



CICM Professional Qualifications

Taking Control of Goods Syllabus



Endorsed by



Chartered
Institute
of Credit
Management

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Taking Control of Goods

The CICM Level 2 Award in Taking Control of Goods is awarded by the Chartered Institute of Credit Management (CICM) and has been developed in association with the High Court Enforcement Association (HCEOA) and endorsed by the Civil Enforcement Agents Association and the Local Authority Civil Enforcement Forum to meet the certification requirements of all enforcement agents.

The one-hour qualifying exam involves 60 multiple choice questions and is held monthly at Pearson Vue testing centres. Read on to find out more.

Why take a qualification in Taking Control of Goods?

Regulations state that Level 2 qualifications are required for all involved in the practical work of 'Taking Control of Goods' under Sections 63 and 64 Tribunals Courts & Enforcement Act 2007.

The detail of what is needed for certification is set out in **The Certification of Enforcement Agents Regulations 2014** where the judge issuing the certificate must be satisfied that:

3(b)(ii) the applicant possesses sufficient knowledge of the law and procedure relating to the powers of enforcement by taking control of goods and of commercial rent arrears recovery to be competent to exercise those powers.

Practice Direction 84—Enforcement by Taking Control of Goods details the evidence required to support this knowledge in Rule 84.18 2.1(e)(i) which must accompany an application for the issue of a certificate:

(e) proof that the applicant:

(i) has achieved at least a qualification on Taking Control of Goods at (or above) Level 2 on the Qualifications and Credit Framework (QCF) or equivalent as determined by a nationally accredited awarding body.

Who is the qualification for?

The qualification is for enforcement agents and any other individual involved in the practice of Taking Control of Goods. The qualification aims to establish baseline knowledge and meet the certification requirements of enforcement agents.

¹ QCF has now been changed to Regulated Qualification Framework (RQF)

What does the CICM qualification consist of?

The CICM qualification consists of one Level 2 unit which is Ofqual regulated and approved by the Ministry of Justice and Skills for Security to meet the certification requirements of enforcement agents.

The unit contains six learning outcomes which are easy to study for and test in a robust way.

TAKING CONTROL OF GOODS covers:

- Role of enforcement agents
- Law relevant to enforcement agents
- Practice of taking control of goods
- Practice of removal and sale of goods
- Relevant aspects of customer care
- How to manage conflict situations

You can see the unit learning outcomes and assessment criteria in Appendix A. Also Appendix B explains the content in more detail.¹

Why take a CICM qualification?

- You can be confident with CICM qualifications. The Institute is Europe's largest professional association for the credit community and has awarded qualifications since 1949. CICM was the first organisation to be directly recognised by the Office of Qualifications and Examination Regulations (Ofqual) to design, deliver and award qualifications in credit management and the related areas of debt collection, money and debt advice and High Court enforcement. CICM has considerable experience in delivery of online exams through Pearson Vue testing centres.
- CICM qualifications are internationally recognised and are registered with Ofqual.
- Flexible, credit based structures mean you can build qualifications to suit your role and move easily between qualifications.
- CICM qualifications are open to all which means that you do not need to work for a specific employer or be registered with a particular learning provider to take a CICM qualification. You can study in any way and register directly with the Institute for the qualification.

¹ Qualification content is based on guidance on enforcement agent basic training detailed in the Ministry of Justice (2012) Transforming Bailiff Action - consultation paper.

How can I study towards the qualification?

You can study in a range of ways towards the qualification, for example by in-company training or through external training, such as online learning or training days with an external provider – search the web for options. Training is likely to cover your organisation's administrative procedures, law, regulations, risk assessment, health and safety, vulnerability and conflict management.

Appendix A and B detail the content which you will need to cover and you will find 6 free sample multiple choice questions on the CICM website <http://qualifications.cicm.com/units/I2-taking-control-of-goods/> to guide preparation for the exam.

The Chartered Institute also publishes **Taking Control of Goods Guidance and Practice Tests** which you will be able to purchase from the CICM². The learning package will give 6 months access to:

- An interactive online guidance booklet (downloadable).
- Easy to understand answers to key questions so that you can test yourself or ask others to help you.
- A directory which contains relevant regulations and forms.
- 60 multiple choice sample questions which give you the option to test yourself on sections on the syllabus or to practice for the qualifying exam by taking all questions in one go. (Please note these questions will not be used in the final exam sat at a Pearson Vue test centres).
- General advice on how to get started, tips on answering multiple choice questions and how to enter the qualifying exam
- Option to print a certificate to show your final practice test scores.

How long will it take?

It will depend on your prior experience of taking control of goods and training on the current regulations.

The qualification is worth 9 credits which means that it will involve on average 90 learning hours (40 guided learning hours) to cover the award content and prepare for the exam. However if you are experienced and have received training recently, you are likely to need less time to practice for the exam.

² Developed by the CICM to help all enforcement agents prepare for their exam with the support of the HCEOA.

How do I register for the CICM exam?

1. Register with the CICM as an Affiliate Learner for the taking control of goods qualification by downloading the registration form from the CICM website - <http://qualifications.cicm.com/explore/taking-control-of-goods/level-2-award/> .
2. Book your exam appointment at a Pearson Vue centre (where you may have taken your driving theory test) by contacting Pearson Vue on 0161 855 7328 – you will need your CICM registration number and a credit or debit card to pay for your exam. Please remember that availability at testing centres reduces the later you leave it. Appointments fill up quickly and so book early to avoid disappointment. You can book up to three months ahead.

Please allow at least 48 hours for your registration to be processed before booking online and note that you are allowed to sit the exam only on one occasion in a month.

When can I take the exam?

You will be able to take the exam at a Pearson Vue testing centre on the first Tuesday, each month, except for January, June and October, when the exam will be available as part of our standard exam delivery and will be available from Monday to Thursday, during our exam week.

What does the exam involve?

The one-hour qualifying exam involves 60 multiple choice questions. Assessment is in the English language.

Please note security is tight at Pearson testing centres and you will require two forms of specific identification documentation. Please read carefully the instructions which you receive when you book to avoid being turned away and losing your exam fee.

When will I receive my results and certificate?

You will receive your results at the end of your exam from the Pearson Vue invigilator. Your results will be in the form of a report which details your percentage of correct answers for each learning outcome. CICM will send you your qualification certificate in the post the following week, if you are successful.

What is the pass mark?

The pass mark is 75%.

How much will the qualification cost?

The qualifying exam involves two fees: CICM registration fee for Taking Control of Goods plus the standard online test fee for the qualifying exam - see the [registration form](#) on the CICM website for further details.

You will also need to take into account the costs of any learning materials and training if your company organisation does not provide this.

Please note that CICM has discounted CICM initial registration fees because the qualification has been sponsored by the HCEOA. Also note that the Chartered Institute reviews fees annually at the end of the year.

What help is there for me?

On registration with CICM you will receive affiliate membership of the Chartered Institute of Credit Management (non-designatory grade). This will give you a range of support, including a Continuing Professional Development (CPD) scheme (see website for details).

Also if you have a disability, such as dyslexia, CICM can make adjustments to the assessment arrangements to enable you to demonstrate your knowledge and ensure your equality of opportunity. This could involve extra time in the examination and/or a reader⁴. The Chartered Institute bases decisions about these matters on advice from an appropriately qualified assessor.

If you would like to find out more about these arrangements, please contact the CICM for advice and the guidance booklet which explains who qualifies for an adjustment and what adjustments can be made.

If you have any other queries, please do not hesitate to get in touch with the CICM Awarding Body (email awardingbody@cicm.org or telephone 01780 727272). We are happy to help.

⁴ Please note that the reader service is only available at some testing centres because a separate room is required.

Taking Control of Goods

9 Credits 13 Guided Learning Hours 90 Total Qualification Time Hours

Aim

The unit aims to establish baseline knowledge of Taking Control of Goods and meet the certification requirements of enforcement agents.

Learning outcomes

Learners will:

- 1. Understand the role of enforcement agents within the enforcement profession.**
 - Describe the structure of the enforcement sector.
 - Explain the purpose of the enforcement profession.
 - Explain the role and responsibilities of enforcement agents in accordance with legal requirements.
 - Explain the meaning of commonly used terminology.
- 2. Understand the law relevant to enforcement agents.**
 - Identify the powers and obligations conferred by relevant Acts and regulations.
 - Identify aspects of human rights legislation that are relevant to enforcement.
 - Identify enforcement agents' obligations in respect of data protection legislation.
 - State possible consequences of not complying with legislation and regulations.
- 3. Understand the practice of taking control of goods.**
 - Identify categories of legally exempt goods.
 - Explain enforcement agent's rights of entry and re-entry.
 - Describe how to deal with common types of ownership and exemption disputes.
 - Explain the process of taking control of goods in accordance with legal and regulatory requirements.
- 4. Understand the practice of removal and sale of goods.**
 - Explain the process of removal of controlled goods in accordance with legal and regulatory requirements.
 - Explain how to sell controlled goods in accordance with legal and regulatory requirements.
 - Describe the implications of the sale of controlled goods on those involved.
- 5. Understand relevant aspects of customer care.**
 - Describe how an enforcement agent can deliver good customer care in accordance with national standards.
 - Describe how to deal with vulnerable people in accordance with national standards and regulations.
 - Describe how to handle complaints in accordance with national standards and regulations.

6. Understand how to manage conflict situations.

- Assess risks associated with a range of conflict situations.
- Explain how to reduce risks associated with potential conflict situations.
- Explain how to defuse conflict situations.

Content

1. Role of enforcement agent within the enforcement profession:

- 1.1 Key developments of enforcement profession.
- 1.2 Structure of enforcement sector.
- 1.3 Purpose of enforcement profession.
- 1.4 How enforcement agent's role fits into legal process
- 1.5 Key functions of enforcement agents.
- 1.6 Meaning of current terminology commonly used in enforcement profession e.g.
 - a) creditor/claimant
 - b) debtor/defendant
 - c) enforcement
 - d) enforcement agent business
 - e) enforcement agent.
 - f) Warrant and Writs of Control
 - g) taking control of goods
 - h) possession
 - i) committal and arrest
 - j) Liability Order
- 1.7 Role of police when called by enforcement agent or debtor.
- 1.8 How fees and charges are applied at various stages.
- 1.9 Importance of correct handling of payments.

2. Law relevant to the role of the Enforcement Agent:

- 2.1 Powers and obligations conferred by the Tribunals, Courts and Enforcement Act 2007 and associated regulations, including Commercial Rent Arrears Recoveries (CRAR).
- 2.2 Relevant aspects of Human Rights legislation.
- 2.3 Enforcement Agents' data protection obligations.
- 2.4 Consequences of enforcement agent not complying with current legislation.

3. Practice of taking control of goods:

- 3.1 Categories of legally exempt goods.
- 3.2 Enforcement agents' rights of entry and re-entry.
- 3.3 Common types of ownership and exemption disputes.
- 3.4 How to deal with common types of ownership and exemption disputes.
- 3.5 Process for taking control of goods, including:
 - a) Different ways of taking control of goods
 - b) Obligations of Enforcement agent
 - c) Obligations of debtor.
- 3.6 Documentation that must be completed when taking control of goods.
- 3.7 Importance of accurate and legible completion of documentation.
- 3.8 Importance of providing information about payment opportunities and consequences of non-payment.

4. Practice of removal and sale of goods:

- 4.1 Process for removal of controlled goods.
- 4.2 Process for the sale of controlled goods.
- 4.3 Duty of care when removing and selling controlled goods.
- 4.4 Documentation that must be completed when removing and selling controlled goods.
- 4.5 Enforcement Agent's responsibilities for making or obtaining a valuation of controlled goods.
- 4.6 Methods of selling removed controlled goods under current legislation.
- 4.7 Responsibilities for selling removed controlled goods under current legislation.
- 4.8 Implications of sale of controlled goods on those involved, including:
 - a) Debtor
 - b) Purchaser
 - c) Enforcement agent
 - d) auctioneer

5. **Relevant aspects of customer care:**

- 5.1 Identification of enforcement agent's customers.
- 5.2 How an enforcement agent can deliver good customer care.
- 5.3 Requirements of National Standards for Enforcement Agents relating to:
 - a) Professionalism and conduct.
 - b) Complaints/discipline
 - c) Information and confidentiality
 - d) Time and hours
 - e) Vulnerable situations.
- 5.4 People who might be vulnerable during the enforcement process.
- 5.5 Actions to take in situations where vulnerable people are involved.
- 5.6 Enforcement agent's obligations for dealing with real and potential complaints.
- 5.7 Complaint handing – where complaints can be escalated.

6. **How to manage conflict situations:**

- 6.1 How to recognised and assess conflict situations.
- 6.2 How to defuse and resolve conflict situations.
- 6.3 How to reduce risks associated with potential conflict situations.