



**CICM Professional Qualifications**

# **High Court Enforcement Syllabus**

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## High Court Enforcement Professional Programme

The High Court Enforcement Officers Association (HCEOA), formed in 1887, maintains and drives improvements to standards, represents and supports High Court Enforcement Officers, and acts as a voice for the profession.

The HCEOA qualification programme is integral to the development of High Court Enforcement Officers and is a mandatory requirement for authorisation. The programme contains two regulated qualifications:

- **CICM Level 4 Diploma in High Court Enforcement** which provides essential knowledge and skills for aspiring High Court Enforcement Officers, covering the enforcement of Writs of Control, Writs of Execution, Writs of Possession and Compulsory Purchase Orders (CPOs), HCEO fees and accounting and High Court Enforcement law and regulations.
- **CICM Level 4 Certificate in High Court Enforcement Practical Experience** which aims to evidence that candidates have met the minimum qualification requirements for enforcement work and their ability to carry out High Court Enforcement work.

Both qualifications are required for applications to become an Authorised High Court Enforcement Officer via the Ministry of Justice to the Senior Master of the King's Bench Division. The qualifications together take approximately two years to complete.

Candidates can prepare for the Level 4 Certificate in High Court Enforcement Practice Experience at the same time as studying for the Level 4 Diploma in High Court Enforcement or start this qualification after having achieved the Level 4 Diploma. However, candidates should be aware that evidence for the Level 4 Certificate in High Court Enforcement Practice Experience must be a maximum of 12 months old at the point of submission for assessment.

The independent awarding body for the qualifications is the Chartered Institute of Credit Management (CICM). CICM is the largest recognised professional body in the world for the credit management community and related areas. Formed over 80 years ago, the Institute was granted its Royal Charter in 2015. 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 is a regulated awarding body, end-point assessment organization and apprenticeship support provider. CICM leads the development of apprenticeships and has developed comprehensive Professional Standards for the profession. CICM qualifications range from Level 2 to Level 5 and provide a benchmark for the credit management and collections, enforcement, and debt advice professions. CICM qualifications are internationally recognised and accredited on the Ofqual (England) and CCEA Regulated Qualifications Framework (RQF) and Qualifications Wales (QiW).

## **Progression routes and professional body membership**

### **High Court Enforcement Officers Association (HCEOA)**

A HCEOA student member who passes the CICM Level 4 Diploma in High Court (including the final examination), and the Level 4 Certificate in High Court Enforcement Practical Experience will be able to apply for HCEOA Associate Membership.

After being admitted as an Associate Member, the member may then make an application to be an Authorised High Court Enforcement Officer. This application is to the Lord Chancellor via the Ministry of Justice (MOJ). Once appointed by the Lord Chancellor, the Associate Member can apply for Full Membership of the HCEOA.

### **Chartered Institute of Credit Management (CICM)**

HCEOA student members are required to register as a member of the CICM to undertake the qualifications. The CICM studying member would be eligible for Associate status (ACICM) if they have completed the CICM Level 3 Diploma in Credit and Collections/Management or meet CICM Associate membership experience criteria. They also may be eligible to full CICM membership (MCICM) depending on their background. See CICM website for information about CICM membership grade criteria and the membership assessment process.

### **Entry requirements**

The HCEO professional programme assumes that learners have achieved a minimum of Level 3 qualifications in enforcement related areas on entry, ideally through completion of qualifications in enforcement, law, credit management and/or consumer collections, for example CILEX or CICM Level 3 Award in Advanced Enforcement. Practical experience will involve the enforcement of Writs and therefore learners require a Level 2 Award in Taking Control of Goods and enforcement agent's certificate issued from local County Court to undertake the CICM Level 4 Certificate of High Court Enforcement Practical Experience.

Learners apply for the programme through the HCEOA and are required to send their current CV with supporting evidence of their educational qualifications to the Association Secretary [Pauline.hayward@hceo.org.uk](mailto:Pauline.hayward@hceo.org.uk). If it is unclear as to whether educational qualifications are at Level 3, CICM will assess CVs and advise HCEOA on eligibility. There is a fee for this service which can be found on the CICM website.

### **Qualification completion time**

Once admitted as a student, the HCEOA requires student members to complete their studies within 5 years of admission, as a condition of that category of membership. Most students have, in the past, completed their Diploma course within 2 years. If any student needs a break in learning because of personal circumstances, which would take them beyond the 5-year period and wish to resume their studies after the break, they should apply for an extension, in writing, to the Association Secretary, for

consideration by the HCEOA Board. Any student who decides not to continue with their studies, but intends to remain within High Court enforcement, can apply to transfer to HCEOA Ancillary membership.

### **Study methods and learning resources**

Learners study for the Level 4 programmes through a combination of distance learning, in-company training and work-based experience. Learners are advised to purchase study guides for the Level 4 Diploma from the CICM website and the CICM Learning Support Service offers an assignment coaching service. Email: [learningsupport@cicm.com](mailto:learningsupport@cicm.com) for advice or telephone 01780 720909.

### **Assessment re-sits/re-submissions**

There are no restrictions on the number of times a student can re-sit or resubmit an assessment that they have failed. Standard fees apply for each assessment.

### **Results and certification**

CICM notifies grades in a results letter and candidates can access results online on the published results day. Candidates will receive a certificate for unit passes and a final qualification certificate if they have achieved the Level 4 Diploma in High Court Enforcement and/or the Level 4 Certificate in High Court Enforcement Practical Experience.

### **Arrangements for adjustments**

The CICM will make adjustments to assessments to ensure equality of opportunity and to enable learners with particular conditions to demonstrate their knowledge, skills or understanding. Please contact CICM for the guidance booklet which explains how a learner qualifies for an adjustment and what adjustments will be made.

### **Completion of Final HCE examination**

It is expected that candidates pass the three assignment-based assessments before attempting the final examination.

### **CICM Level 4 Diploma in High Court Enforcement**

Accreditation code Ofqual: R/650/4522. Qualification Wales: C00/4711/2. GLH 148. TQT 408

Writs of Control	Accreditation code H/650/4519	GLH 37	TQT 102
Writs of Execution	Accreditation code L/650/4520	GLH 37	TQT 102
HCEO Fees and Accounting	Accreditation code M/650/4521	GLH 37	TQT 102
High Court Enforcement (Law and Regulations)	Accreditation code R/650/4522	GLH 37	TQT 102

### **CICM Level 4 Certificate in High Court Enforcement Practical Experience**

Accreditation code Ofqual: 610/1626/3. Qualification Wales: C00/4712/5. GLH 59. TQT 189

High Court Enforcement Practical Experience	Accreditation code D/650/4535	GLH 59	TQT 199
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The following sections explain the two qualifications in more detail.

## **CICM Level 4 Diploma in High Court Enforcement**

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### **Qualification aims**

The CICM Level 4 Diploma in High Court Enforcement aims to provide essential knowledge and skills for an aspiring High Court Enforcement Officer, covering Writs of Control, Writs of Execution, Possession and CPOs, HCEO fees and accounting and High Court Enforcement law and regulations.

### **Structure**

The CICM Level 4 Diploma in High Court Enforcement is made up of 4 mandatory units:

- Writs of Control
- Writs of Execution
- HCEO Fees and Accounting
- High Court Enforcement (Laws and Regulations)

### **Learning hours and total qualification time**

Each unit is individually assessed and requires approximately four months of learning. Learners receive a certificate on completion of each unit. The Diploma takes about two years to complete, depending on how many units a learner takes at one time, and involves 3 assignments and one final examination.

The CICM Level 4 Diploma in High Court Enforcement demonstrates knowledge and skills in a wide range of High Court enforcement work. Learners will achieve the CICM Level 4 Diploma in High Court Enforcement on passing all four units. The HCEOA recommends that learners take the High Court Enforcement (Laws and Regulations) exam last.

### **Unit awards**

Learners can take individual awards instead of working towards the full Diploma. Achievement of a Level 4-unit award demonstrates knowledge and skills in specific areas of High Court Enforcement. On successful completion of any unit, learners gain a unit award certificate. The unit awards are designed for people who work in a range of enforcement and support functions, for example enforcement agents, court enforcement officers and debt recovery agents.

### **Assessment methodology**

CICM assesses all units by work-based assignments, apart from the final High Court Enforcement (Law and Regulations) unit which involves a 3-hour examination.

- Learners can submit assignments for marking in January, March, June, or October.
- The examination will be available four times a year (January, March, June, and October) for candidates who have submitted all assignments for assessment.

## Ofqual level descriptors

Level	Knowledge descriptor (the holder...)	Skills descriptor (the holder can...)
L4	<p>Has practical, theoretical, or technical knowledge and understanding of a subject or field of work to address problems that are well defined but complex and non-routine.</p> <p>Can analyse, interpret, and evaluate relevant information and ideas.</p> <p>Is aware of the nature or approximate scope of the area of study or work.</p> <p>Has an informed awareness of different perspectives or approaches within the area of study or work.</p>	<p>Identify, adapt, and use appropriate cognitive and practical skills to inform actions and address problems that are complex and non-routine while normally well defined.</p> <p>Review the effectiveness and appropriateness of methods, actions, and results.</p>

## Grading

The overall qualification has pass/fail grades only. Unit grade bands are:

Fail/Refer	Pass	Merit	Distinction
0% – 49%	50% – 64%	65% – 74%	75% – 100%

<b>Grade criteria</b>	
<b>Refer (0-49%)</b>	<b>Good Level 4 (65-74%)</b>
Achievement reflects the ability to select and use some relevant understanding, skills and procedures to complete tasks and address problems that while well-defined, may be complex and non-routine. It includes the ability to interpret and evaluate relevant information and ideas and awareness of different perspective or approaches.	Achievement reflects practical, theoretical or technical knowledge and understanding of a subject or field of work to address problems that <b>are complex and non-routine</b> . It requires analysis, interpretation and evaluation of relevant information and ideas. It includes awareness of the nature or approximate scope of the area of study or work and an informed awareness of different perspectives or approaches within the area of study or work. The holder can identify, adapt and use appropriate cognitive and practical skills to inform actions and address problems that are complex and non-routine while normally fairly well-defined. This includes the ability to review the effectiveness and appropriateness of methods, actions and results, <b>as well exercising autonomy and judgement</b> .
<b>Level 4 Pass (50-64%)</b>	<b>Excellent Level 4 (75% and over)</b>
Achievement reflects practical, theoretical or technical knowledge and understanding of a subject or field of work to address problems that <b>are well defined but complex and non-routine</b> . It requires <b>analysis, interpretation and evaluation of relevant information and ideas</b> . It includes <b>awareness of the nature or approximate scope</b> of the area of study or work and an <b>informed awareness</b> of different perspectives or approaches within the area of study or work. The holder can identify, <b>adapt</b> and use appropriate cognitive and practical skills to inform actions and address problems <b>that are complex and non-routine while normally fairly well-defined</b> . This includes the ability to <b>review the effectiveness and appropriateness of methods, actions and results</b> .	Achievement reflects practical, theoretical or technical knowledge and understanding of a subject or field of work to address <b>broadly defined</b> problems that are complex and non-routine. It requires <b>autonomy, judgement and self-directed learning with responsibility from courses of action</b> . It requires analysis, interpretation and evaluation of relevant information and ideas. It includes awareness of the nature or approximate scope of the area of study or work and an informed awareness of different perspectives or approaches within the area of study or work. The holder can identify, adapt and use appropriate cognitive and practical skills to inform actions and address problems that are complex and non-routine while normally fairly well-defined. This includes the ability to review the effectiveness and appropriateness of methods, actions and results.

## **Qualification learning outcomes**

### **Knowledge and understanding**

On completion of the qualification, learners will have demonstrated:

- knowledge and critical understanding of how to conduct enforcement of Writs of Control and the knowledge required to undertake the enforcement activity.
- a general understanding of the enforcement of Writs of Execution, including Writs of Possession, Less Common Writs and Compulsory Purchase Orders (CPOs), and the knowledge required to undertake possession activity.
- knowledge of High Court Enforcement Officer (HCEO) fees and accounting procedures.
- detailed understanding of the law and regulations related to High Court Enforcement.

### **Intellectual skills**

On completion of the qualification, learners will be able to:

- evaluate the powers and responsibilities of a High Court Enforcement Officer.
- apply underlying concepts and principles related to High Court Enforcement to the enforcement industry.
- deploy key High Court Enforcement/Taking Control of Goods techniques effectively.
- communicate information, arguments, and analysis effectively in a variety of forms to creditors, debtors and third parties.

### **Transferable skills and personal skills**

On completion of the qualifications, learners will have demonstrated the ability to undertake further training, develop existing skills and acquire new competencies that will enable them to apply to become an Authorised High Court Enforcement Officer

## **Qualification objectives**

### **Learners who have achieved the qualification will:**

- have researched practices of High Court Enforcement Officers to build an in-depth understanding of best practice enforcement standards.
- have an in-depth knowledge and critical understanding about different approaches to High Court Enforcement.
- understand responsibilities and liabilities in relation to legal, regulatory, ethical, and social requirements.
- understand the role and responsibilities of a High Court Enforcement Officer.
- understand how to transfer up a range of judgments to the High Court.
- know how to prepare and conduct enforcement.
- know how to manage problems related to enforcement and prevent fraud.
- understand the fees applicable to enforcement and relevant documentation.
- understand reporting requirements for outside agencies.

**Learners who have achieved the qualification will be able to:**

- evaluate the authorisation requirements, powers, and responsibilities of a High Court Enforcement Officer.
- compare and contrast the transfer up processes to the High Court for a range of judgments.
- prepare a generic risk management plan to identify and manage risks.
- prepare a pre-planned risk assessment to minimise adverse effects for main problems with the enforcement of Writs.
- Evaluate how the different ways that an Enforcement Agent may take control of goods impact on the outcomes for creditors, debtors and third parties.
- compare and contrast the preparation and conduct of a range of Writs including complex situations and vulnerable persons, in accordance with legal requirements.
- evaluate how to report effectively the outcome of enforcement.
- explain how to manage third-party and exempt goods claims.
- explain how to manage the removal and sale of goods in a range of circumstances, including complex situations.
- explain how insolvency impacts on enforcement of a Writ.
- explain the process for transferring up a judgment to the High Court to issue a Writ of Possession.
- discuss a range of cases to explain when a Writ of Restitution is needed.
- assess risk and evaluate ways to minimise adverse effects for main problems associated with the enforcement of a Writ of Possession or CPO.
- evaluate a High Court Enforcement Officer's responsibilities in relation to fees and accounts.
- identify the documents used to record financial transactions for High Court Enforcement.
- explain the fee scale in relation to different writs and outline the sequence in which these documents are used.
- evaluate organisational procedures for recording payments received from debtors and creditors by case; accounting for VAT or the sum equivalent; producing financial statements.
- evaluate accounting procedures for receipting different payments received, including proceeds of sale at auction; identifying information to be included on invoices; recording day-to-day expenditure; maintaining office and client accounts.
- evaluate Ministry of Justice's reporting requirements.
- evaluate the risks of fraud in HCEO business organisations and assess methods to prevent fraud, including the recording of financial
- compliance with operating accounting.
- identify key principles regarding High Court Enforcement practice under legal and regulatory requirements.
- apply knowledge of legal and regulatory requirements to the organisation of a High Court Enforcement office.
- use regulations to apply fee requirements to a range of circumstances.
- apply knowledge of legal and regulatory requirements to a range of High Court Enforcement circumstances.

- evaluate the action of High Court Enforcement Officers in a range of circumstances.
- advise on the application of the High Court Enforcement Officers Association complaints procedure in a range of circumstances.

**Learners who have achieved the qualification will have developed the ability to:**

- take responsibility for courses of action.
- exercise autonomy and judgement within broad parameters.
- evaluate and plan own learning.

## **CICM Level 4 Diploma in High Court Enforcement**

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Accreditation code Ofqual: R/650/4522. Qualification Wales: C00/4711/2. GLH 148. TQT 408

Candidates need to pass all the units below to gain the Level 4 Diploma in High Court Enforcement

### **Writs of Control**

Level 4	4	Assessment	Assignment
Guided Learning Hours:	37	Total Qualification Time	102
Ofqual accreditation	H/650/4519		

### **Writs of Execution**

Level 4	4	Assessment	Assignment
Guided Learning Hours:	37	Total Qualification Time	102
Ofqual accreditation	L/650/4520		

### **HCEO Fees and Accounting**

Level 4	4	Assessment	Assignment
Guided Learning Hours:	37	Total Qualification Time	102
Ofqual accreditation	M/650/4521		

### **High Court Enforcement (Laws and Regulations)**

Level 4	4	Assessment	Examination
Guided Learning Hours:	37	Total Qualification Time	102
Ofqual accreditation	R/650/4522		

## Unit content

### Writs of Control

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**Level 4**                      **Accreditation Code** H/650/4519

**GLH** 37      **TQT** 102

#### Aim

The unit aims to build understanding of how to conduct enforcement of Writs of Control and the knowledge required to undertake the enforcement activity.

Learning outcomes		Assessment criteria	
The learner will:		The learner can:	
1.	Understand the role and responsibilities of a High Court Enforcement Officer in relation to Writs of Control.	1.1	Evaluate powers and responsibilities of a High Court Enforcement Officer in relation to Writs of Control and legal requirements.
2.	Understand how to transfer up a range of judgments to the High Court to issue a Writ of Control.	2.1	Compare and contrast the transfer up processes to the High Court for the following judgments to issue a Writ of Control: <ul style="list-style-type: none"> <li>• High Court Judgment</li> <li>• Foreign Judgment</li> <li>• County Court Judgment</li> <li>• Employment Judgment/ACAS agreement</li> <li>• Cost Order.</li> </ul>
3.	Understand how to prepare Writs of Control.	3.1	Prepare a generic and pre-planned risk management plan for Writs of Control to identify and manage risks.
4.	Know how to conduct enforcement of Writs of Control.	4.1	Evaluate how the different ways that an Enforcement Agent may take control of goods impact on the outcomes for creditors, debtors and third parties.
		4.2	Compare and contrast the enforcement of a Writ of Control in a range of situations.
		4.3	Evaluate how to report effectively the outcome of enforcement.
5.	Know how to manage problems related to the enforcement of Writs of Control.	5.1	Explain how to manage third party and exempt goods claims.
		5.2	Explain how to manage the removal and sale of goods in a range of circumstances, including complex situations.
		5.3	Explain how insolvency impacts on enforcement of a Writ.

**Indicative content**

<p><b>Role and responsibilities of a High Court Enforcement Officer</b></p> <ul style="list-style-type: none"> <li>• Courts Act 2003 section 99 and Schedule 7</li> <li>• HCEO Regulations 2004.</li> <li>• Tribunal Courts and Enforcement Act 2007, sections 62 to 70 and Schedule 12.</li> <li>• Taking Control of Goods Regulations 2013</li> <li>• Taking Control of Goods (Fees) Regulations 2014</li> <li>• Civil Procedure Rules 83, 84 and 85.</li> <li>• Responsibilities of HCEOs, including treating people fairly, reporting to client, health &amp; safety, data protection, managing risk and complaints handling.</li> </ul>
<p><b>Transfer up to High Court</b></p> <ul style="list-style-type: none"> <li>• High Court Judgment.</li> <li>• Foreign Judgment.</li> <li>• County Court Judgment.</li> <li>• Employment Judgment/ACAS agreement.</li> <li>• Cost Order.</li> <li>• When permission is needed for the transfer process.</li> <li>• How to receive, check and archive a Writ.</li> </ul>
<p><b>Preparation for enforcement of Writ of Control</b></p> <ul style="list-style-type: none"> <li>• HCEO Regulations and Best Practice.</li> <li>• Legislation: diversity and human rights, vulnerable persons, gaining lawful entry, health and safety, data protection, subject data access request (SDAR), money laundering regulations, exempt goods and third-party claims.</li> <li>• General risk assessment – generic and pre-planned.</li> <li>• Organisational policies and procedures to ensure due diligence including:             <ul style="list-style-type: none"> <li>– enquiry handling from debtors and third parties.</li> <li>– identification of vulnerable persons including those with mental health concerns.</li> <li>– dealing with challenging behaviour.</li> <li>– adequate supervision.</li> <li>– consistent decision-making in the field.</li> <li>– full compliance with policies and procedures.</li> <li>– correct application of fees.</li> </ul> </li> <li>• Method statement and insurance.</li> <li>• Media management.</li> <li>• Importance of executing as soon as possible.</li> <li>• Dealing with animals, e.g. pets, aggressive dogs (dog handlers).</li> <li>• Arranging contractors.</li> <li>• Liaison with clients to manage expectations and control risks, e.g. confrontation.</li> <li>• Storage of goods and associated procedures.</li> <li>• Writ checking to ensure client has followed the correct procedure.</li> </ul>
<p><b>Enforcement of Writs of Control</b></p> <ul style="list-style-type: none"> <li>• How to explain the Taking Control of Goods procedure and meaning to debtors and third parties including the Controlled Goods Agreement.</li> </ul>

- Receiving and checking the Writ .
- Issuing Notice of Enforcement and situations when court application made to waive this.
- Calculation of amounts owed.
- Check priority.
- Attendance at address protocols.
- Conduct of a range of Writs of Control including complex situations and vulnerable persons, in accordance with legal requirements.
- Dynamic risk assessment to minimise adverse effects.
- Role of police and how to request assistance.
- Client reporting.

**Problem resolution**

- Exempt goods and third party claims under CPR Part 85.
- Meeting third parties and attendance at third party premises protocols.
- Application to court and management of that process.
- Requirements for the removal and storage of goods.
- Sale of goods, including by private arrangement or auction.
- Insolvency rules.

**Assessment**

Assignment

## Writs of Execution

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**Level 4**                      **Accreditation Code** L/650/4520

**GLH** 37            **TQT** 102

**Aim**

The unit aims to build a general understanding of the enforcement of Writs of Execution, including Writs of Possession, Less Common Writs and Compulsory Purchase Orders (CPOs), and the knowledge required to undertake possession activity.

<b>Learning outcomes</b>		<b>Assessment criteria</b>	
<b>The learner will:</b>		<b>The learner can:</b>	
1.	Understand the role and responsibilities of a High Court Enforcement Officer in relation to Writs of Execution.	1.1	Evaluate the role and responsibilities of a High Court Enforcement Officer in relation to Writs of Execution, including Writs of Possession, Less Common Writs and Compulsory Purchase Orders (CPOs), and legal requirements.
2.	Understand how to transfer up judgments to the High Court to issue a Writ of Possession.	2.1	Explain the process for transferring up a judgment to the High Court to issue a Writ of Possession.
3.	Understand how to prepare for Writs of Execution and Compulsory Purchase Orders (CPOs).	3.1	Prepare a generic and pre-planned risk management plan for Writs of Execution, including Writs of Possession, Less Common Writs and Compulsory Purchase Orders (CPOs), to identify and manage risks.
		3.2	Compare and contrast the preparation for a range of Writs of Execution and CPOs.
4.	Know how to conduct enforcement of Writs of Execution.	4.1	Compare and contrast the conduct of a range of Writs of Execution, including Writs of Possession, Less Common Writs and Compulsory Purchase Orders (CPOs), including complex situations and vulnerable persons, in accordance with legal requirements.
		4.2	Evaluate how to report effectively the outcome of enforcement.
		4.3	Discuss a range of cases to explain when a Writ of Restitution is needed.
5.	Know how to manage problems related to the enforcement of Writs of Execution	5.1	Assess risk and evaluate ways to minimise adverse effects for main problems associated with the enforcement of a Writ of Possession or CPO.

**Indicative content**

<p><b>Role and responsibilities of a High Court Enforcement Officer</b></p> <ul style="list-style-type: none"> <li>• How the basis of Writs of Execution, including Writs of Possession, Less Common Writs and Compulsory Purchase Orders (CPOs), vary and the implications for High Court Enforcement Officers (HCEOs).</li> <li>• Responsibilities of HCEOs including: treating people fairly, reporting to client, health &amp; safety, data protection, managing risk and complaints handling.</li> </ul>
<p><b>Transfer up to High Court</b></p> <ul style="list-style-type: none"> <li>• The Court and Writs of Possession.</li> <li>• Transfer up to High Court Procedure - Civil Procedure Rules 30, 70, 74 and 83.</li> <li>• When permission is needed for the transfer process.</li> <li>• Combined Writ of Possession and Control.</li> <li>• How to receive, check and archive a Writ.</li> </ul>
<p><b>Preparation for enforcement of Writs of Execution, including Writs of Possession, Less Common Writs and Compulsory Purchase Orders (CPOs)</b></p> <ul style="list-style-type: none"> <li>• HCEO Regulations and Best Practice.</li> <li>• Legislation: diversity and human rights, vulnerable persons, gaining lawful entry, health and safety, data protection, subject data access request (SDAR).</li> <li>• General risk assessment – generic and pre-planned.</li> <li>• Organisational policies and procedures to ensure due diligence including:             <ul style="list-style-type: none"> <li>– identification of vulnerable persons including those with mental health concerns.</li> <li>– dealing with challenging behaviour.</li> <li>– adequate supervision.</li> <li>– consistent decision-making in the field.</li> <li>– full compliance with policies and procedures.</li> <li>– correct application of fees.</li> </ul> </li> <li>• Dealing with abusive or vulnerable persons including mental health concerns.</li> <li>• Method statement and insurance.</li> <li>• Media management.</li> <li>• Importance of executing as soon as possible.</li> <li>• Dealing with animals, e.g. pets, aggressive dogs (dog handlers).</li> <li>• Arranging contractors, including rope access contractors.</li> <li>• Liaison with landowners to manage expectations and control risks, e.g. confrontation</li> <li>• Writ checking to ensure that the client has followed correct procedure.</li> </ul>
<ul style="list-style-type: none"> <li>• Providing Notice to occupiers/ trespassers of pending eviction – waiving notice?</li> <li>• Dynamic (ongoing) risk assessment.</li> <li>• Requesting assistance from the Police.</li> <li>• Post notice planning – have things changed since then?</li> <li>• Reissuing or extending Writ of Possession.</li> <li>• Post eviction security advice, e.g. following eviction of travellers.</li> </ul>
<p><b>Enforcement of Writs of Execution, including Writs of Possession, Less Common Writs and Compulsory Purchase Orders (CPOs)</b></p> <ul style="list-style-type: none"> <li>• Conduct of a range of Writs of Execution, including Writs of Possession, Less Common Writs and Compulsory Purchase Orders (CPOs), including complex situations and vulnerable persons, in accordance with legal requirements.</li> </ul>

- Dynamic (ongoing) risk assessment
- Evicting the occupiers/trespassers
- Role of Police.
- Procedure for handing back possession/land to creditor.
- Reporting.
- Compulsory Purchase Order (CPO).
- Conduct of a range of Writs of Execution including:
  - Writ of Delivery.
  - Writ of Assistance.
  - Writ of Sequestration
- Client reporting
- Writs of Restitutions and when a Writ of Restitution is needed.

**Problem resolution**

- Dynamic risk assessment to minimise adverse effects.
- Regulations and Code of Practice.
- Legislation: diversity and human rights, vulnerable persons, gaining lawful entry, health and safety, data protection.
- Post eviction security advice.

**Assessment**

Assignment

## HCEO Fees and Accounting

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**Level 4**

**Accreditation Code** M/650/4521

**GLH** 37      **TQT** 102

### Aim

The unit aims to build knowledge of High Court Enforcement Officer (HCEO) fees and accounting procedures.

Learning outcomes		Assessment criteria	
The learner will:		The learner can:	
1.	Understand a High Court Enforcement Officer's (HCEO) responsibilities in relation to fees and accounts.	1.1	Evaluate a High Court Enforcement Officer's responsibilities in relation to fees and accounts.
		1.2	Identify the documents used to record financial transactions for High Court enforcement.
		1.3	Outline the sequence in which these documents are used.
2.	Understand the fees applicable to writs and relevant documentation.	2.1	Apply the fee scale in relation to different writs of execution.
		2.2	Evaluate organisational procedures for: <ol style="list-style-type: none"> <li>recording payments received from debtors and creditors by case.</li> <li>accounting for VAT or the sum equivalent.</li> <li>producing financial statements.</li> </ol>
3.	Understand the accounting for HCEO payments.	3.1	Evaluate accounting procedures for: <ol style="list-style-type: none"> <li>receipting different payments received, including proceeds of sale at auction.</li> <li>Identifying information to be included on invoices</li> <li>Recording day-to-day expenditure.</li> <li>Maintaining office and client accounts.</li> </ol>
4.	Understand reporting requirements for outside agencies.	4.1	Evaluate Ministry of Justice's reporting requirements.
5.	Understand how to prevent fraud.	5.1	Evaluate the risks of fraud in HCEO business organisations.
		5.2	Assess methods to prevent fraud, including the recording of financial transactions.

### Indicative content

<p><b>HCEO's responsibilities</b></p> <ul style="list-style-type: none"> <li>HCEO Fees and accounts responsibilities under HCEO Regulations 2004.</li> <li>Documents used to record financial transactions for High Court enforcement.</li> <li>Sequence in which these documents are used.</li> </ul>
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**HCEO Fees and relevant documentation**

- Fees scales for Writs of Control (2014) and Writs of Execution (2004).
- Procedures for recording payments received from debtors and creditors by case.
- VAT registration or the sum equivalent requirements.
- How to produce financial statements.

**Payment accounting**

- Differences between types of payments received.
- Information to include on statements.
- How to record day-to-day expenditure.
- Requirements for maintaining office and client accounts.

**Reporting**

- Ministry of Justice's quarterly statistical reporting requirements.

**Fraud prevention**

- Preparation of Quarterly VAT Returns.
- Fraud prevention methods including recording of financial transactions.

**Assessment**

Assignment

## High Court Enforcement (Law and Regulations)

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**Level 4**

**Accreditation Code** R/650/4522

**GLH** 37      **TQT** 102

**Aim**

The unit aims to build detailed knowledge and understanding of the law and regulations related to High Court Enforcement.

<b>Learning outcomes</b>		<b>Assessment criteria</b>	
The learner will:		The learner can:	
1.	Understand the regulations regarding authorisation of enforcement officers.	1.1	Evaluate the authorisation requirements of High Court Enforcement Officers as specified by current regulations.
2.	Understand key principles regarding High Court Enforcement under legal and regulatory requirements.	2.1	Identify key principles regarding High Court Enforcement practice under legal and regulatory requirements.
3.	Understand legal and regulatory requirements of High Court Enforcement Officers operations.	3.1	Apply knowledge of legal and regulatory requirements to the organisation of a High Court Enforcement office.
4.	Understand how to apply regulations related to High Court Enforcement Officer fees.	4.1	Use regulations to apply fee requirements to a range of circumstances.
5.	Understand responsibilities and liabilities of High Court Enforcement Officers related to a range of enforcement activity.	5.1	Apply knowledge of legal and regulatory requirements to a range of High Court Enforcement circumstances.
		5.2	Evaluate the action of High Court Enforcement Officers in a range of circumstances.
		5.3	Advise on the application of the High Court Enforcement Officers Association complaints procedure in a range of circumstances.

## Indicative content

### Knowledge and application of the following law and regulation in respect of:

- The authorisation of High Court Enforcement Officers and post-authorisation requirements.
- Key principles of High Court Enforcement.
- The organisation of the High Court Enforcement office including:
  - Initial training, Continuous Professional Development (CPD) and certification requirements.
  - Employee vetting.
  - Pros and cons of sub-contracting and service level agreements.
  - Public liability and employer liability insurance.
  - Accounting requirements (VAT and income tax).
  - Premises requirements e.g., planning regulations, national non-domestic rates.
  - Risk assessment and contingency planning.
- High Court Enforcement Officer's responsibilities and liabilities.
- High Court Enforcement fees.
- High Court Enforcement action in a range of circumstances.
- High Court Enforcement Officer's Association's complaints procedure.

### Related law and regulation

- Courts Act (2003) Section 99 and Schedule 7.
- Tribunals, Courts, and Enforcement Act (2007) Sections 62 to 70 and Schedule 12
- High Court Enforcement Officers Regulations 2004.
- Taking Control of Goods Regulations 2013.
- Taking Control of Goods (Fees) Regulations 2014.
- Certification of Enforcement Agents Regulations 2014.
- Civil Procedure Rules Parts 3, 55, 70, 74, 83, 84 and 85 and CCR Order 27.
- Insolvency Act (1986) Sections 184 and 346.
- Taking Control of Goods: National Standards for Enforcement Agents April 2014.
- Data Protection Act (2018) including GDPR.
- Financial Conduct Authority (FCA) Guidelines – for consumer work.

## Assessment

3-hour written examination (held in January, March, June, and October) comprising of five 20-mark sections. Exam to be attempted once pass grade achieved in all three assignment-based assessments.

## **CICM Level 4 Certificate in High Court Enforcement Practical Experience**

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### **Qualification Aims**

The CICM Level 4 Certificate in High Court Enforcement Practical Experience aims to evidence that candidates have met the qualification requirements for enforcement work and verify their ability to carry out High Court Enforcement work in line with legal, regulatory and industry frameworks.

The qualification is a mandatory requirement for Enforcement Officers to apply to become an Authorised High Court Enforcement Officer and replaces the former High Court Enforcement Officers Association's Logbook. Candidates can undertake the CICM Level 4 Certificate in High Court Enforcement Practice Experience at the same time as studying for the Level 4 Diploma in High Court Enforcement or start this qualification after they have achieved the Level 4 Diploma.

### **Structure**

The CICM Level 4 Certificate in High Court Enforcement Practical Experience consists of a single, independently assessed unit which covers the following areas:

- Writs of Control
- Writs of Possession
- Organisational risk assessment
- High Court Enforcement (HCEO) fees and returns
- Practical experience
- Reflection activities
- Verification of minimum qualification requirements

### **Learning hours and total qualification time**

The Certificate takes approximately two years to build experience to complete, depending on prior experience. The qualification demonstrates the candidate's practical ability to carry out High Court Enforcement work in line with legal, regulatory and industry frameworks and so evidence must be no older than 12 months.

### **Assessment methodology**

Candidates complete an online portfolio for the CICM Level 4 Certificate in High Court Enforcement Practical Experience and attach evidence to demonstrate achievement of the learning outcomes and assessment criteria. This comprises of 60 compulsory questions.

- Candidates can have access to the online portfolio when they commence their studies and so could compile evidence while they are studying towards study for the CICM Level 4 Diploma in

High Court Enforcement. However, candidates should be aware that evidence must be a maximum of 12 months old at the point of submission. Contact CICM Awarding Body to arrange this.

- Candidates can submit their portfolio for marking in January, March, June, or October. All questions must be completed.
- There are no restrictions to the number of times a student can resubmit their portfolio for assessment if they have failed. CICM will advise referred candidates of the portfolio areas which require development before resubmission. Standard fees apply for each assessment on submission.

## CICM Level 4 Certificate in High Court Enforcement Practical Experience

Accreditation code Ofqual: 610/1626/3. Qualification Wales: C00/4712/5. GLH 59. TQT 189

Candidates need to pass the single unit below for qualification:

### High Court Enforcement Practical Experience

Level 4	4	Assessment	Assignment supported by portfolio
Guided Learning Hours:	59	Total Qualification Time	199
Ofqual accreditation	D/650/4535		

### Grading

The qualification has pass or fail grades as follows:

Refer	Pass
0% – 79%	80% – 100%

### Ofqual level descriptors

Grade criteria
<b>Refer (0-79%)</b>
Achievement reflects the ability to identify, select and use appropriate cognitive and practical skills, methods and procedures to address problems that while well-defined, may be complex and non-routine. It includes the ability to conduct appropriate investigation to inform actions and review how effective methods and actions have been.
<b>Level 4 Pass (80-100%)</b>
Achievement reflects the ability to identify, <b>adapt</b> and use appropriate cognitive and practical skills <b>to inform actions</b> and address problems <b>that are complex and non-routine</b> while normally fairly well-defined. It includes the ability to review the effectiveness <b>and appropriateness</b> of methods, actions <b>and results</b> .

### Qualification learning outcomes

On completion of the qualification, learners will have demonstrated they can:

- enforce Writs of Control and Writs of Possession in line with legal, regulatory and industry frameworks.
- be able to create or review an organisational risk assessment for High Court Enforcement work.
- prepare High Court Enforcement (HCEO) fees and returns.
- carry out High Court Enforcement work in line with legal, regulatory and industry frameworks.

- reflect on their High Court Enforcement work over a period of time and make improvements to practice.

### **Qualification objectives**

On completion of the qualification, learners will have demonstrated they can:

- prepare and conduct enforcement of Writs of Control, Writs of Execution and Compulsory Purchase Orders (CPOS).
- manage the removal and sale of goods in a range of circumstances.
- create or review an organisational risk assessment for High Court Enforcement work.
- use an organisational risk assessment for High Court Enforcement work to identify areas of improvement
- calculate HCEO fees for Writ of Control, Writ of Delivery and Writ of Possession cases.
- prepare a Ministry of Justice quarterly return.
- evidence that they have met the minimum qualification requirements for enforcement work.
- exemplify their ability to carry out High Court Enforcement over a period of at least 6 months.
- handle disputes or complaints in line with internal complaints procedures and the High Court Enforcement Officers Association's (HCEOA) complaints procedure
- evidence their continuing professional development.
- reflect on their High Court Enforcement cases and evaluate their overall performance over a minimum of 6 months.
- prepare an action plan to develop personal enforcement skills.

### **Learners who have achieved the qualification will have developed the ability to:**

- take responsibility for courses of action.
- exercise autonomy and judgement within broad parameters.
- evaluate and plan own learning.

## CICM Level 4 Certificate in High Court Enforcement Practical Experience

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**Level 4**

**Accreditation Code** D/650/4535

**TQT value** 199

### Aim

The qualification aims to evidence the candidate's ability to carry out High Court Enforcement work in line with legal, regulatory and industry frameworks.

Learning outcomes		Assessment criteria	
<b>The learner will:</b>		<b>The learner can:</b>	
1.	Be able to enforce Writs of Control in line with legal, regulatory and industry frameworks.	1.1	Prepare for enforcement of Writs of Control.
		1.2	Conduct the enforcement of Writ of Control.
		1.3	Manage the removal and sale of goods in a range of circumstances.
2.	Be able to enforce Writs of Possession.	2.1	Prepare for enforcement of Writs of Possession.
		2.2	Conduct the enforcement of Writs of Possession.
3.	Be able create or review an organisational risk assessment for High Court Enforcement work.	3.1	Create or review an organisational risk assessment for High Court Enforcement work.
		3.2	Use an organisational risk assessment for High Court Enforcement work to identify areas of improvement.
4	Be able to prepare High Court Enforcement (HCEO) fees and returns for both Writs of Control and Writs of Execution.	4.1	Calculate HCEO fees for Writ of Control, Writ of Delivery and Writ of Possession cases.
		4.2	Prepare a Ministry of Justice quarterly return.
5.	Be able to carry out High Court Enforcement work in line with legal, regulatory and industry frameworks.	5.1	Evidence that they have met the minimum qualification requirements for enforcement work.
		5.2	Exemplify their ability to carry out High Court Enforcement over a period of at least 6 months.
		5.3	Exemplify their ability to handle disputes or complaints in line with internal complaints procedures and the High Court Enforcement Officers Association's (HCEOA) complaints procedure.
		5.4	Evidence their continuing personal development.

6.	Be able to reflect on the High Court Enforcement work that they have conducted over a period of time.	6.1	Evaluate their overall performance over the last 6 months.
		6.2	Assess how approaches have evolved based on experience.
		6.3	Develop an action plan to improve personal enforcement skills.

## Assessment

Online portfolio.

Indicative content
<p><b>1.1 Preparation for enforcement of Writs of Control</b></p> <ol style="list-style-type: none"> <li>1. Receive and check a Writ of Control.</li> <li>2. Draft a Notice of Enforcement and calculate 7 clear days.</li> <li>3. Create and complete a generic and pre-planned risk assessment.</li> <li>4. Written communication with creditors, debtors or their appointed representatives.</li> <li>5. Check the priority of Writs.</li> <li>6. How to use financial and non-financial information to build a detailed and accurate understanding about customer risk and needs.</li> </ol>
<p><b>1.2 Enforcement of Writ of Control, prior to removal and sale</b></p> <ol style="list-style-type: none"> <li>1. Your preparation when attending at addresses.</li> <li>2. Identify yourself to a debtor and other persons.</li> <li>3. Identify vulnerable persons including those with mental health concerns.</li> <li>4. Deal with challenging behaviour.</li> <li>5. Take Goods into Control by 1 of the 4 approved methods.</li> <li>6. Compile the inventory.</li> <li>7. Identifying exempt goods.</li> <li>8. Collect payments.</li> <li>9. Negotiate instalments.</li> <li>10. Receipt payments received.</li> <li>11. Report the outcome of enforcement.</li> <li>12. Manage any third party claims under Civil Procedure Rule 85.</li> <li>13. Manage any claims to exempt goods under Civil Procedure Rule 85.</li> <li>14. Deal with telephone callers.</li> </ol>

### **1.3 Removal and sale of goods**

1. Serve a Notice of Intention to Re-enter to Remove.
2. Confirm ownership of assets to be removed.
3. Arrange locksmiths, removal vehicles and any other contractors.
4. Compile the removal inventory.
5. Remove goods, including vehicles and specialised items.
6. Prepare a Notice that Goods have been Removed for Storage or and Sale – to be left with the debtor.
7. Evidence whether public auction is appropriate and if application to court is needed
8. Arrange auctioneers and identify the correct type of auction room to use, taking in to account the types of goods to be sold.
9. Assess insurance requirements.

### **2.1 Preparation for enforcement of Writs of Possession**

1. Receive and check the Writ of Possession.
2. Serve the requisite notices in relation to Writ of Possession, including correspondence with occupiers.
3. Serve the requisite notices in relation to combined writs, including correspondence with occupiers.
4. Create and complete a generic and pre-planned risk assessment.
5. Plan an eviction, including a case requiring a Notice of Eviction.
6. Complete post warning planning.
7. Exemplify ability to request police assistance.
8. Arrange post eviction security services, e.g. security and boarding up contractors.

### **2.2 Enforcement of Writs of Possession**

1. Evict occupiers/trespassers.
2. Identify vulnerable persons including those with mental health concerns.
3. Deal with challenging behaviour.
4. Procedure for handing back possession/land to creditor.
5. Arrangements for dealing with a Writ of Restitution.
6. Deal with a Stay of Execution.

<p><b>3.1 Organisational risk assessment</b></p> <p>Create or review of an organisational risk assessment for Taking Control of Goods, removals, evictions, lone workers, office workers.</p>
<p><b>3.2 High Court Enforcement organisational improvement</b></p> <p>Use an organisational risk assessment for High Court Enforcement work to identify areas of improvement.</p>
<p><b>4.1 HCEO fees</b></p> <ol style="list-style-type: none"> <li>1. Calculate HCEO fees for a Writ of Control.</li> <li>2. Calculate HCEO fees for a Writ of Delivery.</li> <li>3. Calculate HCEO fees for a Writ of Possession.</li> </ol>
<p><b>4.2 HCEO returns</b></p> <p>Prepare a Ministry of Justice quarterly return.</p>
<p><b>5.1 Qualifications for Enforcement work</b></p> <p>Evidence of:</p> <ul style="list-style-type: none"> <li>- Level 2 Award in Taking Control of Goods.</li> <li>- Certificate to act as an enforcement agent from the County Court.</li> </ul>
<p><b>5.2 High Court Enforcement experience</b></p> <p>High Court Enforcement work summary.</p>
<p><b>5.3 Complaint handling</b></p> <p>Summary of personal complaint handling in line with internal complaints procedures and High Court Enforcement Officers Association's (HCEOA) complaints procedure.</p>
<p><b>5.4 CPD</b></p> <p>Continuing personal development (CPD) plans and records.</p>
<p><b>6.1 Reflection on performance</b></p> <p>Reflect on personal High Court Enforcement cases over a minimum of 6 months, evaluating overall performance, and identifying strengths and areas for development.</p>
<p><b>6.2 Reflection on progress</b></p> <p>Assess how approaches have evolved based on experience</p>
<p><b>6.3 Action-planning</b></p> <p>Prepare a SMART action plan to develop personal enforcement skills.</p>

## Useful contacts

Learner study advice service 9:00 – 17:00 (UK time) Monday – Friday	T: +44 (0)1780 722909
Advice on studying for CICM qualifications	E: <a href="mailto:info@cicm.com">info@cicm.com</a>
Advice on any aspect of the assessment process	E: <a href="mailto:awardingbody@cicm.com">awardingbody@cicm.com</a>
Advice on CICM membership	T: +44(0)1780 722903 E: <a href="mailto:cicmmembership@cicm.com">cicmmembership@cicm.com</a>
Subscriptions and accounts department	T: +44 (0)1780 722908
CICM website	<a href="http://www.cicm.com">www.cicm.com</a>
HCEOA website	<a href="https://www.hceoa.org.uk/">https://www.hceoa.org.uk/</a>
HCEOA student member registration	HCEOA Secretary Pauline Hayward E: <a href="mailto:Pauline.hayward@hceoa.org.uk">Pauline.hayward@hceoa.org.uk</a>

### Chartered Institute of Credit Management

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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. In addition to its comprehensive suite of qualifications and learning opportunities, events, and magazine 'Credit Management', the CICM administers the Prompt Payment Code for BEIS. Independently, and through collaboration with business organisations, it provides vital advice to businesses of all sizes on how best to manage cashflow and credit.

