

01. Operations (23%) – This area assesses the candidate’s ability to oversee registrants, implement procedures, securely maintain required records, and comply with laws and regulations.

Subarea	Job Tasks	Associated Knowledge
01. Admin (12%)	<p>T5. Maintain assignment files in accordance with laws and regulations.</p> <p>T6. Adhere to laws and regulations regarding advertisement of repossession agency.</p> <p>T7. Adhere to laws and regulations regarding agreed upon charges for repossession activities.</p>	<p>K5. Knowledge of laws regarding the retention of assignment files.</p> <p>K6. Knowledge of laws and regulations regarding advertisement of repossession agency.</p> <p>K7. Knowledge of the Collateral Recovery Act regarding charges for services incurred.</p>
02. Licensing and Registration (11%)	<p>T1. Submit newly hired registrant applications to the Bureau in accordance with laws and regulations.</p> <p>T2. Submit required notices to the Bureau regarding registrant status to comply with Bureau regulations (e.g., termination, renewal, address change).</p> <p>T3. Submit required notices to the Bureau regarding management of Repossession Agency (e.g., status of qualified manager, change of ownership).</p> <p>T4. Obtain and maintain agency repossession license to meet Bureau requirements.</p>	<p>K1. Knowledge of procedures used to file registrant applications.</p> <p>K2. Knowledge of laws related to temporary registrant applications.</p> <p>K3. Knowledge of laws related to filing changes to registrant status (e.g., termination, renewal, address change).</p> <p>K4. Knowledge of laws and regulations regarding management of Repossession Agency (e.g., status of qualified manager, change of ownership).</p> <p>K8. Knowledge of laws and regulations regarding obtaining and maintaining repossession agency license.</p>

02. Repossession (32%) – This area assesses the candidate’s ability to verify repossession assignments, locate collateral, and perform repossession procedures in accordance with laws and regulations.

Subarea	Job Tasks	Associated Knowledge
<p>01. Verification and Notification (18%)</p>	<p>T8. Verify the validity of repossession assignments from clients prior to performing repossession.</p> <p>T9. Verify identity of collateral prior to performing repossession.</p> <p>T10. Obtain authorization from lienholders for repossession of collateral not assigned to business (e.g., LPR).</p> <p>T14. Contact law enforcement following the repossession to notify of recovery.</p>	<p>K9. Knowledge of State and federal codes and regulations applicable to repossession (e.g., Fair Debt Collection Practices Act, California Vehicle Code).</p> <p>K10. Knowledge of criteria used to verify legitimacy of repossession assignment.</p> <p>K11. Knowledge of documents regarding client authorization for repossession.</p> <p>K14. Knowledge of legal requirements to obtain authorization for repossessions not assigned to business (e.g., LPR).</p> <p>K11. Knowledge of documents regarding client authorization for repossession.</p> <p>K13. Knowledge of procedures used to identify collateral prior to performing repossession.</p> <p>K14. Knowledge of legal requirements to obtain authorization for repossessions not assigned to business (e.g., LPR).</p> <p>K15. Knowledge of legal requirements used to determine when repossession is complete.</p> <p>K20. Knowledge of legal requirements regarding consumer privacy acts (e.g., Robbins Rosenthal Act, Fair Debt Collection Practices Act).</p> <p>K21. Knowledge of legal requirements to notify local law enforcement following a repossession.</p>

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Subarea	Job Tasks	Associated Knowledge
<p>02. Repossessing Collateral (14%)</p>	<p>T11. Repossess collateral in accordance with applicable laws and regulations.</p> <p>T12. Store personal effects from the collateral in accordance with laws and regulations.</p> <p>T13. Maintain confidentiality of debtors in accordance with laws and regulations.</p>	<p>K9. Knowledge of State and federal codes and regulations applicable to repossession (e.g., Fair Debt Collection Practices Act, California Vehicle Code).</p> <p>K12. Knowledge of practices used to gather information regarding location of collateral.</p> <p>K16. Knowledge of trespass laws in regard to repossession (e.g., State and federal property).</p> <p>K17. Knowledge of laws and regulations regarding repossessions from secured areas.</p> <p>K18. Knowledge of procedures used to repossess collateral without incident (e.g., breach of peace).</p> <p>K19. Knowledge of procedures used to store personal effects.</p> <p>K20. Knowledge of legal requirements regarding consumer privacy acts (e.g., Robbins Rosenthal Act, Fair Debt Collection Practices Act).</p> <p>K21. Knowledge of legal requirements to notify local law enforcement following a repossession.</p>

03. Process Report (25%) – This area assesses the candidate’s ability to complete, verify, and process required reports in accordance with laws and regulations.

<i>Job Tasks</i>	<i>Associated Knowledge</i>
<p>T15. Complete condition reports of collateral after repossession as required by the Bureau.</p> <p>T16. Complete inventory reports of personal property in/on the collateral as required by the Bureau</p> <p>T17. Verify reports processed by agency registrants or employees to ensure accuracy of information presented (e.g., condition reports, updates, notices of seizures).</p> <p>T18. Complete notice of seizure forms to notify debtors of the repossessions as required by the Bureau.</p> <p>T20. Submit required notices to Bureau to comply with Bureau regulations (e.g., notice of violent act).</p>	<p>K22. Knowledge of legal requirements to complete condition reports of collateral.</p> <p>K23. Knowledge of legal requirements to complete inventory reports of personal effects.</p> <p>K24. Knowledge of legal requirements to review agency registrants and employee reports to ensure accuracy.</p> <p>K25. Knowledge of information necessary to complete notice of seizure forms in accordance with Bureau regulations.</p> <p>K26. Knowledge of methods used to serve notice of seizure forms in accordance with Bureau regulations.</p> <p>K27. Knowledge of laws and regulations regarding notification of violent acts.</p> <p>K28. Knowledge of legal requirements to notify debtors of personal effects.</p> <p>K29. Knowledge of laws and regulations regarding disclosures of personal effects (e.g., subpoena).</p>

04. Release/Dispose (20%) – This area assesses the candidate’s ability to perform and oversee the release and disposal of collateral or personal effects resulting from repossessions in accordance with laws and regulations.

<i>Job Tasks</i>	<i>Associated Knowledge</i>
<p>T19. Notify law enforcement of debtors’ personal effects that must be surrendered (e.g., deadly weapons, dangerous drugs).</p> <p>T21. Obtain law enforcement release receipts prior to releasing collateral to debtors.</p> <p>T22. Process release of personal effects in accordance with laws and regulations.</p> <p>T23. Process release of collateral to designated entity upon client authorization (e.g., auction, transporter, debtor).</p> <p>T24. Dispose of personal effects in accordance with Bureau regulations (e.g., perishable items, unclaimed property).</p>	<p>K31. Knowledge of procedures used to release personal effects to debtors.</p> <p>K32. Knowledge of procedures used to release collateral to designated entities (i.e., auction, transporter, debtor).</p> <p>K33. Knowledge of laws and regulations regarding disposal of personal effects.</p> <p>K30. Knowledge of procedures used to obtain release receipts issued by law enforcement.</p> <p>K34. Knowledge of criteria used to determine if personal effects must be surrendered to law enforcement.</p>