on Universal Credit, refer to the Universal Credit Regulations 2013 throughout this unit.
- 1.3 An explanation of local support will be sufficient to meet this criterion.
- 2.8 The learner should include an explanation of waiting days.
- 3.3 The learner should explain the effect that assessment periods have on changes to entitlement, including how the assessment period is calculated.
- 4.1-3 Use the Universal Credit, Personal Independence Payment, Jobseeker's Allowance and Employment and Support Allowance (Claims and Payments) Regulations 2013 to explain your answers.

## UNIT 25

Title	Understand the law relating to Local Council Tax Support		
Level	3	L/504/6305	
Credit Value	5	Guided Learning Hours 50	Total Qualification Time 50 Hours
Learning Outcomes – the learner will		Assessment Criteria – the learner can	
1	Understand the law, local scheme and processes relating to the application for Local Council Tax Support	1.1 Explain how Local Council Tax Support is claimed or entitlement is established 1.2 Explain the requirement for the submission of evidence to support a claim, including time-scales for submission 1.3 Explain who is entitled to Local Council Tax Support	
2	Understand the law, local scheme and processes relating to the calculation of Local Council Tax Support	2.1 Explain how the circumstances of the claimant, claimant's partner and dependent children are taken into account in the calculation 2.2 Explain how the circumstances of other members the claimant's household are taken into account in the calculation 2.3 Explain what disregards apply to income and capital in the calculation 2.4 Explain how the date support starts is calculated 2.5 Explain how the amount to be paid is calculated	
3	Understand the law, local scheme and processes relating to changes in circumstances	3.1 Explain what types of changes will affect an award of support 3.2 Explain how the type of change affects the date from which the change is effective	
4	Understand the law, local scheme and processes relating to payment of Local Council Tax Support	4.1 Explain how Local Council Tax Support is paid 4.2 Explain how and why underpayments can occur	

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<p>5 Understand the law, local scheme and processes relating to overpayments of Local Council Tax Support</p>	<p>5.1 Explain the reasons why overpayments occur</p> <p>5.2 Explain the procedures for overpayment write-offs and the circumstances in which this may occur</p>
<p>6 Understand the law, local scheme and processes relating to decision notices</p>	<p>6.1 Explain the types and form of decision notices</p> <p>6.2 Explain what information is required in a decision notice</p> <p>6.3 Explain the rights of relevant parties to appeal a decision notice</p>

## **Unit 25 notes**

The purpose of this unit is to assess your knowledge of the Local Council Tax Support scheme (Council Tax Reduction scheme) that exists from April 2013.

You need to consider what elements of the scheme are prescribed elements and what elements can be varied by the local authority.

As well as looking at the relevant legislation for the country in which you are studying, you should look the scheme for the authority in which you work, and consider how it differs from other local authority schemes.

## **Evidence requirements**

There are no specific evidence requirements for this unit.

## UNIT 26

Title	Provide information on welfare benefits to customers		
Level	3	F/504/6303	
Credit Value	6	Guided Learning Hours 42	Total Qualification Time 90 Hours
Learning Outcomes – the learner will		Assessment Criteria – the learner can	
1	Understand the broad legislative framework relating to welfare benefits	1.1 Explain the key principles of the current legislative framework relating to welfare benefits 1.2 Explain where and how to access more detail on relevant legislation 1.3 Explain the responsibilities of the advisor if it is suspected that a client is claiming fraudulently or intends to claim fraudulently 1.4 Explain the framework of appeals procedures for challenging welfare benefit decisions 1.5 Explain why it is important to keep up to date with changes in legislation and how this can impact on advice provision	
2	Understand the potential eligibility for all benefits and how this may be affected by clients' circumstances	2.1 Explain the current structure of the welfare benefit system including the relationship and interaction between different kinds of benefit 2.2 Analyse the potential eligibility for all benefits and how they apply to different client groups 2.3 Evaluate how entitlement may be affected by a client's circumstances 2.4 Explain how to identify the effect on benefit entitlement of changes to a client's circumstances 2.5 Analyse the range of benefits that are currently under-claimed and how to relate this to a client's circumstances	
3	Understand how to make benefit claims	3.1 Explain the key agencies nationally and locally who may be involved with the administration of welfare benefits 3.2 Explain the processes, procedures and time limits for making benefit claims	

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<p>4 Understand the importance of maximising income and ways of doing this</p>	<p>4.1 Explain the range of options for maximising benefit income</p> <p>4.2 Explain alternative or additional sources of financial assistance that may be available to clients</p> <p>4.3 Explain range of local support services and other concessions that may be available to different categories of clients</p>
<p>5 Understand when to refer a client to a more specialist advisor</p>	<p>5.1 Explain why it is important to work within your own level of competence</p> <p>5.2 Explain how to recognise when a client should be referred to a more specialist advisor</p> <p>5.3 Explain the procedure for referring clients to another advisor</p> <p>5.4 Refer clients to another advisor</p>



## Unit 26 notes

The purpose of this unit is to assess your competence in providing customers with information on welfare benefits.

**For AC 2.1 and 2.2 below where Universal Credit has replaced Income Support and Tax Credit, these can be replaced with Universal Credit. Contribution based Job Seeker's Allowance and Employment and Support Allowance should continue to be covered,**

### Evidence requirements

**AC 2.1** must cover a minimum of:

- Income Support
- Job Seeker's Allowance
- ESA
- Tax credits
- Pension Credit
- Disability benefits
- Carer's Allowance

**AC 2.2** must cover a minimum of:

- Income Support
- Job Seeker's Allowance
- ESA
- Tax credits
- Pension Credit
- Disability benefits
- Carer's Allowance

### Suggestions for possible evidence (practical points only)

5.4 Refer clients to another advisor	Referrals, emails, telephone calls to specialist advisors
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