

ASTLB1

Evaluate benefit applications



Overview

This standard is about the initial processing of applications for benefits, grants and reliefs and checking them for accuracy and validity. It involves identifying and collecting information and evaluating the information obtained.

**Performance
criteria**

- You must be able to:
- P1 establish the applicant's eligibility for the benefits claimed in accordance with relevant statutory requirements and with reference to any previous applications
 - P2 confirm that all applications are supported by sufficient, relevant and authentic evidence and act promptly to obtain any missing information where evidence is insufficient
 - P3 offer appropriate advice or help where an applicant requires assistance in pursuing an application
 - P4 consult all appropriate external bodies to establish and validate the application in the absence of direct supporting documentation
 - P5 check the details in the current application for compatibility with any established records, ensuring there is a valid reason for any changes
 - P6 refer matters to the appropriate person where there are irregularities or unusual features that might suggest a fraudulent application
 - P7 seek further corroborative evidence, where documentation and consultation do not support the substance of the application
 - P8 proactively advise the appropriate party of any other benefits, grants and reliefs, or discretionary payments, for which he or she may be entitled to apply

Knowledge and understanding

The Statutory Framework

You need to know and understand:

- K1 relevant legislation relating to applicants eligibility for benefits, grants and reliefs

The Benefits Environment

You need to know and understand:

- K2 the content and use of application forms
- K3 claiming and application methods
- K4 how to recognise accurate and valid applications and identify potential fraud
- K5 the range of information, evidence and supporting documentation required to support an application
- K6 procedures for verifying evidence and evaluating applications
- K7 relevant local timescales and targets for dealing with applications
- K8 the criteria relating to eligibility for discretionary payments
- K9 what action you should take where an application fails to meet requirements
- K10 time limits for the resubmission of defective applications and/or the provision of additional documentation

You need to know and understand:

The Organisation

- K11 to whom to refer matters that are outside your responsibility or remit
- K12 procedures for complying with relevant data protection legislation

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Suite	Administration of Local Revenues and Benefits
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