

SFJCTDC6 - SQA Unit Code F2SW 04

Process claims for expenses relating to attendance at courts/tribunals



Overview

This standard is about checking the validity and the processing of valid claims for expenses from parties attending courts/tribunals. Such parties might include, for example, witnesses and jurors.

Cases can be either criminal or civil in courts, or tribunal cases.

There are two elements

- 1 Check the validity of claims
- 2 Process valid claims for payment

Target Group

This standard is for individuals whose responsibilities include the processing of claims made by parties attending courts/tribunals.

**Performance
criteria**

Check the validity of claims

You must be able to:

- P1 check that claims for the reimbursement of expenses are complete and, where relevant, have all the required supporting evidence
- P2 confirm that the claimant attended the case for which reimbursements are claimed, and that they qualify for reimbursements
- P3 determine that the amount claimed is correct, and is in line with the amounts payable
- P4 identify correctly any incomplete documentation, or where there is a potential anomaly, and take the correct actions to address these, to include either referring the matter to your line manager or returning the documentation to the claimant with a covering letter
- P5 refer any queries regarding claims, which are outside your authority to address, promptly to your line manager, setting out clearly and concisely the reason for your query
- P6 decline any claims that are not valid, notifying the claimant promptly and politely and setting out clearly the reasons why their claim is not valid
- P7 address clearly and accurately queries from parties attending cases relating to their eligibility for reimbursement of their expenses

Process valid claims for payment

You must be able to:

- P8 process valid claims correctly and forward these for payment within agreed timescales
- P9 maintain accurate and up to date records of claims made, in line with your organisation's requirements
- P10 respond to any subsequent queries from claimants correctly, forwarding any that are outside your level of responsibility promptly to your line manager

Knowledge and understanding

You need to know and understand:

Check the validity of claims

- K1 current organisational requirements and procedures for checking and processing claims for expenses by those attending court
- K2 the criteria which claimants must fulfil to qualify for claiming expenses
- K3 the types of expenses which can be claimed, and the allowance for each
- K4 how to notify claimants of incomplete documentation or invalid claims, and the importance of doing this in a professional manner

Process claims for payment

You need to know and understand:

- K5 the timescales within which claims for expenses are to be processed and paid
- K6 organisational requirements for recording expenses claimed for extracting and maintaining records of relevant components from within the claims
- K7 the limit of your authority and how to deal with claims and queries outside such limits

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Suite Courts and Tribunals

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