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## Overview

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

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## Performance criteria

*You must be able to:*

1. undertake the processing of applications for benefits, grants and relief
2. establish the applicant's eligibility for the benefits, grants or relief claimed in accordance with relevant statutory requirements and referring to previous applications, where these exist
3. confirm that all applications are supported by relevant evidence and obtain missing information within the agreed timescales
4. offer advice or help where an applicant requires assistance in pursuing an application, within the limits of your responsibilities
5. consult all relevant external bodies to establish and validate the application in the absence of the required supporting documentation
6. confirm the details in the current application for compatibility with any established records
7. refer remaining matters to the relevant person where applications do not comply with the relevant requirements
8. seek further corroborative evidence from applicants, where documentation and consultation do not support the application

## Knowledge and understanding

*You need to know and understand:*

1. the relevant codes of practice, legislation and regulation
2. the relevant legislation relating to applicant's eligibility for benefits, grants and relief
3. the social and ethnic diversity and the needs of the communities in which your organisation serves
4. the content and use of the relevant application forms
5. the relevant claiming and application methods for benefits, grants and relief and how to process and check applications against these
6. how to recognise valid applications and identify where applications do not comply with the relevant application requirements
7. the range of information, documentation and evidence required to support the application the relevant local timescales and targets for processing the applications
8. the relevant criteria relating to the eligibility for discretionary payments
9. what action should be taken where an application fails to meet the relevant requirements for applying for benefits, grants or relief
10. the time limits for the resubmission of applications which do not comply with the relevant requirements and/or the provision of additional documentation and information
11. to whom to refer matters that are outside your responsibility or remit the procedures for complying with relevant data protection legislation

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<b>Status</b>	Original
<b>Originating Organisation</b>	Instructus
<b>Original URN</b>	ASTLB1
<b>Relevant Occupations</b>	Assistant Housing Administrator; Assistant Property Officer/Manager; Benefits Officer; Housing Administrator; Housing Assistant; Housing Manager; Housing Officer; Taxation and Benefits Officer/Assistant; Revenue Officer/Assistant; Lettings Negotiator; Customer Service Assistant
<b>Suite</b>	Administration of Local Revenues and Benefits
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