



Moderators Assignment Feedback – Advanced Enforcement

After each series, we ask our moderators to provide a report on each assignment-based unit to identify:

- any questions which were usually answered particularly well, including main points and qualities that characterised good answers.
- any questions which were usually answered badly and main weaknesses in candidates' answers.
- common errors or misconceptions made by candidates.

We hope that this will be of assistance when completing your Advanced Enforcement assignment.

General feedback to candidates

This is an appropriate, albeit testing, assignment with a good range of tasks in relation to enforcement.

Candidates should note that to achieve a Pass at Level 3 they need to show the ability to evaluate as well as recall knowledge.

Several questions require examples and/or the use of Appendices. Candidates should ensure these are present and support the content of the answer body, as Appendix content does not itself earn marks.

Feedback for each assignment question

Q1. We would like you to tell us about some aspects of your enforcement agent role and will ask you to provide examples from your work to show this. Remember to use an Appendix for any question to show us documents and other materials, and to conceal any personal and other confidential data that appears within them.

Using examples which illustrate the range of your enforcement work and with reference to relevant legislation and regulations:

- a) Explain your lawful powers as an enforcement agent and give the sources in law or regulations from where they derive:**
- b) Explain the obligations placed upon you as an enforcement agent:**
- c) Explain the main risks associated with your enforcement work:**

Q1 - Most candidates can achieve a Pass on most parts of this question. Candidates should note the question asks for examples and the mark scheme at Pass level and above refers to the use of examples. Weaker answers were those who discussed the powers, obligations, and risks in general terms.

Q2. We would like you to tell us about the law and how it affects the work you do.

Explain the impact that the law and binding industry frameworks have upon your area of enforcement work, referring to legislation, regulations, and industry frameworks in your response:

Q2 - Generally well answered. Most candidates could explain the impact across legislature, regulation, and industry frameworks. Where there was clear demonstration of technical knowledge the response earned more marks.

Q3. We would like you to tell us about aspects of the Taking Control of Goods process and to help your response to this question, you will need to assemble an Appendix of all the prescribed forms that may be required at each stage of the process. Name your Appendix '3a' and then complete the following tasks:

With regard to the required forms relating to Taking Control of Goods ('TCG') and which should now be included within Appendix 3a:

a) Make a list of all the prescribed forms for each stage of the TCG procedure and, for each form, briefly explain its intended purpose:

Q3a- Generally answered satisfactorily. Candidates should note that the question asks them to identify each stage of the procedure and relate the forms to it rather than explain each form.

b) Explain the key risks of non-compliance associated with the use of these forms and the potential outcomes of being found to be non-compliant:

Q3b – Generally answered well, with candidates able to identify some risks. Stronger answers explained the key risks, while weaker answers had vague identification of the risks relating to non-compliant use of the forms.

Q4. We would like you to tell us about the four ways of Taking Control of Goods, and the situations in which each of them is best used and is best avoided. In making this kind of comparison, you will be 'assessing the relative merits' of each. Remember to look at all four ways.

Appropriately evidencing your response to this question in an Appendix, use examples from your own enforcement work to assess the relative merits of each of the four ways to Take Control of Goods.

Q4 - Generally answered satisfactorily. The better answers showed knowledge of the four ways of Taking Control of Goods and used examples to show which are relevant in a range of situations. The poorer answers discussed a general approach without showing clear awareness of the four ways.

Q5. We would like you to tell us about your enforcement working practices. For 5a) tell us about how customers in vulnerable circumstances can be supported. The tasks in 5b(i) to 5b(iv) ask you to provide examples and other available evidence to support your response, so will need you to use an Appendix for these. Tasks 5c(i) to 5c(ii) will also require reference to law, regulation, and industry frameworks. Remember to conceal personal data within documents and other materials.

a) Explain four of the arrangements that are available to support customers in vulnerable circumstances.

Q5a – Enforcement working practices were identified to some degree but overall, the question was not generally well answered, due to lack of sufficient explanation or examples.

b) Appropriately evidencing your responses to this question in an Appendix, use examples from the enforcement work which you have carried out over a period of at least three months to explain how you have:

- i) Delivered customer care during enforcement work**
- ii) Identified and communicated with customers in vulnerable circumstances, obtaining support for them where necessary**
- iii) Used a range of negotiation and influencing techniques**
- iv) Handled verbal abuse and aggressive behaviour.**

5b (i) to (iv) - Varying quality of answers. Most answers did not show strong enough examples to showcase ability. Some of the poorest answers lacked any adequate examples at all. Candidates who did well had clearly taken note of requirements of the task and mark scheme.

c) Appropriately evidencing your responses to this question in an Appendix, and referring where necessary to appropriate legal, regulatory and industry framework requirements, use examples from the enforcement work which you have carried out over a period of at least three months to explain how you have:

- i) Carried out complex and/or difficult cases.**
- ii) Handled complaints and disputes.**

Q5c - Generally well answered. Strong answers provided clear examples and showed how they comply with legal, regulatory and industry framework requirements. Weak answers showed some awareness of the requirements but lacked any examples to show the ability to comply with them.

Q6. Reflecting on the enforcement work you have carried out over a period of at least three months:

a) Evaluate your enforcement performance during the course of this period, assessing how your approaches and outcomes have changed over that time, and identifying aspects of your performance which can be improved:

Q6a – Some candidates struggled with the self-reflection required by this question, with vague discussions of how they have progressed, leading to limited identification of how to do better. The better answers were those that could show a clear relationship between approach and outcomes and used this context to identify actions to address any weaknesses and/or build on strengths.

b) Develop a SMART action plan to improve personal enforcement skills.

Q6b - Responses to this question were poor and this was usually because they did not use the assessment in the previous answer to identify clear goals. It was evident that candidates did not understand how to use the SMART model to create an action plan, which meant plans lacked structure and clear objectives.