



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 assignment is at Level 4 and the skill set required at this level, may require evaluation, analysis as well as knowledge recall.

This is an appropriate, albeit testing, assignment with a good range of tasks in relation to enforcement, and it is encouraging to see there were no Refer candidates in this series.

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 - All parts, a, b and c were well answered with part b achieving a Good L3 pass. Candidates should ensure they use appropriate examples to illustrate their response as well as identifying relevant legislation and regulations within the context of the question task.

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 - Well answered. Responses evidencing a clear demonstration of technical knowledge will earn 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- Well answered. Candidates should note that the question asks them to identify each stage of the procedure as well as explaining the purpose of 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 – Answered well, generally candidates are able to identify some risks but an explanation of key risks is required for higher marks.

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 - Well answered. Clear examples with explanation of how the candidate shows customer care will achieve a higher grade than unfocussed discussion of approach.

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 well answered, due to lack of sufficient clear 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. Answers need to show strong enough examples to showcase ability. Candidates should clearly take 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, candidates need to give some explanation of how they carry out the work including legal and regulatory reference and adequate examples.

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 – Less good quality of answer showing limited awareness of improvement over time and how to progress further. Candidates need to show they can recognise how they have progressed over the three-month period, and identify what they can do to improve.

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

Q6b - Responses to this question were poor, in part because it did not use the assessment required for the previous answer to identify clear goals. It was evident that candidates did not understand how to use the SMART model, which meant the plan lacked structure and clear objectives.