

# IRRV Taking Control of Goods (TCOG)

IRRV TCOG is a web-based interactive learning tool designed as a standard national online program for Enforcement Officers. The program takes a learner from a basic awareness level up to a standard of in-depth knowledge. It also acts as an invaluable up-to-date reference and refresher tool for the experienced practitioner.

## IRRV TCOG has three key areas:

### 1. Personal Profile

Allows the learner to plot a personal route through the program by identifying the learning style which best suits them.

### 2. Learning Centre

Provides a comprehensive range of learning activities designed to accommodate a range of learning styles.

### 3. Resource Centre

Acts as the program library where learners can view important content from the Learning Centre and link to essential legislation, documents and websites.

## Target audience

This course is designed to appeal to all staff who need to be certified enforcement officers or officers of local taxation administration who manage external enforcement officers.

## Learning Outcomes

- TCOG in context
- The Different Types of Enforcement Agent
- Types of Enforcement
- The Legal Basis of Enforcement Action
- The Powers Available to an Enforcement Agent
- Preparation to Take Control of Goods
- Taking Control of Goods
- Removal of Goods and What to Do When Removing Them
- Action to be Taken After Taking Control of Goods
- Understanding the Needs of the Debtor and Promoting Good Customer Service

## Where do I go from here?

- career development;
- keeping up-to-date.



## Managing learners

If you invest in online training you need to know that your funds have been spent wisely. Imago Manager (the tutor area of the program) allows you to track the progress of your learners and to accumulate their responses.

For example, you can find out;

- who has registered;
- when they have logged on;
- what they have done;
- how long it has taken them;
- their responses to activities;
- their scores in quizzes.

## Access levels

The programme has various access levels including:

- learner level access;
- tutor level access;
- super tutor level access.

## Flexible learning

Learners take their own route through the topics covered in the course. They will learn at their own pace through a variety of activities designed to accommodate a range of learning styles. The program Resource Centre acts as a continual reference tool to confirm matters of law or practice.

## Duration

- Learning Centre: 30-40 hours
- Resource Centre: continuous