



CICM Professional Qualifications

Taking Control of Goods Syllabus



Endorsed by



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Advancing the credit profession

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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.

You can be confident with CICM regulated qualifications. The Institute is the largest professional association in the world 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 enforcement, debt collection, and money and debt advice. CICM has considerable experience in delivery of online exams through Pearson Vue testing centres.

The one-hour qualifying exam involves 60 multiple choice questions and delivered at Pearson Vue testing centres or at an alternative location with an online proctor. Exam appointments are on demand and are available 24/7. 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 assist in the application process for certification from the Court to act as an enforcement agent.

The qualification itself does not give you the authority to use Taking Control of Goods regulations until you have been certificated by a judge in the County Court. In addition, you will require relevant industry experience. Find out more about how to apply for certification on the government website: <https://www.gov.uk/government/publications/form-eac1-application-for-certificate-to-act-as-an-enforcement-agent>.

Please note that the Level 2 Award is only the minimum qualification standard required for enforcement agents, and further qualification is recommended for those hoping to run their own businesses.

What does the CICM qualification consist of?

The CICM qualification consists of one Level 2 award which is Ofqual regulated and approved by the Ministry of Justice and Skills for Security to meet the certification requirements for enforcement agents. The award 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 award learning outcomes and assessment criteria from page 9. Also, indicative content is available from page 11.

Why take a CICM qualification?

- ✓ **Well recognised and trusted Chartered Institute** with expertise and extensive partnerships across the credit management and enforcement profession.

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- ✓ **Regulated awarding body** in enforcement qualifications and an apprenticeship leader. CICM qualifications are internationally recognised and are registered with Ofqual.
- ✓ **One-hour online Level 2 Taking Control of Goods exam available 24/7** (at a Pearson Vue testing centre or alternative location with online proctor) – can be taken locally and outside working hours.
- ✓ **Progression routes to Level 3** (Advanced Enforcement) **and higher qualifications** (Level 4 High Court Enforcement and Level 5 Diploma in Credit and Collections).
- ✓ **CICM membership supports enforcement agent CPD requirements**, providing tailored CPD support for enforcement agents, including access to relevant online learning materials, a mentor hub and a CPD recording tool (see table below).
- ✓ **Opportunity to upgrade CICM Membership** to gain recognition for experience and professional letters (FCICM, MCICM and ACICM).

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.

Syllabus and indicative content from page 9 detail the content which you will need to cover to guide preparation for the exam. As shown below, when you register as a CICM studying member you will have access to online learning and wide range of other resources to help you qualify and meet ongoing regulatory CPD requirements.

CICM membership	Premium Membership and qualification package	CICM Membership and qualification package	Annual CICM studying membership
CICM Studying membership	✓	✓	✓
Credit Management magazine (10 issues pa)	✓	✓	✓
CICM Mentor Hub	✓	✓	✓
CICM Knowledge Hub via enforcement dashboard	✓	✓	✓

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Elearning	✓	✓	✓
Advice and Guidance	✓	✓	✓
Podcasts	✓	✓	✓
CPD record/certification	✓	✓	✓
Level 2 Taking Control of Goods online course	✓	✓	✓
Level 3 Advanced Enforcement online course	✓	✓	✓
Level 4 High Court Enforcement exam practice questions	✓	✓	✓
Assessment fee (includes one assessment fee)	✓	✓	
Coach support (includes 6 months support for one subject)	✓		

The Chartered Institute Online Taking Control of Goods course includes:

- An interactive online **Taking Control of Goods 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 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 will involve on average 90 learning hours (40 guided learning hours) to cover

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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.

How do I register for the CICM exam?

1. Register with the CICM as a studying member by contacting CICM Member Services because you may be eligible for a discount if you work for a HCEOA or CIVEA member company: cicmmembership@cicm.com Telephone: 01780 722903.
2. Choose where you would like to take your exam. You have two options:
 - Take test at Pearson Vue test centre at a town or city nearby.
 - Take test remotely in a quiet location, e.g., at your home or office, with a remote Exam Proctor invigilating your exam and using Pearson OnVUE software - please carefully note the system requirements for this option.

Find out more here: <https://home.pearsonvue.com/cicm>.

3. Book your exam appointment with Pearson Vue 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.

When can I take the exam?

Appointments are available 24/7 depending on the centre and which exam option you prefer.

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 and you will require two forms of specific identification documentation. Please carefully read the instructions which you receive when you book to avoid being turned away or refused access to the exam thereby 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 at a test centre or you can access your results from your online account if you selected the remote proctor exam service. 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.

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What is the pass mark?

The pass mark is 75%.

How much will the qualification cost?

The qualifying exam involves two fees: CICM membership fee plus the standard online test fee for the qualifying exam - see CICM website for further details.

Please 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 studying 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 reader¹. 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.com or telephone 01780 727272). We are happy to help.

¹ Please note that the reader service is only available at some testing centres because a separate room is required.

Taking Control of Goods syllabus

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 agents².

Syllabus topics

1. Role of enforcement agents within the enforcement profession. (20%)

- structure of the enforcement sector.
- purpose of the enforcement profession.
- role and responsibilities of enforcement agents in accordance with legal requirements.
- meaning of commonly used terminology.

2. Law relevant to enforcement agents. (20%)

- powers and obligations conferred by relevant Acts and regulations.
- aspects of human rights legislation that are relevant to enforcement.
- enforcement agents' obligations in respect of data protection legislation.
- possible consequences of not complying with legislation and regulations.

3. Practice of taking control of goods. (20%)

- categories of legally exempt goods.
- enforcement agent's rights of entry and re-entry.
- common types of claims of ownership and exemption disputes.
- taking control of goods in accordance with legal and regulatory requirements.

4. Practice of removal and sale of goods. (20%)

- removal of controlled goods in accordance with legal and regulatory requirements.
- controlled goods in accordance with legal and regulatory requirements.
- implications of the sale of controlled goods on those involved.

5. Relevant aspects of customer care. (10%)

- good customer care in accordance with national standards.
- dealing with vulnerable people in accordance with national standards and regulations.
- handling complaints in accordance with national standards and regulations.

² Qualification content is based on the guidance on enforcement agent basic training detailed in the Ministry of Justice (2012) 'Transforming bailiff action – consultation paper'.

6. Manage conflict situations. (10%)

- risks associated with a range of conflict situations.
- reduction of risks associated with potential conflict situations.
- defuse conflict situations.

Learning outcomes The learner will:		LEVEL 3 assessment criteria The learner can:	
1	Understand the role of enforcement agents within the enforcement profession.	1.1	Describe the structure of the enforcement sector.
		1.2	Explain the purpose of the enforcement profession.
		1.3	Explain the role and responsibilities of enforcement agents in accordance with legal requirements.
		1.4	Explain the meaning of commonly used terminology.
2	Understand the law relevant to enforcement agents.	2.1	Identify the powers and obligations conferred by relevant Acts and regulations.
		2.2	Identify aspects of human rights legislation that are relevant to enforcement.
		2.3	Identify enforcement agents' obligations in respect of data protection legislation.
		2.4	State possible consequences of not complying with legislation and regulations.
3	Understand the practice of taking control of goods.	3.1	Identify categories of legally exempt goods.
		3.2	Explain enforcement agent's rights of entry and re-entry.
		3.3	Describe how to deal with common types of claims of ownership and exemption disputes.
		3.4	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.	4.1	Explain the process of removal of controlled goods in accordance with legal and regulatory requirements.
		4.2	Explain how to sell controlled goods in accordance with legal and regulatory requirements
		4.3	Describe the implications of the sale of controlled goods on those involved.
5	Understand relevant aspects of customer care.	5.1	Describe how an enforcement agent can deliver good customer care in accordance with national standards.
		5.2	Describe how to deal with vulnerable people in accordance with national standards and regulations.
		5.3	Describe how to handle complaints in accordance with national standards and regulations.
6	Understand how to manage conflict situations	6.1	Assess risks associated with a range of conflict situations
		6.2	Explain how to reduce risks associated with potential conflict situations
		6.3	Explain how to defuse conflict situations.

Assessment One-hour multiple choice exam

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Indicative Content

1.	<p>Role of enforcement agent within the enforcement profession:</p> <ul style="list-style-type: none">• Key developments of enforcement profession.• Structure of enforcement sector.• Purpose of enforcement profession.• How enforcement agent's role fits into legal process• Key functions of enforcement agents.• Meaning of current terminology commonly used in enforcement profession e.g.<ul style="list-style-type: none">- creditor/claimant- debtor/defendant- enforcement- enforcement agent business- enforcement agent.- Warrant and Writs of Control- taking control of goods- possession- committal and arrest- Liability Order• Role of police when called by enforcement agent or debtor.• How fees and charges are applied at various stages.• Importance of correct handling of payments.
2	<p>Law relevant to the role of the Enforcement Agent:</p> <ul style="list-style-type: none">• Powers and obligations conferred by the Tribunals, Courts and Enforcement Act 2007 and associated regulations, including Commercial Rent Arrears Recoveries (CRAR).• Relevant aspects of Human Rights legislation.• Enforcement Agents' data protection obligations.• Consequences of enforcement agent not complying with current legislation.

3	<p>Practice of taking control of goods:</p> <ul style="list-style-type: none"> • Categories of legally exempt goods. • Enforcement agents' rights of entry and re-entry. • Common types of ownership and exemption disputes. • How to deal with common types of claims to ownership and exemption disputes, including third party claims. • Process for taking control of goods, including: <ul style="list-style-type: none"> - Different ways of taking control of goods - Obligations of Enforcement agent - Obligations of debtor. • Documentation that must be completed when taking control of goods. • Importance of accurate and legible completion of documentation. • Importance of providing information about payment opportunities and consequences of non-payment.
4.	<p>Practice of removal and sale of goods:</p> <ul style="list-style-type: none"> • Process for removal of controlled goods. • Process for the sale of controlled goods. • Duty of care when removing and selling controlled goods. • Documentation that must be completed when removing and selling controlled goods. • Enforcement Agent's responsibilities for making or obtaining a valuation of controlled goods. • Methods of selling removed controlled goods under current legislation. • Responsibilities for selling removed controlled goods under current legislation. • Implications of sale of controlled goods on those involved, including: <ul style="list-style-type: none"> - Debtor - Purchaser - Enforcement agent - auctioneer

5	<ul style="list-style-type: none"> • Identification of enforcement agent's customers. • How an enforcement agent can deliver good customer care. • Requirements of National Standards for Enforcement Agents relating to: <ul style="list-style-type: none"> - Professionalism and conduct. - Complaints/discipline - Information and confidentiality - Time and hours - Vulnerable situations. • People who might be vulnerable during the enforcement process. • Actions to take in situations where vulnerable people are involved. • Enforcement agent's obligations for dealing with real and potential complaints. • Complaint handing – where complaints can be escalated
6	<p>How to manage conflict situations:</p> <ul style="list-style-type: none"> • How to recognise and assess conflict situations. • How to defuse and resolve conflict situations. • How to reduce risks associated with potential conflict situations.

Useful contacts

Learner study advice service
Operates 9am to 5pm, Monday to Friday

Tel: 01780 722909

Learning co-ordination service

Tel: 01780 722909

Free advice on studying for CICM qualifications

Email: info@cicm.com
or telephone 01780 722909

Assessment or examination queries

Email awardingbody@cicm.com or telephone 01780 727272

Advice on CICM membership

Email cicmmembership@cicm.com or telephone: 01780 722903

Advice on HCEOA membership

Email: Pauline.hayward@hceoa.org.uk

Study material

[CICM Learner Wider Reading List](#)

Subscriptions and accounts

Tel: 01780 722908

CICM website

www.cicm.com

HCEOA website

www.hceoa.org.uk

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Chartered Institute of Credit Management

The Chartered Institute of Credit Management (CICM) is the largest recognised professional body in the world for the credit management community. Formed over 75 years ago, the Institute was granted its Royal Charter in 2014. Representing all areas of the credit and collections lifecycle, it is the trusted leader and expert in its field providing its members with support, resources, advice, and career development as well as a networking and interactive community. CICM has a comprehensive suite of qualifications and learning opportunities, events and magazine 'Credit Management'. Independently, and through collaboration with business organisations, it provides vital advice to businesses of all sizes on how best to manage cashflow and credit.

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