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### Overview

This unit is about submitting personal search reports to clients. The unit is aimed at those who compile and retail personal searches on a commercial basis.

Who is it for?

This unit is for you if you:

1. Deliver personal search reports to clients

There is one element:

1. Deliver personal search reports to clients

# ASTLLCM

## Deliver personal search reports to clients

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### Performance criteria

- You must be able to:*
- P1 ensure that all personal search reports are complete and confirm they are ready to be dispatched
  - P2 check the format in which the personal search report is to be dispatched and make any necessary arrangements in support of this
  - P3 confirm the timings of dispatch to ensure that documentation arrives with the client on time, according to agreement
  - P4 where necessary, inform the client promptly of any delay and of the reason, keeping them informed of progress
  - P5 confirm client details for the dispatch and if any other arrangements are necessary such as additional copies
  - P6 confirm that correct payment has been received or that terms and conditions of payment have been confirmed with the client
  - P7 dispatch the personal search report along with any additional accompanying information
  - P8 maintain internal records which are clear, complete and conform to accepted professional and statutory requirements

# ASTLLCM

## Deliver personal search reports to clients

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### Knowledge and understanding

*You need to know and understand:*

### Communication and information

K1 how to clarify and confirm the requirements and expectations of the client

### Local Land Charges and Property Information

*You need to know and understand:*

K2 the prescribed format and content of personal search reports

K3 the reasons why it is necessary and important to indicate if, where and why inspection of local land charges registers and other registers and documentation was not possible

K4 the circumstances under which it is permissible to submit incomplete information to a client

### Organisational context

*You need to know and understand:*

K5 the legislation giving rise to personal searches

K6 regulations under that legislation relating to the job of personal search agents and the undertaking of personal searches

K7 the limitations and constraints that apply to the conducting of personal searches

K8 the format in which the personal search report is to be dispatched and any special arrangements

K9 where the personal search report is to be dispatched to and how to confirm delivery details

K10 how to confirm payment details and to whom to check this with

K11 the technology available for the distribution of completed personal search reports

### Quality Assurance

*You need to know and understand:*

K12 the importance of delivering personal search reports in a timely fashion once the report is completed

K13 the reasons for, and methods for, maintaining your own internal records in a clear, complete and acceptable manner

K14 the minimum period of time for which you must retain records

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### Additional Information

#### Scope/range related to performance criteria

1. **Client**
  - 1.1. seller
  - 1.2. solicitor
  - 1.3. conveyance
2. **Documentation**
  - 2.1. paper based
  - 2.2. electronic
3. **Arrangements for dispatch**
  - 3.1. file conversion
  - 3.2. document protection
  - 3.3. printing
4. **Further investigation**
  - 4.1. set up appropriate quality control systems
5. **Where information is not included, state**
  - 5.1. state where and how it might be obtained (if at all)
  - 5.2. state what cost will be incurred (if any)
6. **Reporting and record keeping**
  - 6.1. appropriate quality control systems
  - 6.2. comprehensive records of search reports
  - 6.3. appropriate distribution procedures
  - 6.4. maintain appropriate filing and storage systems

#### Links to other NOS

How does it relate to other units? LLCM is one of a group of seven units which describe the functions involved in conducting personal searches and compiling information for clients.

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**Developed by** Asset Skills

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**Validity** Current

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**Status** Original

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**Originating organisation** Asset Skills

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**Original URN** LLCM

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

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**Suite** Local Land Charges and Property Information 2009

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**Key words** Personal search, reports, clients, commercial

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