

# ASTLLCF

## Provide information and assistance to individuals accessing the local land and property information service



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### Overview

This unit is about providing information and assistance to individuals, such as conveyancers, National Land Information Service (NLIS) representatives, Personal Search agents and members of the public, accessing the local land and property information service.

There are two performance standards:

1. Provide information to individuals accessing the local land and property information service
2. Provide assistance for individuals wishing to access public registers and records

Who is it for?

This unit is for you if you:-

1. Carry out the functions of providing information and assistance to individuals accessing the local land and property information service under the direction of a manager who has overall responsibility for communications about the local land and property information service.

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### Performance criteria

#### Provide information to individuals accessing the local land and property information service

*You must be able to:*

- P1 confirm with **individuals** the information they are seeking
- P2 if you can access the information and it is publicly available without a fee, provide complete, accurate and up-to-date information promptly and in a format that meets the needs of **individuals**
- P3 if you are unable to access the required information, refer **individuals** to the relevant persons, departments or agencies
- P4 if **individuals** are seeking information to which they are not entitled, clearly, courteously and assertively explain that they are not entitled to this information
- P5 if **individuals** are seeking information which is subject to a fee, explain the fee and procedure for obtaining the information
- P6 if you are unsure about the information, whether individuals are entitled to the information or how to respond to individuals, consult **appropriate people**

#### Provide assistance for individuals wishing to access public registers and records

*You must be able to:*

- P7 inform **individuals** wishing to access public registers and records clearly, courteously and assertively about where and when public registers and records are available for inspection and any local procedures for inspecting them
- P8 inform **individuals** about the information to which they are entitled, in line with national guidance and local policy
- P9 collect correct fees, where applicable, from **individuals** according to statutory requirements and local procedures
- P10 provide access to the information to which **individuals** are entitled in visible and legible form
- P11 take **security precautions** to ensure that **individuals** do not remove information or access information to which they are not entitled
- P12 report, immediately and in line with local procedures, any attempt by **individuals** to remove information or access information to which they are not entitled.

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### Knowledge and understanding

*You need to know and understand:*

### Communication, information and advice

- K1 how to confirm with individuals what information they are seeking
- K2 how to ensure the information and advice you provide is complete, up-to-date and accurate
- K3 how to provide information promptly in a format that meets the needs of individuals
- K4 information to which individuals are entitled, that to which they are not entitled and that to which they are entitled only on payment of a fee
- K5 how to explain clearly, courteously and assertively to individuals that they are not entitled to the information they are seeking
- K6 how to explain to individuals that there is a fee payable for the information they are seeking

### Local Land Charges and Property Information

- K7 which registers and records are available for public inspection
- K8 the correct fees for local land and property information services

### Organisational context

- K9 persons, departments or agencies to refer individuals to if you are unable to access the required information
- K10 other persons, departments or agencies to refer to, if you are unsure about information, whether individuals are entitled to certain information or how to respond to individuals
- K11 when and where registers and records are available for public inspection and any local procedures for inspecting them
- K12 local procedures for collecting fees from individuals accessing local land and property information services

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## Additional Information

### Scope/range related to performance criteria

1. **individuals**
  - 1.1. members of the public
  - 1.2. conveyancers
  - 1.3. Personal Search agents
  - 1.4. National Land Information Service (NLIS) representatives
  - 1.5. others
  
2. **appropriate people**
  - 2.1. the manager responsible for the local land and property information service
  - 2.2. colleagues within the same department
  - 2.3. colleagues from different departments or agencies
  
3. **security precautions**
  - 3.1. preventing access to information to which individuals are not entitled
  - 3.2. supervising individuals as they consult public registers and records
  - 3.3. CCTV monitoring of individuals as they consult public registers and records.

### Links to other NOS

How does it relate to other units?

LLCF is one of a group of eight units which describe the specific Local Land Charges and property information functions.

Another unit, *LLCE Manage communications regarding the local land and property information service*, is for those who have overall responsibility for managing communications about the local land and property information service.

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**Status** Original

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**Originating organisation** Asset Skills

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**Original URN** LLCF

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**Relevant occupations** Administration and Secretarial Occupations; Government and Related Organisations; Business and Finance Associate Professionals; Managers and Proprietors in Hospitality and Leisure Services; Managers in Farming, Horticulture, Forestry and Fishing; Architects, Town Planners and Surveyors; Legal Professionals; Public Service Professionals

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**Suite** Local Land Charges and Property Information

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**Key words** help, registers, records