



Australian Government

Department of Education, Employment and Workplace Relations

PSPCRT409A Administer court fines debt management

Revision Number: 1

PSPCART409A Administer court fines debt management

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit covers the ability to administer court fines and arrangements, manage debtors and negotiate payments. It includes undertaking case management of judgement debtors and managing a case load. In practice, administering court fines and debt management may overlap with other generalist or specialist public sector work activities, such as acting ethically, working with diversity, complying with legislation, applying government processes, and gathering and analysing information. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.
------------------------	--

Application of the Unit

Application of the unit	The task of managing fines may be performed in a court setting and will be undertaken by authorised court officials operating under strictly specified procedures.
--------------------------------	---

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units	
---------------------------	--

Employability Skills Information

Employability skills	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 required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
---	--

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Undertake case management of judgement debtors.	1.1. Financial assessments are undertaken of income, assets and expenditure in relation to payment arrangements. 1.2. Decisions regarding applications for relief are made in accordance with legislation, practice and procedures. 1.3. Payment arrangements are negotiated in accordance with delegated authority and clients' ability to pay. 1.4. Contact is made with fine defaulters in order to collect debts according to organisational policy and procedures. 1.5. Workplace safety requirements are applied when dealing with difficult or irate clients. 1.6. Referrals are made to authorised officer or official for alternative penalties where necessary, according to organisational policy and procedures.
2. Participate in management of case load.	2.1. Enforcements are issued and cancelled in accordance with delegated authority. 2.2. Data matching is conducted to confirm information as required. 2.3. Schedule of action dates is maintained and used. 2.4. Lists are managed according to court requirements. 2.5. Cases are managed in line with organisational policy and procedure. 2.6. Case management records are maintained in accordance with legislation, practice and procedures.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

- initiative and enterprise skills to:
 - apply rules, Acts, procedures, practice directions and legislation in the context of court fines administration and debt management
 - apply procedures relating to public sector legislation, such as OHS and environment in the context of court fines administration and debt management
 - identify principles and procedures in relation to financial assessments and data matching
- communication skills to:
 - deal effectively with a diverse range of clients
 - negotiate payment arrangements
- interpersonal skills to respond to diversity, including gender and disability
- literacy skills to:
 - interpret complex legal documents, such as judgements and legislation
 - maintain accurate case management records
- technology skills to operate computer technology for data input and case management

Required knowledge

- rules, Acts, procedures, practice directions and legislation relating to administration of court fines and debt management
- courts administration structure
- principles of judicial independence
- current approaches to courts administration
- fines enforcement policy
- limits of authority to negotiate payment arrangements and make decisions on applications for relief
- case management in the context of fines administration and debt management
- equal employment opportunity principles
- equity and diversity principles
- working ethically
- public sector legislation, such as OHS and environment in the context of court fines administration and debt management

Evidence Guide

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.

Overview of assessment

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

Assessment must confirm the ability to:

- undertake assessment of client's income, assets and expenditure
- determine client's ability to make payments and then negotiate payment arrangements
- make arrangements for debt collection
- apply appropriate risk-management procedures to ensure safety in the workplace
- make referrals to magistrates
- manage the actions, schedules and details required of a case load
- apply legislative practices and procedures.

Consistency in performance

Competency should be demonstrated by administering court fines and arrangements, managing debtors and negotiating payments on a range of 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 administering court fines and debt management, including coping with difficulties, irregularities and breakdowns in routine
- legislation, policy, procedures and protocols relating to court fines and debts
- case studies and workplace scenarios to capture the range of situations likely to be encountered when administering court fines and debt management.

Guidance information for assessment

The following assessment methods are suggested:

- oral questioning about relevant legislation, acting ethically, and applying processes
- observation of the candidate responding to a range of contexts to ensure achievement of the unit outcomes

EVIDENCE GUIDE

- 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

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.

Payment arrangements may be:

- fines
- fees
- judgements
- cash and cheques
- credit card transactions
- electronic funds transfer
- money orders.

Legislation, practice and procedures may include:

- legislation relating to fines enforcement
- work instructions
- standard operating procedures
- guidelines, manuals or handbooks
- financial audit Acts and guidelines
- client service standards and manuals
- rules and regulations.

Unit Sector(s)

Unit sector	
-------------	--

Competency field

Competency field	Courts
------------------	--------

Co-requisite units

Co-requisite units	
--------------------	--