

BUREAU OF SECURITY AND INVESTIGATIVE SERVICES

OCCUPATIONAL ANALYSIS OF THE REPOSSESSOR QUALIFIED MANAGER PROFESSION



OFFICE OF PROFESSIONAL EXAMINATION SERVICES



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INVESTIGATIVE SERVICES**

**OCCUPATIONAL ANALYSIS OF THE
REPOSSESSOR QUALIFIED MANAGER
PROFESSION**

This report was prepared and written by the
Office of Professional Examination Services
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Heidi Lincer, Ph.D., Chief

Brian Petrie, Research Analyst II



EXECUTIVE SUMMARY

The Bureau of Security and Investigative Services (Bureau) requested that the Department of Consumer Affairs' Office of Professional Examination Services (OPES) conduct an occupational analysis of the reposessor qualified manager (RAQ) profession in California. The purpose of the occupational analysis is to define the profession for RAQs in terms of actual job tasks that new licensees must be able to perform safely and competently at the time of licensure. The results of this occupational analysis provide a thorough description of practice for the RAQ profession that can be used as the basis for the content of the California RAQ licensing examination.

Initially, OPES conducted a literature review of the profession, researching previous occupational analysis reports, articles, and publications. They also held telephone interviews and an on-site interview with licensed RAQs who work in locations throughout California. The purpose of these interviews was to identify the tasks performed in the RAQ profession and to specify the knowledge required to perform those tasks in a safe and competent manner. Using the information gathered from the literature review and the interviews, OPES developed a preliminary list of tasks performed in the RAQ profession along with statements representing the knowledge needed to perform those tasks.

An initial focus group of California-licensed RAQs was held in November 2015 to discuss and review the preliminary list of task and knowledge statements. The licensees refined the task and knowledge statements, developed new statements when needed, and determined the demographic variables and rating scales that were to be used in the next phase of the occupational analysis process. They also performed a preliminary linkage of the task and knowledge statements to ensure that all tasks had a related knowledge and all knowledge statements had a related task.

Upon completion of the focus group, OPES developed a three-part questionnaire to be completed by RAQs statewide. Development of the questionnaire included a pilot study which was conducted using the group of licensees who had participated in the interviews and the November 2015 initial focus group. The participants' feedback was used to refine the questionnaire. The final questionnaire was prepared by OPES for administration from January to April 2016.

In the first part of the questionnaire, the licensees were asked to provide demographic information related to their work and work settings. The licensees were also asked to specify their occupation prior to becoming a licensed RAQ (e.g., nonrelated, law enforcement) and to indicate possession of other California state-issued licenses or certifications (e.g., private investigator, private patrol operator). In the second part of the questionnaire, the licensees were asked to rate specific job tasks in terms of frequency (i.e., how often the licensee performs the task in the licensee's current job) and importance (i.e., how important the task is to performance of the licensee's current job). In the third part of the questionnaire, the licensees were asked to rate specific

knowledge statements in terms of how important that knowledge is to performance of their current job.

In February 2016, the Bureau reached out to all of the California-licensed RAQs inviting them to complete the questionnaire online. Due to the small population of licensed RAQs in California, the Bureau mailed notification letters to all the licensees (a total of 297). In March 2016, the Bureau also e-mailed licensees an additional invitation to participate in the online questionnaire. Because of the low response rate, the Bureau extended the deadline for the questionnaire and sent out additional reminders and notices to the licensed community to participate in the questionnaire. A total of 19 (6.4%) RAQs responded by accessing the Web-based questionnaire. The final sample size included in the data analysis was 9, or 3% of the population that was invited to complete the questionnaire. This response rate reflects two adjustments. First, data from respondents who indicated they were not currently licensed and were not currently working as RAQs in California were excluded from analysis. Second, data from respondents who failed to complete a significant portion of the questionnaire were excluded from analysis.

OPES then performed data analyses on the task and knowledge ratings obtained from the questionnaire respondents. The task frequency and importance ratings were combined to derive an overall critical value for each task statement. The mean importance rating was used as the critical value for each knowledge statement.

A subsequent focus group of California-licensed RAQs with diverse backgrounds in the RAQ profession (e.g., location of job, years licensed) was conducted in July 2016 to develop the new examination content outline. The licensees evaluated the critical values in order to determine whether any task and knowledge statements should be eliminated from the new examination content outline. Ultimately, none were eliminated. The licensees also established the linkage between job tasks and knowledge statements, organized the task and knowledge statements into content areas, and defined those areas. They then evaluated and confirmed the content area weights. The new examination content outline for the RAQ licensing examination is structured into four content areas weighted by criticality relative to the other content areas.

The examination content outline provides a description of the scope of work for licensed RAQs in California, and it also specifies the job tasks and knowledge critical to safe and effective RAQ performance of the profession in California at the time of licensure. Additionally, the content outline serves as a basis for developing a written examination for inclusion in the process of granting RAQ licensure in California.

OVERVIEW OF THE REPOSSESSOR QUALIFIED MANAGER (RAQ)
EXAMINATION CONTENT OUTLINE

Content Area	Content Area Description	Percent Weight
I. Operations	This area assesses the candidate's ability to oversee registrants, implement procedures, securely maintain required records, and comply with laws and regulations.	23%
II. Repossession	This area assesses the candidate's ability to verify repossession assignments, locate collateral, and perform repossession procedures in accordance with laws and regulations.	32%
III. Process Report	This area assesses the candidate's ability to complete, verify, and process required reports in accordance with laws and regulations.	25%
IV. Release/ Dispose	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.	20%
Total		100

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CHAPTER 1. INTRODUCTION

PURPOSE OF THE OCCUPATIONAL ANALYSIS

The Bureau of Security and Investigative Services (Bureau) requested that the Department of Consumer Affairs' Office of Professional Examination Services (OPES) conduct an occupational analysis to identify critical job activities performed by licensed reposessor qualified managers (RAQs). This occupational analysis was part of the Bureau's comprehensive review of the RAQ profession in California. The purpose of the occupational analysis is to define the profession of RAQs in California in terms of the actual job tasks that new licensees must be able to perform safely and competently at the time of licensure. The results of this occupational analysis provide a thorough description of practice for the RAQ profession in California that can be used as the basis for the RAQ licensing examination.

CONTENT VALIDATION STRATEGY

OPES used a content validation strategy to ensure that the occupational analysis reflected the actual tasks performed by RAQs in independent practice. The technical expertise of California-licensed RAQs was used throughout the occupational analysis process to ensure the identified task and knowledge statements directly reflect requirements for performance in the current profession.

UTILIZATION OF SUBJECT MATTER EXPERTS

The Bureau selected RAQs to participate as subject matter experts (SMEs) during various phases of the occupational analysis. These RAQs were selected from a broad range of work settings, geographic locations, and experience backgrounds. The SMEs provided information regarding the different aspects of the current RAQ profession during the development phase of the occupational analysis, and they also participated in a focus group to review the content of task and knowledge statements for technical accuracy prior to administration of the occupational analysis questionnaire. SMEs also reviewed and evaluated the results following administration of the occupational analysis questionnaire, identified linkages between task and knowledge statements, organized task and knowledge statements into meaningful content areas, and developed and finalized the examination content outline.

ADHERENCE TO LEGAL STANDARDS AND GUIDELINES

Licensing, certification, and registration programs in the State of California adhere strictly to federal and state laws and regulations and professional guidelines and technical standards. For the purpose of occupational analyses, the following laws and guidelines are authoritative:

- California Business and Professions Code section 139.
- Uniform Guidelines on Employee Selection Procedures (1978), Code of Federal Regulations, Title 29, Section 1607.
- California Fair Employment and Housing Act, Government Code section 12944.
- *Principles for the Validation and Use of Personnel Selection Procedures* (2003), Society for Industrial and Organizational Psychology (SIOP).
- *Standards for Educational and Psychological Testing* (2014), American Educational Research Association, American Psychological Association, and National Council on Measurement in Education.

For a licensure program to meet these standards, it must be solidly based upon the job activities required for practice.

DESCRIPTION OF OCCUPATION

The RAQ occupation is described as follows in Section 7500.2 of the California Business and Professions Code:

- (a) A repossession agency means and includes any person who, for any consideration whatsoever, engages in business or accepts employment to locate or recover collateral, whether voluntarily or involuntarily, including, but not limited to, collateral registered under the provisions of the Vehicle Code which is subject to a security agreement, except for any person registered pursuant to Article 7 (commencing with Section 7506).

CHAPTER 2. OCCUPATIONAL ANALYSIS QUESTIONNAIRE

SUBJECT MATTER EXPERT INTERVIEWS

The Bureau provided OPES with a list of California-licensed RAQs to contact for telephone and/or on-site interviews. Interviews were conducted with six licensed RAQs. During the semi-structured interviews, the licensed RAQs were asked to identify all of the activities performed that are specific to the RAQ profession. The licensees confirmed major content areas of the profession and the job tasks performed in each content area. The licensees were also asked to identify the knowledge necessary to perform each job task safely and competently.

TASK AND KNOWLEDGE STATEMENTS

OPES integrated the information gathered from prior studies of the profession and the interviews to develop task and knowledge statements. The statements were then organized into the major content areas of work.

In November 2015, OPES facilitated a focus group of RAQs to evaluate the task and knowledge statements for technical accuracy and comprehensiveness of coverage of the job domain and to assign each statement to the appropriate content area. The group verified that the content areas were independent and non-overlapping, and the group also performed a preliminary linkage of the task and knowledge statements to ensure that every task had a related knowledge and every knowledge statement had a related task. Additional task and knowledge statements were created as needed to complete the scope of the content areas.

The finalized lists of task and knowledge statements were developed into an online questionnaire that was eventually completed and evaluated by RAQs throughout California.

QUESTIONNAIRE DEVELOPMENT

The online occupational analysis questionnaire solicited licensed RAQs' ratings of the job task and knowledge statements. The surveyed RAQs were instructed to rate each job task in terms of how often they perform the task (FREQUENCY) and how important the task is to the performance of their current job (IMPORTANCE). In addition, they were instructed to rate each knowledge statement in terms of how important the specific knowledge is to the performance of their current job (IMPORTANCE). The questionnaire also included a demographic section for purposes of developing an accurate profile of the respondent sample. The questionnaire can be found in Appendix E.

PILOT STUDY

Prior to developing the final questionnaire, OPES prepared and administered an online pilot questionnaire. The pilot questionnaire was reviewed by the Bureau and a group of seven SMEs for feedback about the technical accuracy of the task and knowledge statements, estimated time for completion, online navigation, and ease of use. OPES used this feedback to develop the final questionnaire.

CHAPTER 3. RESPONSE RATE AND DEMOGRAPHICS

SAMPLING STRATEGY AND RESPONSE RATE

In February 2016, the Bureau mailed notification letters to all of the licensed RAQs in California (a total of 297) inviting them to complete the occupational analysis questionnaire online (see Appendix D). Due to the small number of licensees in California, the Bureau mailed notification letters to all the licensed RAQs.

Of the licensed 297 RAQs, a total of 16 RAQs (5.4%) responded by accessing the Web-based questionnaire, and an additional 3 (1.0%) RAQs responded by filling out a paper-based questionnaire during an occupational analysis workshop. Because of the low response rate, the Bureau extended the deadline for the questionnaire and sent out additional reminders and notices to the licensed community to participate in the online questionnaire. The final sample size included in the data analysis was 9, or 3% of the population that was invited to complete the questionnaire. This response rate (3%) reflects two adjustments. First, data from respondents who indicated they were not currently licensed and working as an RAQ in California were excluded from analysis. Second, data from respondents who failed to complete a significant portion of the questionnaire were excluded from analysis.

The online questionnaire format allowed for several enhancements to the questionnaire and the data collection process. As part of the questionnaire development, configuration, and analysis process, various criteria were established to exclude invalid participants, capture data automatically, and ensure the integrity of the data.

DEMOGRAPHIC SUMMARY

As shown in Table 1, four of the respondents included in the analysis had been practicing for six to ten years. As shown in Table 2, four of the respondents reported working as an officer in their company, and, as shown in Table 7, two respondents reported working as former law enforcement. In addition, three respondents reported having attained an associate degree (see Table 5). More detailed demographic information from the respondents can be found in Tables 1 through 14.

TABLE 1 – NUMBER OF YEARS WORKING IN CALIFORNIA AS A REPOSSESSOR QUALIFIED MANAGER

0 to 5 years	0	0.0
6 to 10 years	4	44.5
11 to 20 years	3	33.3
21 or more years	2	22.2
Total	9	100*

*NOTE: Percentages do not add to 100 due to rounding.

FIGURE 1 – NUMBER OF YEARS WORKING IN CALIFORNIA AS A REPOSSESSOR QUALIFIED MANAGER

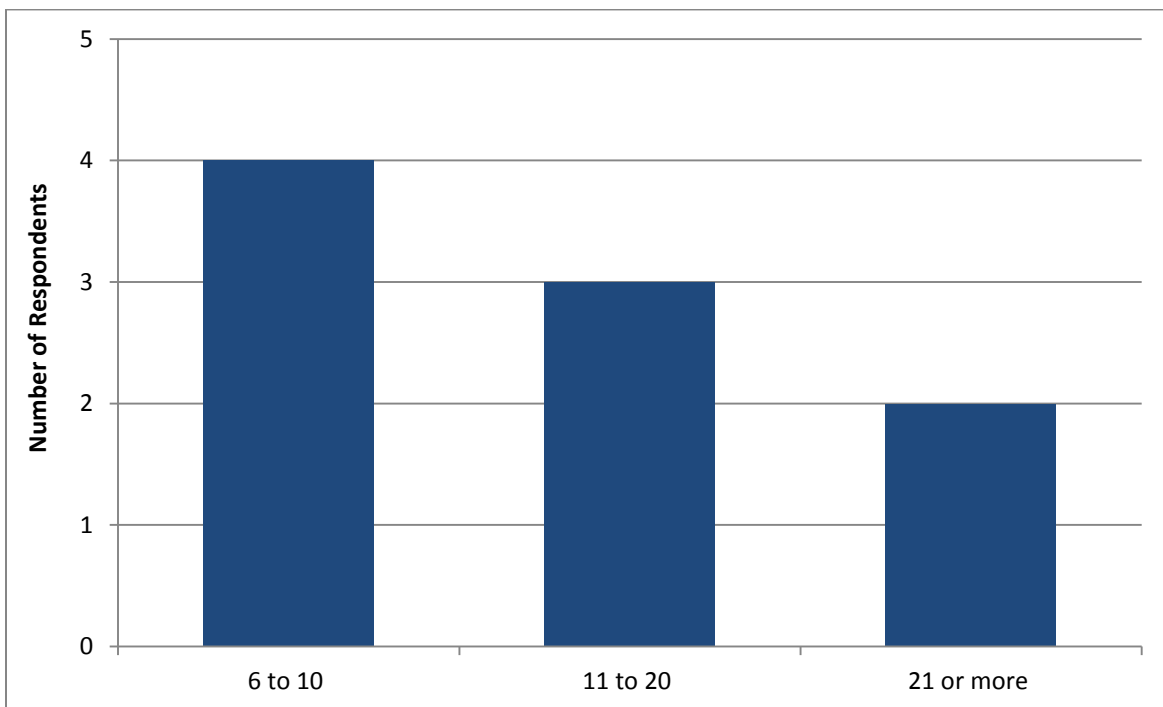


TABLE 2 – POSITION TITLE HELD BY REPOSSESSOR QUALIFIED MANAGER

POSITION TITLE*	N	PERCENT
Owner	1	11.1
Partner	1	11.1
Officer	4	44.4
Other	3	33.3
None	2	22.2

*NOTE: Respondents were asked to select all that apply.

FIGURE 2 – POSITION TITLE HELD BY REPOSSESSOR QUALIFIED MANAGER

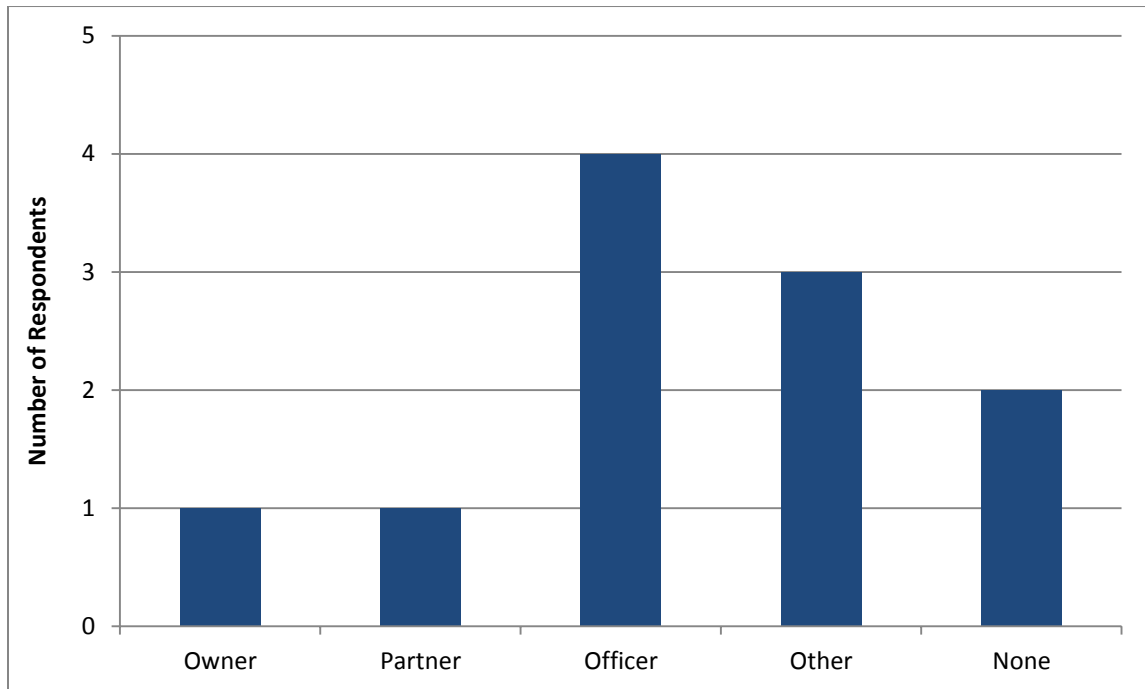


TABLE 3 – ACTIVITIES PERFORMED IN THE PROFESSION

ACTIVITY*	N	PERCENT
Skip tracing	7	77.8
Managerial work	9	100.0
Repossessions	7	77.8
Sales and marketing	7	77.8

*NOTE: Respondents were asked to select all that apply.

FIGURE 3 – ACTIVITIES PERFORMED IN THE PROFESSION



TABLE 4 – NUMBER OF HOURS WORKED PER WEEK

HOURS WORKED	N	PERCENT
1 to 29 hours	1	11.1
30 to 39 hours	0	0.0
40 to 49 hours	3	33.3
50 or more hours	5	55.6
Total	9	100

FIGURE 4 – NUMBER OF HOURS WORKED PER WEEK

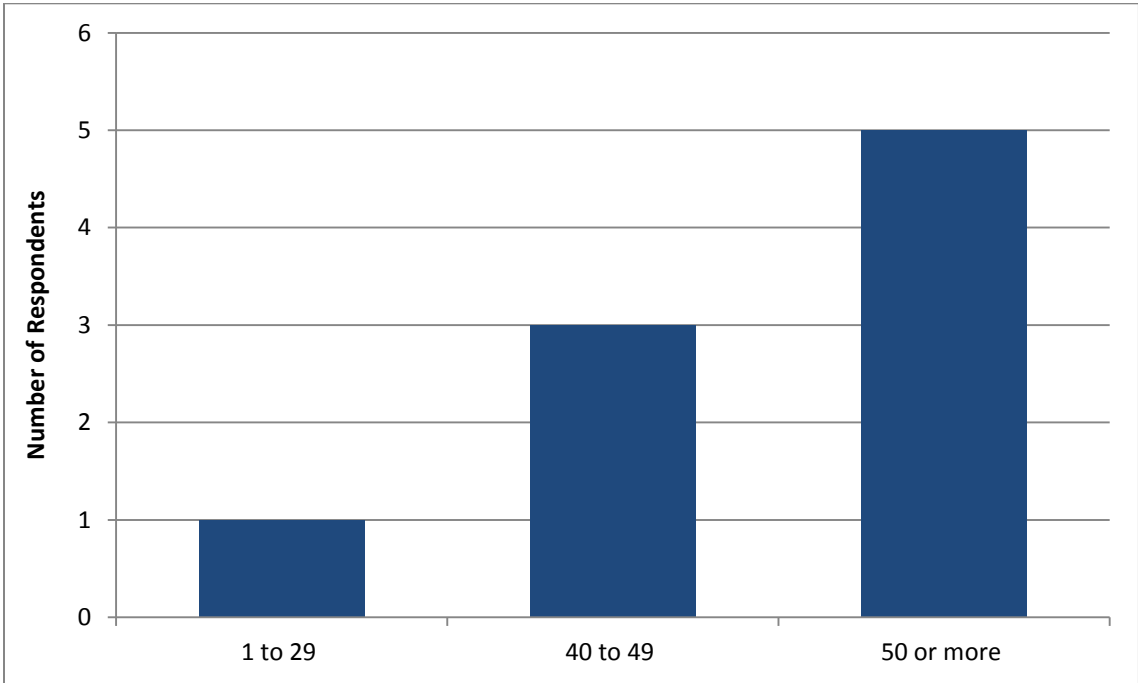


TABLE 5 – HIGHEST LEVEL OF EDUCATION ACHIEVED

LEVEL OF EDUCATION	N	PERCENT
High school/GED	2	22.2
Associate degree	3	33.3
Bachelor's degree	2	22.2
Graduate degree	2	22.2
Total	9	100*

*NOTE: Percentages do not add to 100 due to rounding.

FIGURE 5 – HIGHEST LEVEL OF EDUCATION ACHIEVED

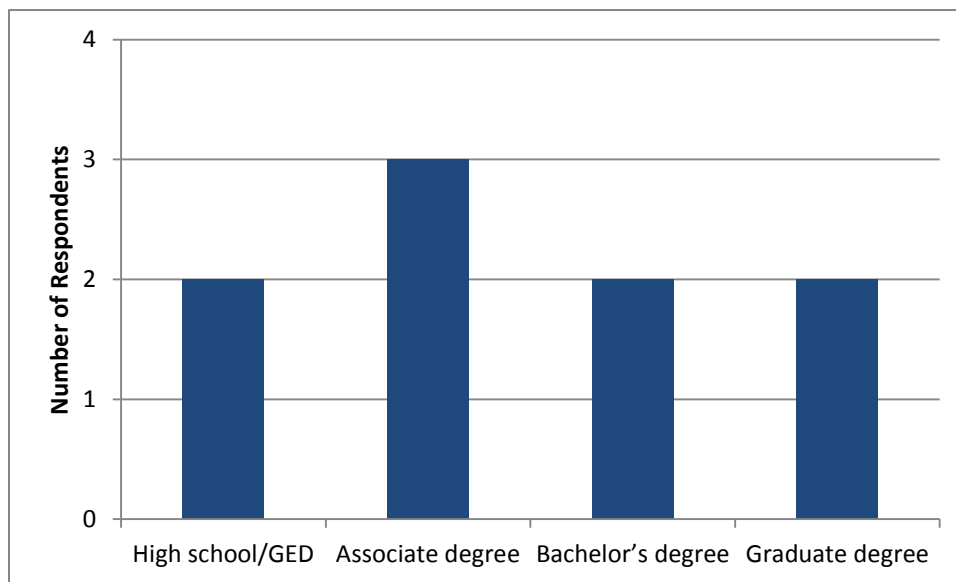


TABLE 6 – TYPE OF LOCATION

LOCATION	N	PERCENT
Urban	9	100.0
Rural	0	0.0
Total	9	100

FIGURE 6 – TYPE OF LOCATION

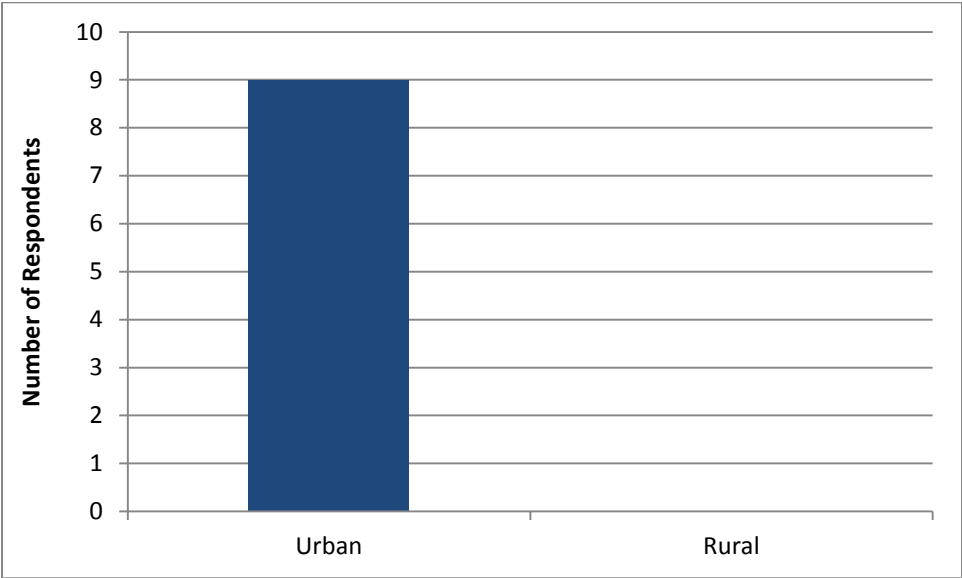


TABLE 7 – WORK PRIOR TO BECOMING A REPOSSESSOR QUALIFIED MANAGER

PRIOR WORK	N	PERCENT
Nonrelated	4	44.4
Insurance	1	11.1
Law enforcement	2	22.2
Related other (e.g., Private Investigator)	1	11.1
Missing	1	11.1
Total	9	100*

*NOTE: Percentages do not add to 100 due to rounding.

FIGURE 7 – WORK PRIOR TO BECOMING A REPOSSESSOR QUALIFIED MANAGER

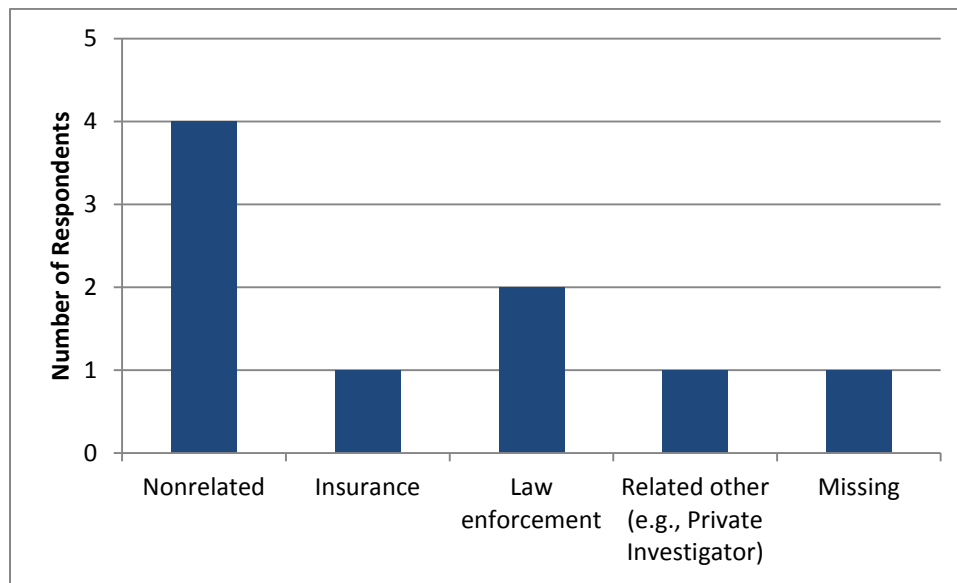


TABLE 8 – OTHER CALIFORNIA-ISSUED LICENSES, CERTIFICATIONS, OR PERMITS HELD

LICENSE, CERTIFICATION, PERMIT*	N	PERCENT
None	6	66.7
Private Patrol Operator	1	11.1
Private Investigator	3	33.3
Security Guard Registration	1	11.1
Process Server	1	11.1
Firearm Permit	1	11.1
Bail Agent	1	11.1

*NOTE Respondents were asked to select all that apply.

FIGURE 8 – OTHER CALIFORNIA-ISSUED LICENSES, CERTIFICATIONS, OR PERMITS HELD

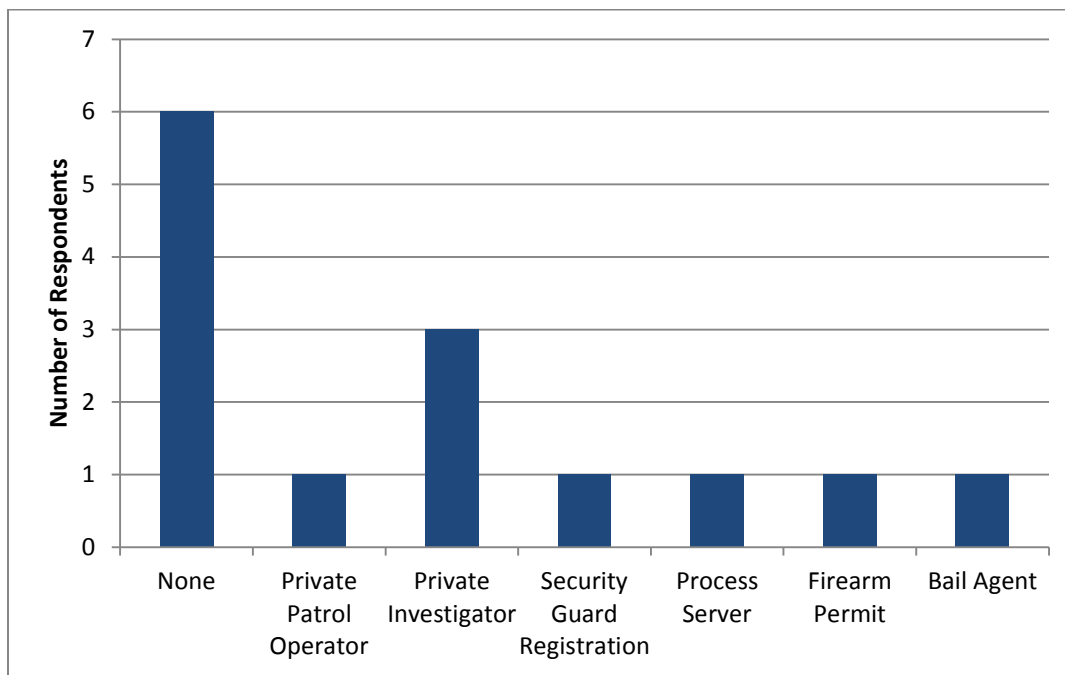


TABLE 9 – TYPE OF CLIENTELE

CLIENTELE*	N	PERCENT
Financial Institutions	5	55.6
Automotive Dealerships	1	11.1
Forwarding Companies	3	33.3
Total	9	100

*NOTE: Respondents were asked to select all that apply.

FIGURE 9 – TYPE OF CLIENTELE

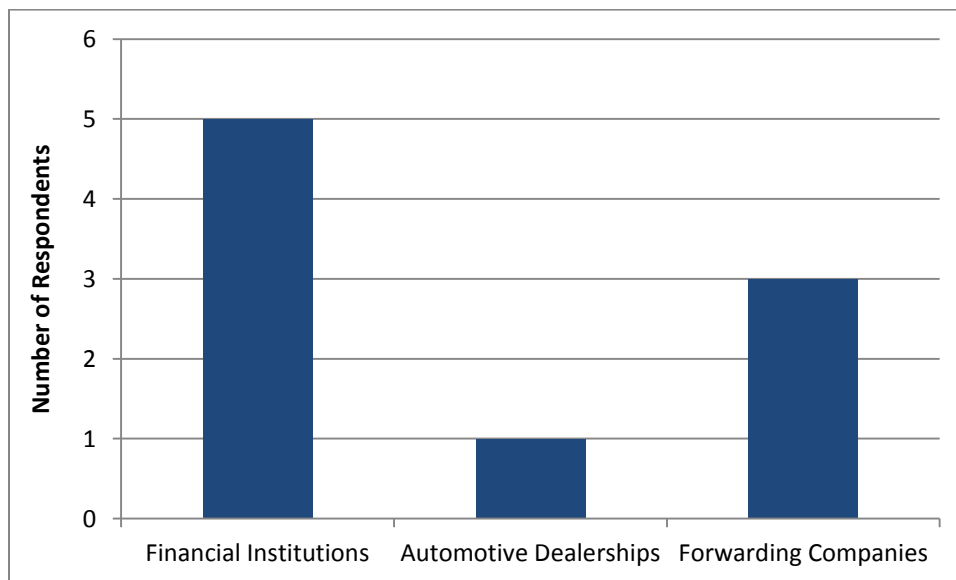


TABLE 10 – NUMBER OF EMPLOYEES IN ORGANIZATION

EMPLOYEES	N	PERCENT
1 to 5 employees	2	22.2
6 to 10 employees	2	22.2
11 to 20 employees	2	22.2
21 or more employees	2	22.2
Missing	1	11.1
Total	9	100*

*NOTE: Percentages do not add to 100 due to rounding.

FIGURE 10 – NUMBER OF EMPLOYEES IN ORGANIZATION

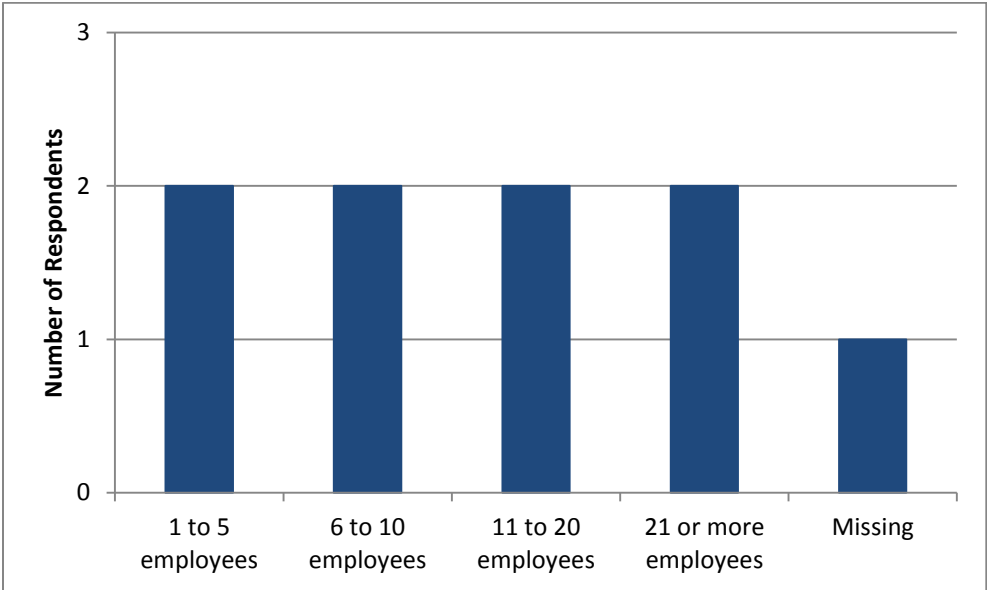


TABLE 11 – NUMBER OF ASSIGNMENTS IN A GIVEN MONTH

ASSIGNMENTS	N	PERCENT
1 to 50 assignments	2	22.2
51 to 100 assignments	1	11.1
101 to 200 assignments	0	0.0
201 to 500 assignments	3	33.3
501 or more assignments	2	22.2
Missing	1	11.1
Total	9	100*

*NOTE: Percentages do not add to 100 due to rounding.

FIGURE 11 – NUMBER OF ASSIGNMENTS IN A GIVEN MONTH

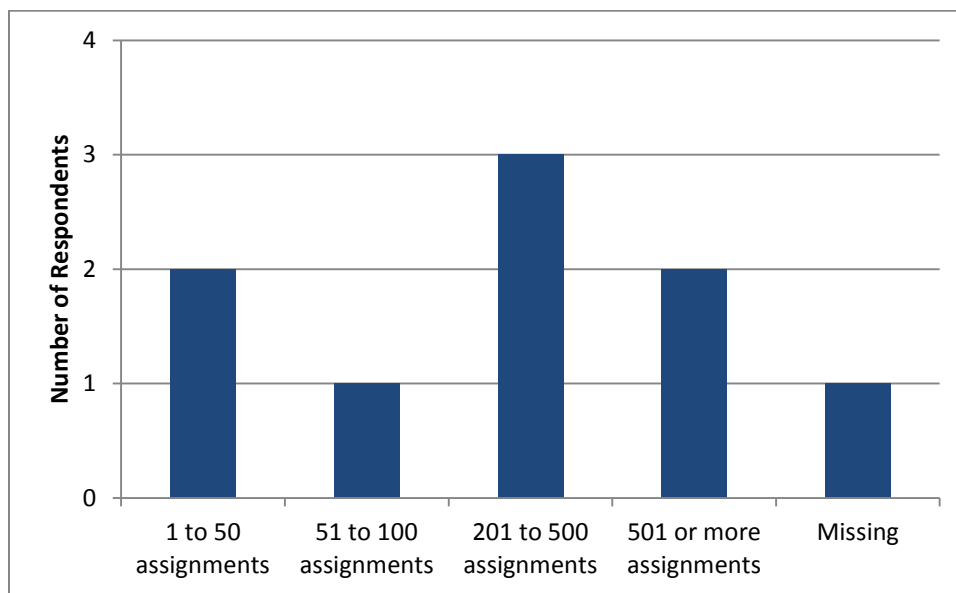


TABLE 12 – NUMBER OF REPOSSESSIONS PROCESSED IN A GIVEN MONTH

REPOSSESSIONS	N	PERCENT
1 to 100 repossessions	2	22.2
101 to 200 repossessions	2	22.2
201 to 500 repossessions	3	33.3
501 or more repossessions	1	11.1
Missing	1	11.1
Total	9	100*

**NOTE: Percentages do not add to 100 due to rounding.*

FIGURE 12 – NUMBER OF REPOSSESSIONS PROCESSED IN A GIVEN MONTH

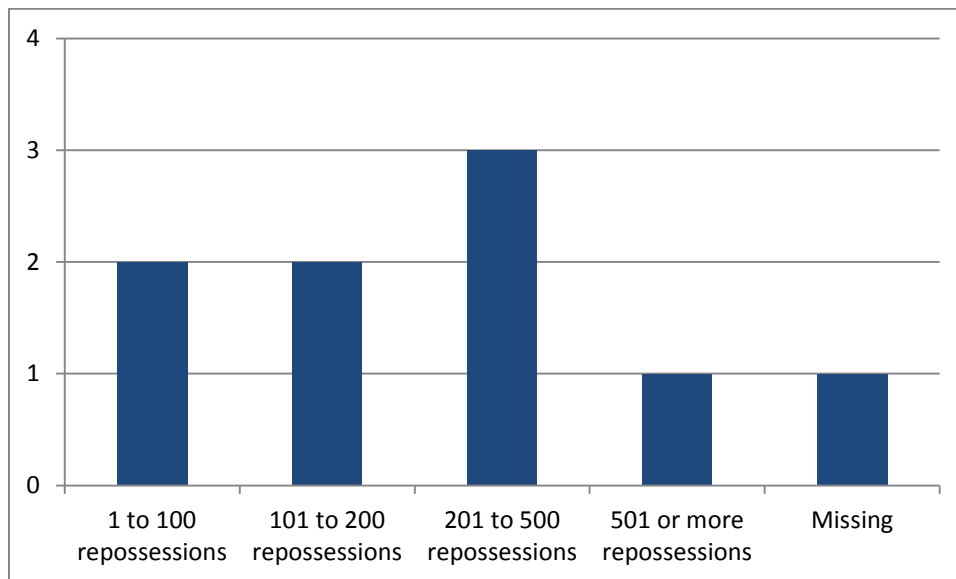


TABLE 13 – NUMBER OF REGISTRANTS PERFORMING REPOSSESSIONS IN ORGANIZATION

REGISTRANTS	N	PERCENT
1 to 5 registrants	3	33.3
6 to 10 registrants	5	55.6
Missing	1	11.1
Total	9	100

FIGURE 13 – NUMBER OF REGISTRANTS PERFORMING REPOSSESSIONS IN ORGANIZATION

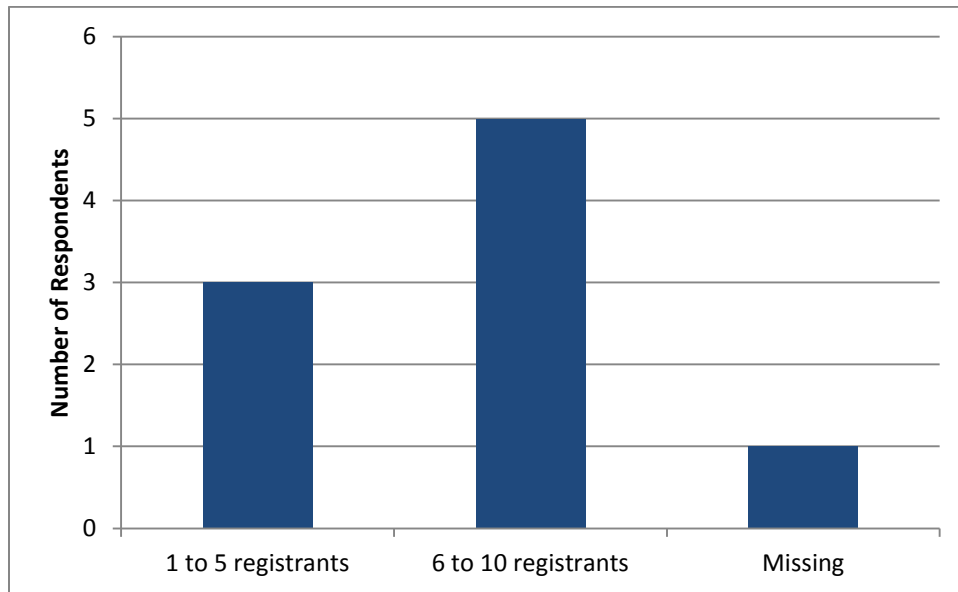
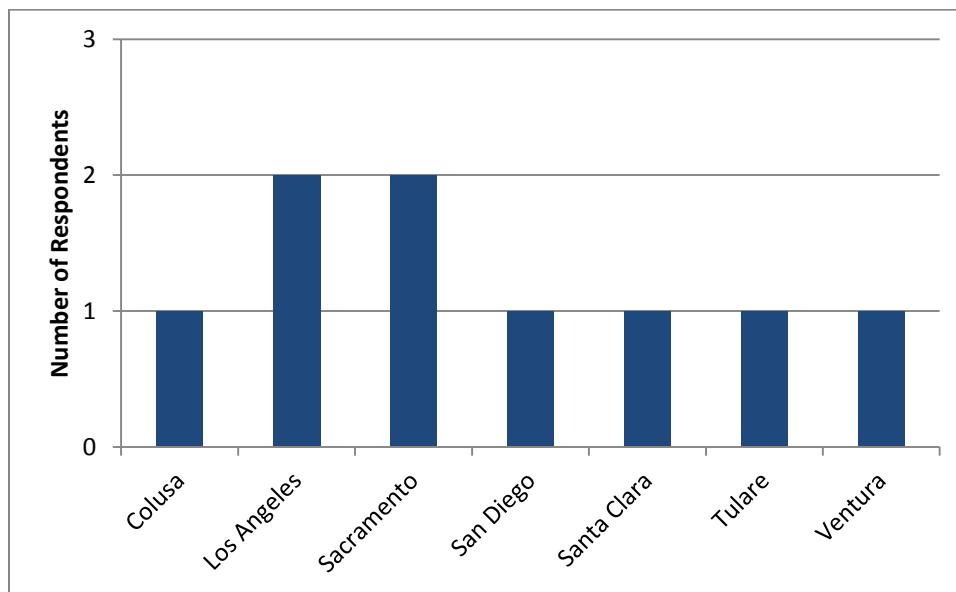


TABLE 14 – RESPONDENTS BY REGION

REGION*	N	Percent
Colusa	1	11.1
Los Angeles	2	22.2
Sacramento	2	22.2
San Diego	1	11.1
Santa Clara	1	11.1
Tulare	1	11.1
Ventura	1	11.1
Total	9	100*

*NOTE: Percentages do not add to 100 due to rounding.

FIGURE 14 – RESPONDENTS BY REGION



CHAPTER 4. DATA ANALYSIS AND RESULTS

RELIABILITY OF RATINGS

The job task and knowledge ratings obtained from the questionnaire were evaluated with a standard index of reliability called coefficient alpha (α) that ranges from 0 to 1. Coefficient alpha is an estimate of the internal consistency of the respondents' ratings of the job task and knowledge statements. Coefficients were calculated for all respondent ratings.

Table 15 displays the reliability coefficients for the task statement rating scales in each content area. The overall ratings of task frequency ($\alpha = .96$) and task importance ($\alpha = .97$) across content areas were highly reliable.

Table 16 displays the reliability coefficients for the knowledge statement rating scale in each content area. The overall ratings of knowledge importance ($\alpha = .97$) across content areas were highly reliable. These results indicate that the responding RAQs rated the task and knowledge statements consistently throughout the questionnaire.

TABLE 15 – TASK SCALE RELIABILITY

CONTENT AREA	Number of Tasks	α Frequency	α Importance
I. Operations	7	.87	.94
II. Repossession	7	.93	.76
III. Process Report	5	.87	.91
IV. Release/Dispose	5	.97	.96
Total	24	.96	.97

TABLE 16 – KNOWLEDGE SCALE RELIABILITY

CONTENT AREA	Number of Knowledge Statements	α Importance
I. Operations	8	.85
II. Repossession	13	.87
III. Process Report	8	.99
IV. Release/Dispose	5	.91
Total	34	.97

TASK CRITICAL VALUES

A focus group of licensed RAQs was convened at OPES in July 2016 to identify the essential tasks and knowledge required for safe and effective performance as an RAQ at the time of licensure. The focus group reviewed the average (mean) frequency and importance ratings and the critical values of all task statements and evaluated the average importance ratings of all knowledge statements.

In order to determine the critical values (criticality) of the task statements, the frequency rating (Fi) and the importance rating (Ii) for each task were multiplied for each respondent, and the products were then averaged across respondents.

$$\text{Task critical value} = \text{mean } [(Fi) \times (Ii)]$$

The task statements were then ordered according to their task critical values. The task statements, their mean ratings, and associated critical values are presented in Appendix B.

The July 2016 focus group of SMEs evaluated the tasks' critical values based on the questionnaire results. OPES instructed the SMEs to identify a cutoff value to determine if any of the tasks did not have a high enough critical value to be retained. The SMEs determined that no cutoff value should be set based on their judgment of the relative importance of all tasks to the RAQ profession. Therefore, all tasks were retained and used during development of the examination content outline.

KNOWLEDGE IMPORTANCE RATINGS

In order to determine the importance of each knowledge, the mean importance (KImp) rating for each knowledge statement was calculated. The knowledge statements were then ranked according to mean importance. The knowledge statements and their importance ratings are presented in Appendix C.

The July 2016 focus group of SMEs that evaluated the task critical values also reviewed the knowledge statement importance values. OPES asked the SMEs to identify a cutoff value to determine if any of the knowledge statements did not have a high enough importance value to be retained. After reviewing the mean importance ratings and considering their relative importance to the RAQ profession, the SMEs determined that no cutoff value should be established. Therefore, all knowledge statements were retained and used in the development of the examination content outline.

CHAPTER 5. EXAMINATION OUTLINE

CONTENT AREAS AND WEIGHTS

The SMEs in the July 2016 focus group were also asked to determine the weights for content areas on the examination content outline. Initial calculations were performed by dividing the sum of the task critical values for a content area by the overall sum of the task critical values for all tasks, as shown below. The content area weights based on the task critical values are presented in Table 17.

$$\frac{\text{Sum of Critical Values for Tasks in Content Area}}{\text{Sum of Critical Values for All Tasks}} = \text{Percent Weight of Content Area}$$

In determining the final weighting of the content areas, the SMEs in the July 2016 focus group looked at the group of tasks and knowledge, the linkage between the tasks and knowledge, and the relative importance of the tasks and knowledge in each content area to the RAQ profession in California. In reviewing the preliminary weights, the SMEs determined that these weights did not reflect the relative importance of the content areas and therefore agreed to make adjustments to the content area weights to be more reflective of the composition of activities for entry-level RAQs. The results of their evaluation are depicted as the final weights in Table 17 below.

TABLE 17 – CONTENT AREA WEIGHTS

CONTENT AREA	Preliminary Weights	Final Weights
I. Operations	21%	23%
II. Repossession	35%	32%
III. Process Report	22%	25%
IV. Release/Dispose	22%	20%
Total	100	100

The examination content outline for the RAQ licensing examination is presented in Table 18. The tasks are ordered according to their mean task critical values.

TABLE 18 – EXAMINATION CONTENT OUTLINE: REPOSSESSOR QUALIFIED MANAGER

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

IA. ADMINISTRATION	
Task Statements	Knowledge Statements
T5. Maintain assignment files in accordance with laws and regulations.	K5. Knowledge of laws regarding the retention of assignment files.
T6. Adhere to laws and regulations regarding advertisement of the repossession agency.	K6. Knowledge of laws and regulations regarding advertisement of the repossession agency.
T7. Adhere to laws and regulations regarding agreed upon charges for repossession activities.	K7. Knowledge of the Collateral Recovery Act regarding charges for services incurred.

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

IB. LICENSING AND REGISTRATION	
Task Statements	Knowledge Statements
T1. Submit newly hired registrant applications to the Bureau in accordance with laws and regulations.	K1. Knowledge of procedures used to file registrant applications. K2. Knowledge of laws related to temporary registrant applications.
T2. Submit required notices to the Bureau regarding registrant status to comply with Bureau regulations (e.g., termination, renewal, address change).	K1. Knowledge of procedures used to file registrant applications. K2. Knowledge of laws related to temporary registrant applications. K3. Knowledge of laws related to filing changes to registrant status (e.g., termination, renewal, address change).
T3. Submit required notices to the Bureau regarding management of the repossession agency (e.g., status of qualified manager, change of ownership).	K3. Knowledge of laws related to filing changes to registrant status (e.g., termination, renewal, address change). K4. Knowledge of laws and regulations regarding management of the repossession agency (e.g., status of qualified manager, change of ownership). K8. Knowledge of laws and regulations for obtaining and maintaining agency repossession license.
T4. Obtain and maintain agency repossession license to meet Bureau requirements.	K3. Knowledge of laws related to filing changes to registrant status (e.g., termination, renewal, address change). K4. Knowledge of laws and regulations regarding management of the repossession agency (e.g., status of qualified manager, change of ownership). K8. Knowledge of laws and regulations related to obtaining and maintaining agency repossession license.

II. 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.

IIA. VERIFICATION AND NOTIFICATION	
Task Statements	Knowledge Statements
T14. Contact law enforcement following a repossession to notify of recovery.	K15. Knowledge of legal requirements used to determine when a repossession is complete. K21. Knowledge of legal requirements to notify local law enforcement following a repossession.
T9. Verify identity of collateral prior to performing a repossession.	K13. Knowledge of procedures used to identify collateral prior to performing a repossession.
T8. Verify the validity of repossession assignments from clients prior to performing a repossession.	K9. Knowledge of state and federal codes and regulations applicable to repossession (e.g., Fair Debt Collection Practices Act, California Vehicle Code). K10. Knowledge of criteria used to verify legitimacy of repossession assignment. K11. Knowledge of documents regarding client authorization for repossession. K14. Knowledge of legal requirements to obtain authorization for repossessions not assigned to a business (e.g., LPR). K20. Knowledge of legal requirements regarding consumer privacy acts (e.g., Rosenthal Act, Fair Debt Collection Practices Act).
T10. Obtain authorization from lienholders for repossession of collateral not assigned to a business (e.g., LPR).	K11. Knowledge of documents regarding client authorization for repossession. K13. Knowledge of procedures used to identify collateral prior to performing a repossession. K14. Knowledge of legal requirements to obtain authorization for repossessions not assigned to a business (e.g., LPR).

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

IIB. REPOSSESSING COLLATERAL	
Task Statements	Knowledge Statements
<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). K12. Knowledge of practices used to gather information regarding location of collateral. K20. Knowledge of legal requirements regarding consumer privacy acts (e.g., Rosenthal Act, Fair Debt Collection Practices Act).</p>
<p>T11. Repossess collateral in accordance with applicable 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). K16. Knowledge of trespass laws in regard to repossession (e.g., state and federal property). K17. Knowledge of laws and regulations regarding repossessions from secured areas. K18. Knowledge of procedures used to repossess collateral without incident (e.g., breach of peace). K20. Knowledge of legal requirements regarding consumer privacy acts (e.g., Rosenthal Act, Fair Debt Collection Practices Act). K21. Knowledge of legal requirements to notify local law enforcement following a repossession.</p>
<p>T12. Store personal effects from the collateral in accordance with laws and regulations.</p>	<p>K19. Knowledge of procedures used to store personal effects.</p>

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

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

IV. 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.

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

CHAPTER 6. CONCLUSION

The occupational analysis of the RAQ profession described in this report provides a comprehensive description of the current occupation in California. The procedures employed to perform the occupational analysis were based upon a content validation strategy to ensure that the results accurately represent the work of RAQs. Results of this occupational analysis provide information regarding current work in the profession which can be used to make job-related decisions regarding professional licensure.

By adopting the RAQ examination content outline contained in this report, the Bureau ensures that its examination program reflects the current occupation.

This report provides all documentation necessary to verify that the analysis has been completed in accordance with legal, professional, and technical standards.

APPENDIX A. RESPONDENTS BY REGION

LOS ANGELES AND VICINITY

County of Practice	Frequency
Los Angeles	2
TOTAL	2

SAN FRANCISCO BAY AREA

County of Practice	Frequency
Santa Clara	1
TOTAL	1

SAN DIEGO AND VICINITY

County of Practice	Frequency
San Diego	1
TOTAL	1

SOUTH/CENTRAL COAST

County of Practice	Frequency
Tulare	1
Ventura	1
TOTAL	2

SACRAMENTO VALLEY

County of Practice	Frequency
Colusa	1
Sacramento	2
TOTAL	3

APPENDIX B. CRITICAL VALUES FOR ALL TASKS

CA	Task #	Task Statement	Mean TFreq	Mean TImpt	Mean TCV
2B	13	Maintain confidentiality of debtors in accordance with laws and regulations.	4.83	5.8	26.80
1A	7	Adhere to laws and regulations regarding agreed upon charges for repossession activities.	4.67	5	24.00
2A	9	Verify identity of collateral prior to performing a repossession.	4.5	5.6	23.40
3	18	Complete notice of seizure forms to notify debtors of repossessions as required by the Bureau.	4.33	4.6	21.20
1A	5	Maintain assignment files in accordance with laws and regulations.	4.33	4.8	20.80
1A	6	Adhere to laws and regulations regarding advertisement of the repossession agency.	4.17	5	20.40
2A	14	Contact law enforcement following a repossession to notify of recovery.	3.83	5.2	17.80
4	22	Process release of personal effects in accordance with laws and regulations.	3.83	4.4	17.40
1B	4	Obtain and maintain agency repossession license to meet Bureau requirements.	3.83	5.2	17.20
4	23	Process release of collateral to designated entity upon client authorization (e.g., auction, transporter, debtor).	3.83	5	17.20
1B	8	Verify the validity of repossession assignments from clients prior to performing a repossession.	4	4	17.00
3	16	Complete inventory reports of personal property in/on the collateral as required by the Bureau.	3.33	4.4	16.20
2B	12	Store personal effects from the collateral in accordance with laws and regulations.	4.17	3.8	16.00
2A	10	Obtain authorization from lienholders for repossession of collateral not assigned to a business (e.g., LPR).	3.67	4.2	15.80
4	24	Dispose of personal effects in accordance with Bureau regulations (e.g., perishable items, unclaimed property).	3.83	4.6	15.17
3	19	Notify law enforcement of debtors' personal effects that must be surrendered (e.g., deadly weapons, dangerous drugs).	3.5	4.4	15.00
3	15	Complete condition reports of collateral after a repossession as required by the Bureau.	3.33	4.8	14.83
4	21	Obtain law enforcement release receipts prior to releasing collateral to debtors.	3.5	3.6	14.40
2B	11	Repossess collateral in accordance with applicable laws and regulations.	3.5	4.2	13.80
3	17	Verify reports processed by agency registrants or employees to ensure accuracy of information presented (e.g., condition reports, updates, notices of seizures).	3.5	3.8	13.80

CA	Task #	Task Statement (continued)	Mean TFreq	Mean TImpt	Mean TCV
3	20	Submit required notices to the Bureau to comply with Bureau regulations (e.g., notice of violent act).	3.17	4.4	12.20
1B	1	Submit newly hired registrant applications to the Bureau in accordance with laws and regulations.	2.67	3.2	9.00
1B	3	Submit required notices to the Bureau regarding management of the repossession agency (e.g., status of qualified manager, change of ownership).	2.5	3.8	7.40
1B	2	Submit required notices to the Bureau regarding registrant status to comply with Bureau regulations (e.g., termination, renewal, address change).	2.5	3.6	7.20

APPENDIX C. KNOWLEDGE IMPORTANCE RATINGS

CA	K#	Knowledge Statement	Mean Klmp
2A	13	Knowledge of procedures used to identify collateral prior to performing a repossession.	5.83
2A	14	Knowledge of legal requirements to obtain authorization for repossessions not assigned to a business (e.g., LPR).	5.83
2A	15	Knowledge of legal requirements used to determine when a repossession is complete.	5.83
1B	8	Knowledge of laws and regulations related to obtaining and maintaining agency repossession license.	5.67
2A	11	Knowledge of documents regarding client authorization for repossession.	5.67
2A	20	Knowledge of legal requirements regarding consumer privacy acts (e.g., Rosenthal Act, Fair Debt Collection Practices Act).	5.67
2B	12	Knowledge of practices used to gather information regarding location of collateral.	5.67
1A	7	Knowledge of the Collateral Recovery Act regarding charges for services incurred.	5.50
2B	17	Knowledge of laws and regulations regarding repossessions from secured areas.	5.50
1A	6	Knowledge of laws and regulations regarding advertisement of the repossession agency.	5.33
1B	4	Knowledge of laws and regulations regarding management of the repossession agency (e.g., status of qualified manager, change of ownership).	5.33
2A	9	Knowledge of state and federal codes and regulations applicable to repossession (e.g., Fair Debt Collection Practices Act, California Vehicle Code).	5.33
2B	16	Knowledge of trespass laws in regard to repossession (e.g., state and federal property).	5.33
2B	18	Knowledge of procedures used to repossess collateral without incident (e.g., breach of peace).	5.33
1A	5	Knowledge of laws regarding the retention of assignment files.	5.17
2A	10	Knowledge of criteria used to verify legitimacy of repossession assignment.	5.17
4	32	Knowledge of procedures used to release collateral to designated entity (e.g., auction, transporter, debtor).	5.17
3	24	Knowledge of legal requirements to review the reports of agency registrants and employees to ensure accuracy.	5.00
3	25	Knowledge of information necessary to complete notice of seizure forms in accordance with Bureau regulations.	5.00
2A	21	Knowledge of legal requirements to notify local law enforcement following a repossession.	4.83
3	23	Knowledge of legal requirements to complete inventory reports of personal effects.	4.83

CA	K#	Knowledge Statement (continued)	Mean Klmp
3	26	Knowledge of methods used to serve notice of seizure forms in accordance with Bureau regulations.	4.83
3	28	Knowledge of legal requirements to notify debtors of personal effects.	4.83
4	31	Knowledge of procedures used to release personal effects to debtors.	4.83
4	34	Knowledge of criteria used to determine if personal effects must be surrendered to law enforcement.	4.83
1B	3	Knowledge of laws related to filing changes to registrant status (e.g., termination, renewal, address change).	4.67
3	29	Knowledge of laws and regulations regarding disclosures of personal effects (e.g., subpoena).	4.67
4	33	Knowledge of laws and regulations regarding disposal of personal effects.	4.67
1B	2	Knowledge of laws related to temporary registrant applications.	4.50
3	22	Knowledge of legal requirements to complete condition reports of collateral.	4.50
3	27	Knowledge of laws and regulations regarding notification of violent acts.	4.50
1B	1	Knowledge of procedures used to file registrant applications.	4.33
2B	19	Knowledge of procedures used to store personal effects.	4.17
4	30	Knowledge of procedures used to obtain release receipts issued by law enforcement.	4.17

APPENDIX D. LETTER TO PRACTITIONERS



October 22, 2014

Dear Repossession Agency Qualified Managers,

The Bureau is inviting you to participate in the 2016 Occupational Analysis (OA) survey regarding the Repossession profession.

The survey will be available until **March 4, 2016**, 24 hours a day, 7 days a week. It will take approximately 70 minutes to complete the online survey questionnaire. For your convenience, you may begin the survey questionnaire and exit to return at a later time, as long as it is from the same computer. If you are interested in helping us out with this important project, please:

Use the following link to access the survey:

https://www.surveymonkey.com/r/Repo_OA2016

The Survey Web-link Password is: repo2016 (all lower case)

You will need to provide your RA License # to take the survey.

About the Survey:

As you know, the Bureau is responsible for developing examinations to test applicant's skills for licensure in California. The development of an examination begins with an occupational analysis which is a method for identifying the tasks performed in a profession and the knowledge, skills, and abilities required to perform the job. The OA is only conducted every five to seven years and the results are very important to the development of the written exams.

Workshops with Repossession Agency (RA) Qualified Managers (QM) have been held in Sacramento, conducted by the Office of Professional Examination Services (OPES). As a result of their efforts, a survey questionnaire has been developed and we invite you to participate in evaluating the 2016 OA as it relates to the current practice of the Repossession industry. Your response will be combined with responses of other RA Qualified Manager professionals to determine the tasks and knowledge needed for independent practice. Your individual responses will be kept confidential.

Again, we appreciate your dedication to your profession and to our mission of protecting the consumers of California by licensing qualified and competent providers.

Thank you,

The Bureau of Security and Investigative Services

APPENDIX E. QUESTIONNAIRE



Repossessor Occupational Analysis Survey

1. Repossessor Occupational Analysis

Dear Licensee:

You have been selected by the Bureau of Security and Investigative Services to participate in the 2016 Repossessor Occupational Analysis Survey. The purpose of the survey is to gather data on the job tasks performed by Repossessors as well as the knowledge and abilities required to perform those tasks. Your participation is essential to the success of this project.

You can complete the survey questionnaire all at one sitting or return to it multiple times. Your individual responses will be confidential.

In order to progress through this survey questionnaire, please use the following navigation buttons:

Click the Next button to continue to the next page.

Click the Prev button to return to the previous page.

Click the Exit this Survey button if you need to exit the survey and return to it at a later time.

Click the Done/Submit button to submit your survey when fully completed.

Any questions marked with an asterisk (*) require an answer in order to progress through the survey questionnaire.

This survey questionnaire has three parts:

PART I asks you for background information about yourself and your current job.

PART II asks you to rate job tasks in terms of:

HOW OFTEN you perform each task in your current job; and

HOW IMPORTANT the performance of each task is to your current job.

PART III asks you to rate knowledge in terms of HOW IMPORTANT each type of knowledge is to the performance of tasks in your current job.

Your participation is essential to the success of the occupational analysis, and your contributions will help ensure that future Repossessors are qualified to practice.

Please submit the completed survey questionnaire no later than March 4, 2016.

Please Note:

Once you have started the survey, you can exit at any time and return to it later as long as you are using the same computer. The survey automatically saves fully completed pages, but it will not save partially completed pages. Therefore, if you exit the survey on a page with only a few questions completed, you will return to that same page but will need to answer those few questions again. The Web link is available 24 hours a day, 7 days a week, for your convenience.

The Bureau welcomes your participation in this project and thanks you for your time.



Repossessor Occupational Analysis Survey

2. REPOSSESSORS OCCUPATIONAL ANALYSIS

The Bureau recognizes that every Repossessor may not perform all of the tasks or use all of the knowledge contained in this questionnaire. However, your participation is essential to the success of this project, and your contributions will help establish standards for safe and effective Repossessor practice in the State of California.

Complete this questionnaire only if you are currently licensed as a Repossessor in California.



Repossessor Occupational Analysis Survey

3. PART I - PERSONAL DATA

The information you provide in this section is voluntary and confidential. It will be treated as personal information subject to the Information Practices Act (Civil Code Section 1798 et seq.) and used only for the purpose of analyzing the ratings from this questionnaire.



Repossessor Occupational Analysis Survey

4. Demographics

* 1. Are you currently practicing as a licensed Repossessor in California?

Yes

No



Repossessor Occupational Analysis Survey

5. Demographics

1. How many years have you been licensed as a Repossessor in California?

- 0-5 years
- 6-10 years
- 11-20 years
- More than 20 years

2. Are you a Qualified Certificate Holder?

- Yes
- No

3. What other position title(s) do you hold? (Check all that apply)

- None
- Owner
- Partner
- Officer
- Other (please specify)

4. How many hours per week do you work as a Repossessor in California?

- 1-29 hours
- 30-39 hours
- 40-49 hours
- 50 or more hours

5. What is the highest level of education you have achieved?

- High School Diploma or equivalent
- Associate's Degree
- Bachelor's Degree
- Graduate Degree
- Other (please specify)

6. What describes the location of your primary work setting?

- Urban (more than 50,000 people)
- Rural (less than 50,000 people)

7. What was your former employment status?

- None
- Nonrelated
- Corporate (Loss prevention)
- Finance
- Law enforcement
- Military
- Other (please specify)

8. How many employees are managed in your organization?

- 1-5 employees
- 6-10 employees
- 11-20 employees
- 20 or more employees

9. How would you classify the majority of your clientele?

- Financial Institutions
- Automotive Dealerships
- Forwarding Companies
- Other (please specify)

10. How many assignments (orders) does your organization process in a given month?

- 1-50 assignments
- 51-100 assignments
- 101-200 assignments
- 201-500 assignments
- Over 500 assignments

11. How many repossessions (recovery) does your organization process in a given month?

- 1-50 repossessions
- 51-100 repossessions
- 101-200 repossessions
- 201-500 repossessions
- Over 500 repossessions

12. How many registrants perform repossessions at your organization?

- 1-5 registrants
- 6-10 registrants
- 11-15 registrants
- 16-20 registrants
- Over 20 registrants

13. Which of the following responsibilities do you perform as a licensed Repossessor? (Check all that apply)

- Skip tracing
- Managerial work
- Repossessions
- Sales and marketing
- Other (please specify)

14. What other California-issued licenses or certifications do you hold? (Check all that apply)

- None
- Alarm Company Operator
- Locksmith
- Private Patrol Operator
- Private Investigator
- Security guard registration
- Process server
- Firearm permit
- Bail agent
- Other (please specify)

15. In what California county do you perform the majority of your work?

- | | | |
|------------------------------------|---------------------------------------|-------------------------------------|
| <input type="radio"/> Alameda | <input type="radio"/> Marin | <input type="radio"/> San Mateo |
| <input type="radio"/> Alpine | <input type="radio"/> Mariposa | <input type="radio"/> Santa Barbara |
| <input type="radio"/> Amador | <input type="radio"/> Mendocino | <input type="radio"/> Santa Clara |
| <input type="radio"/> Butte | <input type="radio"/> Merced | <input type="radio"/> Santa Cruz |
| <input type="radio"/> Calaveras | <input type="radio"/> Modoc | <input type="radio"/> Shasta |
| <input type="radio"/> Colusa | <input type="radio"/> Mono | <input type="radio"/> Sierra |
| <input type="radio"/> Contra Costa | <input type="radio"/> Monterey | <input type="radio"/> Siskiyou |
| <input type="radio"/> Del Norte | <input type="radio"/> Napa | <input type="radio"/> Solano |
| <input type="radio"/> El Dorado | <input type="radio"/> Nevada | <input type="radio"/> Sonoma |
| <input type="radio"/> Fresno | <input type="radio"/> Orange | <input type="radio"/> Stanislaus |
| <input type="radio"/> Glenn | <input type="radio"/> Placer | <input type="radio"/> Sutter |
| <input type="radio"/> Humboldt | <input type="radio"/> Plumas | <input type="radio"/> Tehama |
| <input type="radio"/> Imperial | <input type="radio"/> Riverside | <input type="radio"/> Trinity |
| <input type="radio"/> Inyo | <input type="radio"/> Sacramento | <input type="radio"/> Tulare |
| <input type="radio"/> Kern | <input type="radio"/> San Benito | <input type="radio"/> Tuolumne |
| <input type="radio"/> Kings | <input type="radio"/> San Bernardino | <input type="radio"/> Ventura |
| <input type="radio"/> Lake | <input type="radio"/> San Diego | <input type="radio"/> Yolo |
| <input type="radio"/> Lassen | <input type="radio"/> San Francisco | <input type="radio"/> Yuba |
| <input type="radio"/> Los Angeles | <input type="radio"/> San Joaquin | |
| <input type="radio"/> Madera | <input type="radio"/> San Luis Obispo | |



Repossessor Occupational Analysis Survey

6. PART II - TASK RATINGS

In this part of the questionnaire, please rate each task as it relates to your current job as a Repossessor. Your Frequency and Importance ratings should be separate and independent ratings. Therefore, the ratings that you assign using one rating scale should not influence the ratings that you assign using the other rating scale.

If the task is NOT a part of your current job, rate the task as "0" (zero) Frequency and "0" (zero) Importance.

The boxes for rating the Frequency and Importance of each task have drop-down lists. Click on the "down" arrow for each list to see the rating, and then select the value based on your current job.

FREQUENCY RATING

HOW OFTEN are these tasks performed in your current job? Use the following scale to make your ratings.

0 - DOES NOT APPLY TO MY JOB. I do not perform this task in my job.

1 - RARELY. This task is one of the tasks I perform least often in my job relative to other tasks I perform.

2 - SELDOM. This task is performed less often than most to other tasks I perform in my job.

3 - REGULARLY. This task is performed as often as other tasks I perform in my job.

4 - OFTEN. This task is performed more often than most other tasks I perform in my job.

5 - VERY OFTEN. This task is one of the tasks I perform most often in my job relative to other tasks I perform.

IMPORTANCE RATING

HOW IMPORTANT are these tasks in performance of your current job? Use the following scale to make your ratings.

0 - NOT IMPORTANT; DOES NOT APPLY TO MY JOB. This task is not important to my current job; I do not perform this task in my job.

1 - OF MINOR IMPORTANCE. This task is of minor importance for effective performance relative to other tasks; it has the lowest priority of all the tasks I perform in my current job.

2 - FAIRLY IMPORTANT. This task is fairly important for effective performance relative to other

tasks; however, it does not have the priority of most other tasks I perform in my current job.

3 - MODERATELY IMPORTANT. This task is moderately important for effective performance relative to other tasks; it has average priority of all the tasks I perform in my current job.

4 - VERY IMPORTANT. This task is very important for effective performance relative to other tasks; it has a higher degree of priority than most other tasks I perform in my current job.

5 - CRITICALLY IMPORTANT. This task is one of the most critical tasks I perform relative to other tasks; it has the highest degree of priority of all the tasks I perform in my current job.

1. TASK STATEMENTS

	Frequency	Importance
1. Submit newly hired registrant applications to the Bureau in accordance with laws and regulations.	<input type="text"/>	<input type="text"/>
2. Submit required notices to the Bureau regarding registrant status to comply with Bureau regulations (e.g., termination, renewal, address change).	<input type="text"/>	<input type="text"/>
3. Submit required notices to the Bureau regarding management of Repossession Agency (e.g., status of qualified manager, change of ownership).	<input type="text"/>	<input type="text"/>
4. Obtain and maintain agency repossession license to meet Bureau requirements.	<input type="text"/>	<input type="text"/>
5. Maintain assignment files in accordance with laws and regulations.	<input type="text"/>	<input type="text"/>
6. Adhere to laws and regulations regarding advertisement of repossession agency.	<input type="text"/>	<input type="text"/>
7. Adhere to laws and regulations regarding agreed upon charges for repossession activities.	<input type="text"/>	<input type="text"/>



Repossessor Occupational Analysis Survey

7. PART II - TASK RATINGS

1. TASK STATEMENTS

	Frequency	Importance
8. Verify the validity of repossession assignments from clients prior to performing repossession.	<input type="text"/>	<input type="text"/>
9. Verify identity of collateral prior to performing repossession.	<input type="text"/>	<input type="text"/>
10. Obtain authorization from lienholders for repossession of collateral not assigned to business (e.g., LPR).	<input type="text"/>	<input type="text"/>
11. Repossess collateral in accordance with applicable laws and regulations.	<input type="text"/>	<input type="text"/>
12. Store personal effects from the collateral in accordance with laws and regulations.	<input type="text"/>	<input type="text"/>
13. Maintain confidentiality of debtors in accordance with laws and regulations.	<input type="text"/>	<input type="text"/>
14. Contact law enforcement following the repossession to notify of recovery.	<input type="text"/>	<input type="text"/>



Repossessor Occupational Analysis Survey

8. PART II - TASK RATINGS

1. TASK STATEMENTS

	Frequency	Importance
15. Complete condition reports of collateral after repossession as required by the Bureau.	<input type="text"/>	<input type="text"/>
16. Complete inventory reports of personal property in/on the collateral as required by the Bureau.	<input type="text"/>	<input type="text"/>
17. Verify reports processed by agency registrants or employees to ensure accuracy of information presented (e.g., condition reports, updates, notices of seizures).	<input type="text"/>	<input type="text"/>
18. Complete notice of seizure forms to notify debtors of the repossessions as required by the Bureau.	<input type="text"/>	<input type="text"/>
19. Notify law enforcement of debtors' personal effects that must be surrendered (e.g., deadly weapons, dangerous drugs).	<input type="text"/>	<input type="text"/>
20. Submit required notices to Bureau to comply with Bureau regulations (e.g., notice of violent act).	<input type="text"/>	<input type="text"/>



Repossessor Occupational Analysis Survey

9. PART II - TASK RATINGS

1. TASK STATEMENTS

	Frequency	Importance
21. Obtain law enforcement release receipts prior to releasing collateral to debtors.	<input type="text"/>	<input type="text"/>
22. Process release of personal effects in accordance with laws and regulations.	<input type="text"/>	<input type="text"/>
23. Process release of collateral to designated entity upon client authorization (e.g., auction, transporter, debtor).	<input type="text"/>	<input type="text"/>
24. Dispose of personal effects in accordance with Bureau regulations (e.g., perishable items, unclaimed property).	<input type="text"/>	<input type="text"/>



Repossessor Occupational Analysis Survey

10. PART III - KNOWLEDGE RATINGS

In this part of the questionnaire, you will be presented with 34 knowledge statements. Please rate each knowledge statement based on how important you believe that knowledge is to the performance of tasks in your current job.

If a knowledge does NOT apply to your job, rate the statement as "0" (zero) importance and go on to the next item.

Please use the following importance scale to rate the knowledge statements:

IMPORTANCE SCALE

HOW IMPORTANT is this knowledge to performance of tasks in your current job?

0 - NOT IMPORTANT; NOT REQUIRED. This job knowledge does not apply to my job; it is not required for job performance.

1 - OF MINOR IMPORTANCE. This job knowledge is of minor importance for job performance; it is useful for some relatively minor part of my job.

2 - FAIRLY IMPORTANT. This job knowledge is fairly important for job performance in some relatively major part of my job.

3 - MODERATELY IMPORTANT. This job knowledge is moderately important for job performance in some relatively major part of my job.

4 - VERY IMPORTANT. This job knowledge is very important for job performance in a significant part of my job.

5 - CRITICALLY IMPORTANT. This job knowledge is critically important for job performance.



Repossessor Occupational Analysis Survey

11. PART III - KNOWLEDGE RATINGS

1. Knowledge Statements

	NOT REQUIRED	OF MINOR IMPORTANCE	FAIRLY IMPORTANT	MODERATELY IMPORTANT	VERY IMPORTANT	CRITICALLY IMPORTANT
1. Knowledge of procedures used to file registrant applications.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Knowledge of laws related to temporary registrant applications.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Knowledge of laws related to filing changes to registrant status (e.g., termination, renewal, address change).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Knowledge of laws and regulations regarding management of Repossession Agency (e.g., status of qualified manager, change of ownership).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Knowledge of laws regarding the retention of assignment files.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Knowledge of laws and regulations regarding advertisement of repossession agency.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Knowledge of the Collateral Recovery Act regarding charges for services incurred.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Knowledge of laws and regulations regarding obtaining and maintaining repossession agency license.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



Repossessor Occupational Analysis Survey

12. PART III - KNOWLEDGE RATINGS

1. Knowledge Statements

	NOT REQUIRED	OF MINOR IMPORTANCE	FAIRLY IMPORTANT	MODERATELY IMPORTANT	VERY IMPORTANT	CRITICALLY IMPORTANT
9. Knowledge of State and federal codes and regulations applicable to repossession (e.g., Fair Debt Collection Practices Act, California Vehicle Code).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. Knowledge of criteria used to verify legitimacy of repossession assignment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. Knowledge of documents regarding client authorization for repossession.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. Knowledge of practices used to gather information regarding location of collateral.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13. Knowledge of procedures used to identify collateral prior to performing repossession.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14. Knowledge of legal requirements to obtain authorization for repossessions not assigned to business (e.g., LPR).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15. Knowledge of legal requirements used to determine when repossession is complete.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	NOT REQUIRED	OF MINOR IMPORTANCE	FAIRLY IMPORTANT	MODERATELY IMPORTANT	VERY IMPORTANT	CRITICALLY IMPORTANT
16. Knowledge of trespass laws in regard to repossession (e.g., State and federal property).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
17. Knowledge of laws and regulations regarding repossessions from secured areas.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
18. Knowledge of procedures used to repossess collateral without incident (e.g., breach of peace).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
19. Knowledge of procedures used to store personal effects.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
20. Knowledge of legal requirements regarding consumer privacy acts (e.g., Robbins Rosenthal Act, Fair Debt Collection Practices Act).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
21. Knowledge of legal requirements to notify local law enforcement following a repossession.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



Repossessor Occupational Analysis Survey

13. PART III - KNOWLEDGE RATINGS

1. Knowledge Statements

	NOT REQUIRED	OF MINOR IMPORTANCE	FAIRLY IMPORTANT	MODERATELY IMPORTANT	VERY IMPORTANT	CRITICALLY IMPORTANT
22. Knowledge of legal requirements to complete condition reports of collateral.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
23. Knowledge of legal requirements to complete inventory reports of personal effects.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
24. Knowledge of legal requirements to review agency registrants and employee reports to ensure accuracy.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
25. Knowledge of information necessary to complete notice of seizure forms in accordance with Bureau regulations.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
26. Knowledge of methods used to serve notice of seizure forms in accordance with Bureau regulations.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
27. Knowledge of laws and regulations regarding notification of violent acts.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
28. Knowledge of legal requirements to notify debtors of personal effects.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
29. Knowledge of laws and regulations regarding disclosures of personal effects (e.g., subpoena).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



Repossessor Occupational Analysis Survey

14. PART III - KNOWLEDGE RATINGS

1. Knowledge Statements

	NOT REQUIRED	OF MINOR IMPORTANCE	FAIRLY IMPORTANT	MODERATELY IMPORTANT	VERY IMPORTANT	CRITICALLY IMPORTANT
30. Knowledge of procedures used to obtain release receipts issued by law enforcement.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
31. Knowledge of procedures used to release personal effects to debtors.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
32. Knowledge of procedures used to release collateral to designated entities (i.e., auction, transporter, debtor).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
33. Knowledge of laws and regulations regarding disposal of personal effects.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
34. Knowledge of criteria used to determine if personal effects must be surrendered to law enforcement.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



Repossessor Occupational Analysis Survey

15. FINISHED

Thank you for completing this survey questionnaire.

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