

# QUALIFICATIONS AND WORKSHOPS PROSPECTUS

Excel Civil Enforcement and High Court Enforcement Group

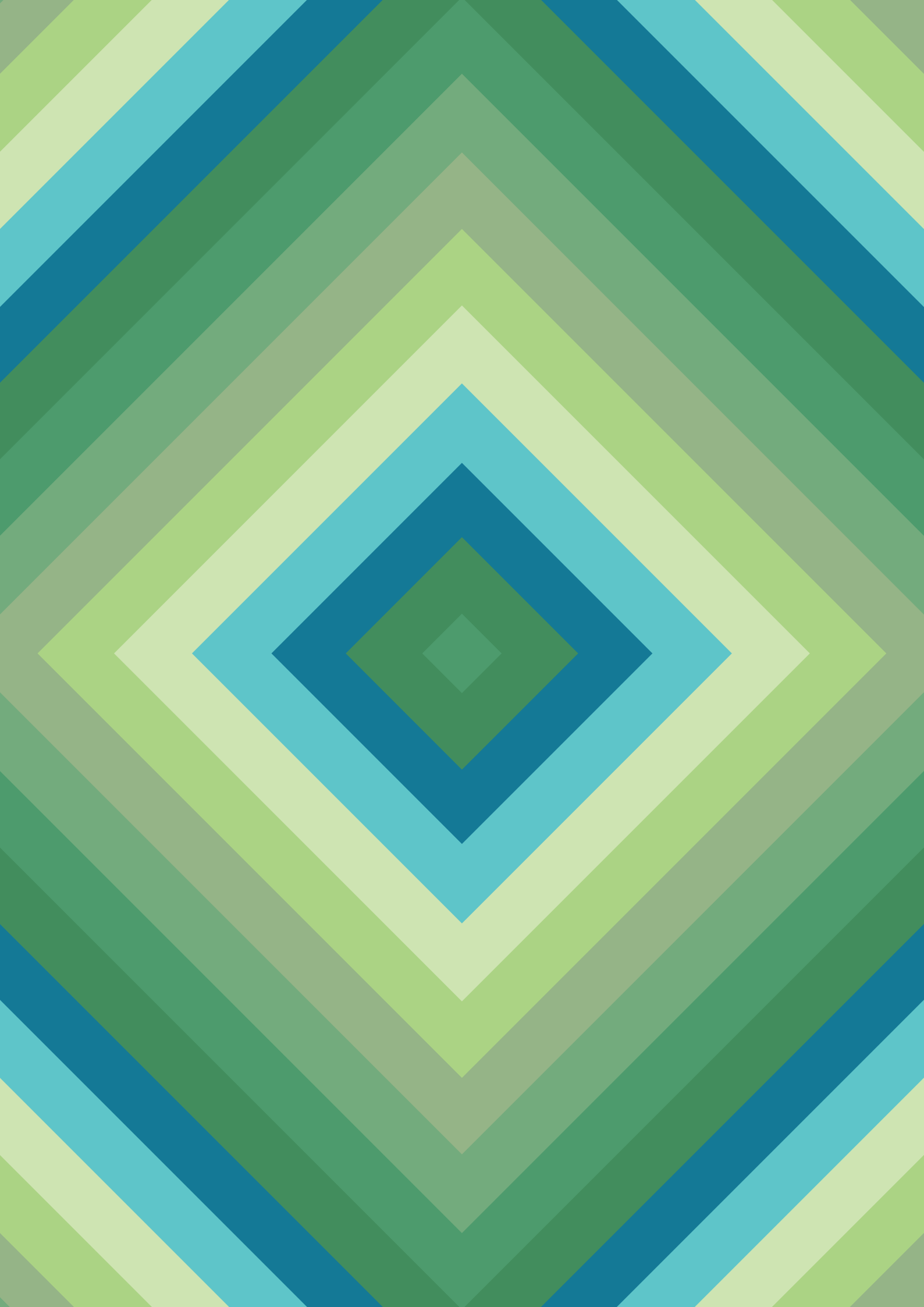


**EXCEL CIVIL ENFORCEMENT®**



PART OF

**HIGH COURT  
ENFORCEMENT  
GROUP®**



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# Introduction

With the changes implemented in April 2014 by The Taking Control of Goods Regulations 2013 and the enactment of Part 3 of the Tribunals, Courts and Enforcement Act 2007, High Court Enforcement Group decided to expand its in-house training to prepare enforcement agents and office-based staff.

Since then, we have significantly increased our commitment to training, extending it to many other organisations in the credit industry.

We are the only enforcement agency which is an approved (educational) assessment centre delivering Qualifications and Quality Mark training, putting us at the forefront of educational excellence and staff development in the enforcement profession.

## Award winning training

Excel Civil Enforcement and High Court Enforcement Group have won numerous awards for training and staff development, including:

- ▶ IRRV Awards 2018 Excellence in Staff Development - WINNER
- ▶ CICM British Credit Awards 2018 Learning & Development Impact - WINNER
- ▶ Modern Law Awards 2019 Outstanding Commitment to Training - WINNER
- ▶ CICM British Credit Awards 2019 Best Use of Credit Technology - WINNER

Excel and HCE Group have also been finalists in a number of other awards, particularly in relation to working with vulnerable debtors, where training has played a fundamental part in the development and delivery of our vulnerability strategy. These awards include:

- ▶ Modern Law Awards 2018 Supporting the Industry – Highly Commended
- ▶ IRRV Awards 2018 Excellence in Enforcement – Highly Commended
- ▶ CCR Credit Excellence Awards 2017, Contribution to the Credit Industry
- ▶ Collections & Customer Service Awards 2018
- ▶ Credit Strategy Awards 2018 Vulnerable Customer Team of the Year
- ▶ Credit Strategy Awards 2017, Excellence in Treating Customer Vulnerability – Collections & Debt Management
- ▶ IRRV Performance Awards 2017, Excellence in Staff Development
- ▶ Utilities & Telecoms Awards 2017, Best Vulnerable Customer Support Team

## Online training portal

Excel has invested in Moodle, the leading online training platform, which went live in March 2019. If you prefer online learning, Moodle allows delegates to read the course learning material and undertake mock tests. Delegates also have the option to take their final exam using the Moodle platform.

Online learning makes training more accessible for those living away from a training centre. Other advantages include;

- ▶ Study at your own pace
- ▶ More freedom to take breaks when you want
- ▶ No waste of time travelling or finding accommodation
- ▶ No time spent away from your family
- ▶ Promotes flexible timetables
- ▶ Enhances knowledge of technology

## CILEx for enforcement qualifications

CILEx – the Chartered Institute of Legal Executives – is an Ofqual regulated awarding body and its endorsement and various (RQF) regulated qualifications are widely recognised, valued and respected. The endorsement is a celebration of outstanding practice in delivering learning.

This confirms, for example, that Excel has robust administrative systems, quality assurance processes and evaluation strategies for the learning programme. It further confirms that those delivering the regulated qualifications and workshops have the skills and knowledge to deliver in line with good practice, professional standards and current research.

The endorsement and quality mark form part of Excel's quality assurance strategy, signifying that we take the quality of our training seriously and that improvement and development are central to our practice. The rigorous self-assessment and external endorsement inform organisational and learning development.

Continuing professional development (CPD) is at the heart of the endorsement and quality mark. Excel wants to ensure that learners and participants are getting the very best learning opportunities so that they can increase their knowledge and enhance their sector practice.



### **David Grimes, Group Head of Training and Development**

David Grimes BA (Hons) Hum (Open FR) Dip IOL, joined Excel Civil Enforcement in 1993 as a certificated enforcement agent. He quickly rose to supervisory level, before being appointed Professional Exams Administrator, then Head of Training and Development when the function was established by Excel Civil Enforcement's parent company, High Court Enforcement Group, in 2013.

David was ideally placed to develop industry leading training and qualifications with a career in enforcement, as well as being a qualified teacher (further and adult education) and a qualified City & Guilds Trainer in several disciplines. David holds three degrees. He is also a Corporate Member of the Institute of Revenues, Rating and Valuation (IRRV), a member of MIND and a highly qualified researcher, trainer and developer. He is on the Open University student curriculum design panel and has worked in the enforcement industry for over 28 years.

David is a qualified mental health first aider and, this year, was awarded a level 5 qualification for the Dip HE (Psychology) in "Exploring mental health and counselling" by the Open University, which is accredited by the British Psychological Society.

As Head of Training and Development, David's remit is to design, author and oversee the delivery of highly professional and supportive training to enforcement agents both internally and externally, and other personnel involved in the Taking Control of Goods in accordance with company policies and legislative requirements. The programmes are suitable for professional development and broader based professional skills covering mandatory qualifications.



# **Workshops**

# Vulnerability & mental health awareness workshop

*A CILEx endorsed programme*

This is a three-hour interactive workshop recently updated to include the new Government vulnerability toolkit. On successful completion, a certificate in 'Vulnerability and mental health awareness' will be issued by the Chartered Institute of Legal Executives.

This workshop is for individuals interacting with debtors (who may be vulnerable), such as enforcement agents, welfare teams, support and contact centre management and staff, advice agencies, debt collection agents and debt managers.

## Workshop topics covered

- ▶ Defining vulnerability
- ▶ Mental health problems
- ▶ Mental capacity
- ▶ Identifying vulnerability
- ▶ Suicide indicators
- ▶ Mental health documentation

## The workshop fee

£155.00 + VAT per person. Group discounts are available.

# Understanding violence & conflict management workshop

*A CILEx endorsed programme*

This is a two-hour interactive workshop. On successful completion, a certificate in 'Understanding violence and conflict management' will be issued by the Chartered Institute of Legal Executives.

## Workshop topics covered

- ▶ Risk assessment
- ▶ Understanding anger
- ▶ Communication blocks
- ▶ Escalation
- ▶ Post incident considerations
- ▶ Reporting an incident

## The workshop fee

£155.00 + VAT per person. Group discounts are available.



# Modern slavery & human trafficking workshop

*A CILEx endorsed programme*

This is a short interactive workshop. On successful completion, a certificate in 'Modern slavery & human trafficking awareness' will be issued by the Chartered Institute of Legal Executives.

## Workshop topics covered

- ▶ Human trafficking
- ▶ Forms of exploitation
- ▶ Domestic slavery
- ▶ Signs of domestic servitude
- ▶ Recognising properties that harvest cannabis
- ▶ Bonded labour
- ▶ Types of businesses which may use forced labour
- ▶ Signs that a business may be using modern slavery victims
- ▶ Forced marriage
- ▶ Range of abuse that victims may be subject to

## The workshop fee

£155.00 + VAT per person. Group discounts are available.

# Process serving of legal documents workshop

*A CILEx endorsed programme*

This is a short interactive workshop. On successful completion, a certificate in 'Process serving of legal documents' will be issued by The Chartered Institute of Legal Executives.

## Workshop topics covered

- ▶ Process serving
- ▶ Common documents served
- ▶ Checking the document
- ▶ Practice of serving documents
- ▶ Customer care
- ▶ Handling correspondence
- ▶ Scenarios

## The workshop fee

£155.00 + VAT per person. Group discounts are available.

# Protester management & possession of land and property workshop

*A CILEx endorsed programme*

This is a short interactive workshop. On successful completion, a certificate will be issued by The Chartered Institute of Legal Executives.

## Workshop topics covered

- ▶ Planning and preparation
- ▶ Trespass
- ▶ Trespass under tenancy
- ▶ Commercial premises – trespass
- ▶ Order for sale and mortgage
- ▶ Compulsory purchase orders
- ▶ Writs of restitution
- ▶ Forfeiture
- ▶ Torts and trespass to goods
- ▶ Customer care

## The workshop fee

£155.00 + VAT per person. Group discounts are available.





# **Awards and Certificates**

# Level 2 award:

## Taking control of goods

Award level: Level 2

Course duration: one month preparation and two days classroom

Awarding body: CILEx

*A CILEx endorsed programme*

### Who should attend

This qualification is for new entrants into the industry and also for existing enforcement agents wishing to upskill their knowledge of new relevant legislation, or any other individual involved in the practice of Taking Control of Goods.

The qualification fully meets the requirements of The Certification of Enforcement Agents Regulations 2014 and aims to establish the knowledge required by law to obtain an enforcement agent's certificate to practice.

### Preparation and assessment

Delegates will be given a reading document, and a help line number, to prepare themselves approximately one month before the course. On the course delegates will be given workbooks to prepare for the exam.

The one hour qualifying exam involves 60 multiple choice questions. The pass mark is 75%.

### The modules

- ▶ The role of the enforcement agent
- ▶ Law relevant to enforcement agents
- ▶ Practice of taking control of goods
- ▶ Practice of removal and sale of goods
- ▶ Aspects of customer care relevant to an enforcement agent
- ▶ How to recognise, assess, defuse, resolve and reduce risk in conflict situations

### The course fee

£495.00 + VAT per person for the two-day course including examination on the second day, refreshments and lunch. Accommodation is not included.

It may be possible, depending on prior experience, to purchase the pre-examination reading material for £75.00 + VAT or to just sit the exam for £94.00 + VAT.

## Level 2 award:

### Execution of criminal warrants of control and arrest

Award level: Level 2

Course duration: one month preparation and one day classroom

Awarding body: CILEx

*A CILEx endorsed programme*

#### Who should attend

The qualification is for anyone involved in the execution of criminal warrants of control (and arrest) issued under section 76 of the Magistrates' Courts Act 1980 and using the powers conferred under Schedule 4a of the Magistrates' Courts Act 1980.

#### The modules:

- ▶ Understanding violence and conflict management
- ▶ Modern slavery
- ▶ [Criminal] warrants of control
- ▶ [Criminal] warrants of arrest

#### Preparation and assessment

Delegates will be given a reading document, and a help line number, to prepare themselves approximately one month before the course.

The one hour qualifying exam involves 60 multiple choice questions and a practical activity in searching an arrested person. The pass mark is 75%.

#### The course fee

£350.00 + VAT per person for the one-day course including examination, refreshments and lunch. Accommodation is not included.

## Level 2 award: Understanding mental health

Award level: Level 2

Course duration: one month preparation and a half day classroom

Awarding body: CILEx

*A CILEx endorsed programme*

### Who should attend

This award is designed for 3rd sector employees and volunteers, enforcement agents and back office support management and staff welfare teams in both commercial and public organisations. It is also designed for local authority employees identifying, assisting and evidencing vulnerability issues.

This course gives delegates the skills to recognise the signs and symptoms of common mental health issues.

Delegates will gain an underpinning knowledge of mental health and the factors that can affect wellbeing, as well as practical skills to spot the signs and triggers of mental illness.

All delegates receive an Understanding Mental Health reading document and workbook.

### The modules:

- ▶ Mental health problems
- ▶ Anxiety and depression
- ▶ Eating disorders
- ▶ Substance use and addiction
- ▶ Psychosis
- ▶ Suicide
- ▶ Bereavement

### Preparation and assessment

Successful completion of the award involves a half day classroom course, completion of activities in the workbook and an online multiple choice exam. The course will be held at the Group's Colwyn Bay headquarters and other strategically placed outreach centres.

### The course fee

£365.00 plus VAT per person. Group discounts are available.

# Level 3 certificate: Taking control of goods

Award level: Level 3

Course duration: one month preparation and one day classroom

Awarding body: CILEx

*A CILEx endorsed programme*

## Who should attend

This certificate is aimed at experienced enforcement agents who wish to develop their skills and knowledge. It also forms part of the educational pathway towards becoming an authorised High Court Enforcement Officer.

The objective is to build on knowledge already gained from the Level 2 qualification for Taking Control of Goods and to raise standards and improve quality in the enforcement profession. It is the only qualification available in the UK covering CRAR and warrants of arrest.

## The modules:

- ▶ Role of enforcement agents
- ▶ Law relevant to enforcement agents
- ▶ Practice of taking control of goods
- ▶ Practice of removal and sale of goods
- ▶ Relevant aspects of customer care
- ▶ How to manage conflict situations
- ▶ Vulnerability and mental health awareness
- ▶ Modern slavery and human trafficking

## Preparation and assessment

We suggest one month absorbing the reading material. There is a two-day classroom attendance for training and assessment of Vulnerability and Mental Health Awareness.

You will be supplied with pre-course reading material and a help line number should you get into difficulty. The two-hour qualifying exam involves 100 questions. Assessment is in English and the pass mark is 75%.

## The course fee

£645.00 + VAT per person. Group discounts are available.

# Level 3 certificate:

## Vulnerability & mental health awareness

Award level: Level 3

Course duration: one month preparation and two days classroom

Awarding body: CILEx

*A CILEx endorsed programme*

### Who should attend

Enforcement agents, welfare team managers and debt managers wishing to improve their understanding of and approach to vulnerable debtors.

This is the only certificate available in the UK for vulnerability and mental health awareness. The objective is to build on knowledge already gained from the Level 2 qualification for Taking Control of Goods and to raise standards and improve quality in the enforcement profession.

### The modules:

- ▶ Defining vulnerability
- ▶ Mental health problems
- ▶ Mental capacity
- ▶ Identifying vulnerability
- ▶ Suicide indicators
- ▶ Mental health documentation

### Preparation and assessment

Successful completion of the certificate involves a half day classroom course involving written answers to questions and an evidence portfolio. The course will be held at the Group's Colwyn Bay headquarters and other strategically placed outreach centres.

### The course fee

£365.00 plus VAT per person. Group discounts are available.



# **Level 3 certificate: Protester management and possession of land and property**

Award level: Level 3

Course duration: one month preparation and one day classroom

Awarding body: CILEx

*A CILEx endorsed programme*

## **Who should attend**

Enforcement agents and those involved in the removal of protesters and the enforcement of writs of possession, and other remedies including forfeiture, for the recovery of property or land.

## **The modules**

- ▶ Planning and preparation
- ▶ Trespass
- ▶ Trespass under tenancy
- ▶ Commercial premises trespass
- ▶ Order for sale and mortgage
- ▶ Compulsory purchase orders
- ▶ Writs of restitution
- ▶ Forfeiture
- ▶ Torts and trespass to goods
- ▶ Customer care

## **Preparation and assessment**

We suggest one month absorbing the reading material. There is a one day classroom attendance for training and assessment.

## **The course fee**

Please contact us for details.

# Frequently asked questions

## How do I register for the exam?

This is a one-step process and involves completing and returning the registration form via e-mail: [training@excelenforcement.co.uk](mailto:training@excelenforcement.co.uk).

## When can I take the exam?

Examinations take place monthly (or by special appointment depending on numbers). For more details e-mail: [training@excelenforcement.co.uk](mailto:training@excelenforcement.co.uk).

## Where can I undertake qualification and sit the exam?

Training courses and examinations are held in Colwyn Bay and other outreach centres. Assessment is in English.

For group bookings we can offer on-site training and examination at a discounted group rate. For more details e-mail: [training@excelenforcement.co.uk](mailto:training@excelenforcement.co.uk).

## When will I receive my results and certificate?

You will receive your results within 48 hours. Your results will be in the form of a report which details your percentage of correct answers for each learning outcome.

If successful, your qualification certificate will arrive by post within 14 days of completing the qualification/ course.

## Do you provide training for clients?

Yes, our clients do enjoy access to our training as part of our service.



# High Court Enforcement Group and Excel Civil Enforcement



## High Court Enforcement Group

High Court Enforcement Group is the largest independent company of authorised High Court Enforcement Officers (HCEOs) in the country, providing nationwide enforcement for the recovery of money judgments and property.

In terms of money judgments, we support local authorities with the enforcement of county court judgments under a High Court writ of control to recover all manner of debt, including sundry debt, housing benefit overpayments and former tenant rent arrears.

Our property services cover both commercial and residential property and include commercial rent arrears recovery (CRAR), forfeiture of lease, residential tenant evictions, trespasser and traveller evictions.



## Excel Civil Enforcement

Excel Civil Enforcement was founded in 1991 and delivers outstanding enforcement, collection and associated services to local authorities and central Government departments.

We provide nationwide coverage with a UK customer service centre, 24/7 telephone and internet payment facilities. We use the latest mobile technology, including live stream body-worn cameras, GPS tracking and ANPR.

All our enforcement agents are salaried employees: we do not sub-contract to self-employed agents. It is our policy across all the Group companies to only use employed enforcement agents.

All staff, not just enforcement agents, hold relevant enforcement qualifications. Customer service staff are qualified to Level 2 in Taking Control of Goods and have accredited training in vulnerability and mental health awareness, giving us the most qualified welfare team in the industry.



## To enquire or make a booking

### For more information contact:

**David Grimes, BA (Hons), IRRV**

Head of Training & Development

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