



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **PSPCRT405C Handle monies received in satisfaction of warrants and orders**

**Revision Number: 3**

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### **Modification History**

| <b>Release</b> | <b>TP Version</b> | <b>Comments</b>                                       |
|----------------|-------------------|---|
| 3              | PSP12V1           | Elements and performance criteria pre-content edited. |
| 2              | PSP04V4.2         | Layout adjusted. No changes to content.               |
| 1              | PSP04V4.1         | Primary release.                                      |

### **Unit Descriptor**

This unit covers the ability to securely collect and bank monies received in satisfaction of warrants and orders. It includes dealing with difficult collection situations and applying knowledge of the policies, procedures and legislation relating to handling civil monies. In practice, handling monies received in satisfaction of warrants and orders may overlap with other generalist or specialist public sector work activities, such as acting ethically, complying with legislation and applying government processes. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

### **Application of the Unit**

The task of collecting, receiving and processing monies may be performed in either a civil or criminal court setting and will be undertaken by authorised court officials operating under strictly specified procedures.

### **Licensing/Regulatory Information**

Not applicable.

### **Pre-Requisites**

Not applicable.

## Employability Skills Information

This unit contains employability skills.

## Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the range statement. Assessment of performance is to be consistent with the evidence guide.

## Elements and Performance Criteria

| ELEMENT                     | PERFORMANCE CRITERIA   |
|-----------------------------|--|
| 1. Receive monies.          | <p>1.1. Authorisations for the collection of <b><i>monies</i></b> in satisfaction of an order or warrant are obtained or confirmed according to <b><i>organisational policy and procedures</i></b> and legislative requirements.</p> <p>1.2. Risk assessment is made according to organisational guidelines to ensure collection can be conducted safely.</p> <p>1.3. Queries or requests for information are responded to according to organisational policies and procedures and using appropriate customer service techniques.</p> <p>1.4. Monies are collected and receipted according to organisational policy and procedures and legislative requirements.</p> <p>1.5. <b><i>Contingencies</i></b> are dealt with and safety of self and others is protected according to organisational policy and procedures.</p> <p>1.6. Security of monies and receipt books is maintained according to <b><i>duty of care procedures</i></b>.</p> |
| 2. Deposit monies received. | <p>2.1. Monies received are secured or banked according to organisational policy and procedures and designated timelines, legislative requirements for the type of process served, the jurisdiction and prescribed timeframes.</p> <p>2.2. Receipts and bank records are maintained according to organisational policy and procedures and legislative requirements.</p> <p>2.3. Payments are processed and <b><i>records</i></b> completed according to organisational policy and procedures and designated timelines.</p>   |

## Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

### Required skills

- communication skills to:
  - elicit required payment from clients and explain processes clearly
  - deal with difficult clients
- interpersonal skills to respond to diversity, including gender and disability
- planning and organising skills to maintain accurate records according to organisational and legislative requirements
- numeracy skills to apply mathematical concepts and techniques to:
  - complete financial records
  - check for correct receipt of payment
  - operate technology for credit card transactions or electronic funds transfer
- problem-solving skills to respond to contingencies that may arise
- initiative and enterprise skills to:
  - apply legislation, regulations and policies relating to handling monies
  - apply procedures relating to public sector legislation, such as:
    - OHS relating to working in the court
    - working in the field collecting monies to satisfy warrants and orders

### Required knowledge

- legislation, regulations and organisational policy and procedures relating to control of monies received in satisfaction of warrants and orders
- operational safety procedures
- financial guidelines relating to the collection, receipting, security and banking of monies in the public sector
- duty of care requirements relating to handling monies received in satisfaction of warrants and orders
- equal employment opportunity principles
- equity and diversity principles
- working ethically
- software relating to financial administration, which could vary depending on jurisdiction

## Evidence Guide

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

### **Critical aspects for assessment and evidence required to demonstrate competency in this unit**

Assessment must confirm the ability to:

- handle and process monies accurately and in accordance with legislation and organisational policy and procedures
- apply appropriate risk management procedures to ensure safety in the workplace

### **Consistency in performance**

Competency should be demonstrated by dealing with monies received and handled in satisfaction of warrants and orders in a range of or occasions, over time.

### **Context of and specific resources for assessment**

Assessment must comply with:

- applicable regulations and codes
- workplace procedures and protocols

Access may be required to:

- a workplace environment or one that closely resembles normal work practices and replicates the range of conditions likely to be encountered when handling monies received in satisfaction of warrants and orders, including coping with difficulties, irregularities and breakdowns in routine
- legislation, policy, procedures and protocols relating to monies received in satisfaction of warrants and orders
- case studies and workplace scenarios to capture the range of situations likely to be encountered when handling monies received in satisfaction of warrants and orders

### **Guidance information for assessment**

The following assessment methods are suggested:

- oral questioning about relevant legislation, acting ethically, and applying processes
- observation of the candidate in a range of contexts to ensure achievement of the unit outcomes
- feedback from peers and/or supervisor that the candidate consistently applies relevant workplace procedures
- review of records completed by candidate or reports of performance

In all cases, practical assessment should be supported by questions to assess underpinning knowledge and those aspects of competency that are difficult to assess directly. Questioning techniques should suit the language and literacy levels of the candidate.



## Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

|   |   |
|---|---|
| <b><i>Monies</i></b> may include:                               | <ul style="list-style-type: none"> <li>• fines</li> <li>• fees</li> <li>• judgements</li> <li>• cash</li> <li>• cheques</li> <li>• credit card transactions</li> <li>• electronic funds transfers</li> <li>• money orders</li> </ul>                      |
| <b><i>Organisational policy and procedures</i></b> may include: | <ul style="list-style-type: none"> <li>• work instructions</li> <li>• standard operating procedures</li> <li>• guidelines, manuals or handbooks</li> <li>• financial audit Acts and guidelines</li> </ul>   |
| <b><i>Contingencies</i></b> may include:                        | <ul style="list-style-type: none"> <li>• physical or verbal threats</li> <li>• angry or aggressive clients</li> <li>• dogs</li> <li>• weather</li> </ul>  |
| <b><i>Duty of care procedures</i></b> may include:              | <ul style="list-style-type: none"> <li>• segregation of duties</li> <li>• safeguarding of assets</li> <li>• internal controls</li> <li>• signing for receipt books</li> <li>• work with external security providers</li> </ul>                            |
| <b><i>Records</i></b> may include:                              | <ul style="list-style-type: none"> <li>• receipts</li> <li>• books of account</li> <li>• daily banking summaries</li> <li>• account reconciliations</li> <li>• receipt registers</li> <li>• accountable documents</li> <li>• workplace records</li> </ul> |

## Unit Sector(s)

## **Competency field**

Courts.