



Specialist Parking Administration

National Occupational Standards

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Overview

This standard is about the provision of administrative services for the issue of parking permits, suspensions and dispensations, including waivers and blue badges.

This standard is for all employees involved in the provision of administrative services for the issue of parking permits, suspensions and dispensations, including waivers and blue badges.



**Performance
criteria**

Receive and process applications

- You must be able to:
- P1 advise customers on criteria for eligibility
 - P2 review applications and supporting evidence against published criteria
 - P3 seek additional evidence from the customer if required
 - P4 carry out relevant checks in accordance with organisational and legislative procedures
 - P5 where necessary, seek opinions from appropriate medical professionals
 - P6 handle supporting documentation securely and in line with current legislation or relevant terms and conditions
 - P7 make a decision to approve or decline the application

Issue documentation

- You must be able to:
- P8 communicate the decision to the customer, return documentation where necessary and issue appropriate paperwork
 - P9 maintain appropriate records including renewals
 - P10 process payments and handle refunds in line with organisational procedures
 - P11 communicate the decision or information to other relevant departments



Knowledge and understanding

You need to know and understand:

- K1 the services that you are responsible for and the limits and scope of your responsibilities and authority in providing these services
- K2 your organisation's policies, procedures and constraints that affect services in your area of responsibility and how to apply them
- K3 the current legislation, regulations and codes of conduct that apply
- K4 the requirements of the Data Protection Act and its implications for your role
- K5 the criteria, policy and procedures in relation to permits, season tickets, suspensions, dispensations / waivers and blue badges
- K6 the range of checks that are relevant to applications and how and when to carry them out
- K7 your organisation's anti-fraud policies and procedures and how to operate them
- K8 the specialist software used by your organisation for the issue of permits, season tickets, suspensions, dispensations / waivers and blue badges and how to use it
- K9 the evidence required to support an application for a permit, season tickets, suspension, dispensation / waiver or blue badge
- K10 understanding of payment and refund processing within your organisation
- K11 how to communicate effectively with customers and other relevant departments
- K12 the importance of the audit trail of controlled stationary
- K13 how to update and maintain records as necessary



Additional information

Skills

You will apply the following skills:

1. accuracy
2. analysis
3. communicating
4. decision-making
5. evaluating
6. interpersonal skills
7. letter writing
8. listening
9. managing time
10. negotiating
11. organising
12. presenting yourself
13. problem solving
14. questioning
15. quality checking
16. recording
17. researching
18. using technology



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Relevant occupations	Elementary security occupations; Parking and civil enforcement occupations
Suite	Business and Administration - Specialist Parking Administration (2013)
Key words	Parking; administration; administrative services; suspensions and dispensations



Overview

This standard is about the provision of administrative services for:

- parking challenges
- parking representations
- parking charge notice appeals to the operator
- parking charge notice appeals through an Independent Appeals Service (IAS) for parking on private land.

A parking charge notice means any parking or traffic notice issued in relation to any contravention or infringement of contract or trespass under current legislation.

This standard is for all employees who are involved in the provision of administrative services for parking challenges, representations and parking charge notice appeals.



**Performance
criteria**

Register receipt of challenges, representations, parking charge notice appeals to the operator and parking charge notice appeals through an IAS

- You must be able to:
- P1 respond promptly to a customer's initial enquiry with accurate advice
 - P2 record that you have received the written challenge, representation, parking charge notice appeal to the operator or parking charge notice appeal through an IAS
 - P3 make sure you have the information you need to understand the customer's case
 - P4 check the details of the documentation you have received for accuracy, consistency and validity
 - P5 inform a customer of the courses of action that may be taken if the documentation submitted as part of a challenge, representation, parking charge notice appeal to the operator or parking charge notice appeal through an IAS fails to meet requirements
 - P6 inform a customer when their situation does not fall within recognised criteria for cancellation, and also inform them of the subsequent courses of action they may take
 - P7 comply with organisational, self-regulatory and legal requirements

Respond to challenges, representations, parking charge notice appeals to the operator and parking charge notice appeals through an IAS

- You must be able to:
- P8 collate evidence for response to the challenge, representation, parking charge notice appeal to the operator or parking charge notice appeal through an IAS
 - P9 if necessary, take prompt action to suspend the enforcement process while the case is being investigated
 - P10 make sure all internal records are accurate, reliable, valid and up-to-date
 - P11 review the documentation to make sure there is sufficient evidence, and decide whether you need additional evidence
 - P12 where necessary, obtain the additional items of evidence needed
 - P13 refer any matter which is beyond the limits of your responsibility to the appropriate person
 - P14 review all evidence and make a decision



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- P15 inform the customer, in writing and within agreed timescales, of your decision and the courses of action that they can take
 - P16 when appropriate, reactivate the enforcement process
 - P17 keep copies of all correspondence and update records
 - P18 comply with organisational, self-regulatory and legal requirements



Knowledge and understanding

You need to know and understand:

- K1 the services that you are responsible for and the limits and scope of your responsibilities and authority in providing these services
- K2 your organisation's policies, procedures and constraints that affect services in your area of responsibility and how to apply them
- K3 the current legislation and codes of practice relating to parking that apply when you are dealing with a challenge, representation, parking charge notice appeal to the operator or parking charge notice appeal through an IAS
- K4 the requirements of the Data Protection Act and its implications for your role
- K5 the specialist software used by your organisation for the recording and processing of challenges, representations, parking charge notice appeals to the operator and parking charge notice appeals through an IAS, and how to use it
- K6 how to access and use the sources of information that you need to deal with challenges, representations, parking charge notice appeals to the operator and parking charge notice appeals through an IAS
- K7 how to interpret the documents that are used in parking control administration in relation to dealing with challenges, representations, parking charge notice appeals to the operator and parking charge notice appeals through an IAS
- K8 how to communicate effectively with customers so that you can be clear about the nature of their enquiry and can explain to customers the courses of action available to them
- K9 the information that is needed to consider a challenge, representation, parking charge notice appeal to the operator or parking charge notice appeal through an IAS, and why this is the case
- K10 the recognised criteria for cancellation
- K11 why it is important to record receipt of a challenge, representation, parking charge notice appeal to the operator or parking charge notice appeal through an IAS
- K12 how to identify evidence that is reliable, valid and sufficient
- K13 what information and evidence has to be provided by the customer and how to check that it is valid



- K14 the range of internal evidence that is needed to support a reliable decision, and where to obtain it
- K15 how to clarify the details of the customer's challenge, representation, parking charge notice appeal to the operator or parking charge notice appeal through an IAS through oral or written questioning
- K16 the limits of your responsibility in investigating a challenge,
- K17 representation, parking charge notice appeal to the operator or parking charge notice appeal through an IAS, and who to refer matters outside of your authority to
- K18 how to identify and obtain evidence that you have not been provided with
- K19 how to make decisions that are supported by the evidence and comply with current legal and organisational requirements
- K20 the courses of action that a customer can take once a decision has been made, and the consequences of taking those courses of action
- K21 who to inform of the outcomes of an independent appeal and why
- K22 the courses of action that are available to the appellant
- K23 the courses of action that are available to the respondent
- K24 what actions to take to reactivate the recovery process



Additional information

Skills

You will apply the following skills:

1. accuracy
2. analysis
3. communicating
4. decision-making
5. evaluating
6. interpersonal skills
7. letter writing
8. listening
9. managing time
10. negotiating
11. organising
12. presenting yourself
13. problem solving
14. questioning
15. quality checking
16. recording
17. researching
18. using technology

CFASPA2

Administer parking and traffic challenges, representations and parking charge notice appeals



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Originating organisation	Skills CFA
Original URN	329
Relevant occupations	Elementary security occupation; Parking and civil enforcement occupations
Suite	Business and Administration – Specialist Parking Administration (2013)
Key words	Parking; administration; parking challenges; traffic challenges; parking charge notice appeals



Overview

This standard is about processing documentation and responding to statutory appeals against parking penalty charge notices (PCN), including those following a successfully filed statement of truth on grounds 1, 2, 3 or 4.

This standard covers the statutory appeals process. Parking charge notice appeals for which there is no statutory process are covered in standard 2: Administer challenges, representations and parking charge notice appeals.

This standard is for all employees involved in processing and responding to PCNs.

**Performance
criteria****Prepare case evidence**

- You must be able to:
- P1 record that you have received the statutory appeal notification or revocation order
 - P2 take action to suspend the enforcement process during the investigation
 - P3 check the details of the documentation you have received for accuracy and consistency and notify the appropriate person of any discrepancies
 - P4 make sure that you understand the grounds on which the customer is appealing or that the statement of truth has been filed
 - P5 comply with current organisational and legal requirements
 - P6 carry out work within the given deadline for the case

Investigate the case for statutory appeal and decide how to proceed

- You must be able to:
- P7 make sure all necessary evidence is present, accurate, valid and reliable
 - P8 identify and obtain any additional items of evidence that are needed
 - P9 where necessary, consult other people to obtain further information
 - P10 refer any matter which is beyond the limits of your responsibility to the appropriate person
 - P11 review all evidence; make and record a decision on the basis of the evidence
 - P12 make sure that the adjudicator and appellant or respondent are informed and that the decision has been recorded properly, when it has been decided not to contest the statutory appeal or the statement of truth
 - P13 comply with current organisational and legal requirements

Contest the statutory appeal

- You must be able to:
- P14 prepare a case summary in accordance with organisational guidelines and relevant codes of practice
 - P15 collate, label and present documentation in the format required by the appeals service
 - P16 make sure copies of documentation are provided to all relevant people
 - P17 make sure that you are prepared to respond to requests for further information



including when a statutory appeal is referred by an adjudicator to an independent person to consider mitigation

P18 be fully conversant with the case and compliant with the Code of Conduct for personal attendance, if you attend the hearing

Respond appropriately to the outcomes of the statutory appeal

You must be able to:

P19 update all records in accordance with organisational and legal requirements, on receiving notification of the outcome of the statutory appeal

P20 proceed with the case as appropriate to the outcomes of the statutory appeal

P21 review and consider the adjudicator's feedback; take appropriate actions

Knowledge and understanding

You need to know and understand:

- K1 the services for which you are responsible
- K2 your organisation's policies, procedures and constraints that affect services in your area of responsibility
- K3 the rules that apply when you are dealing with statutory appeals
- K4 how to interpret Traffic Regulation Orders
- K5 the current legislation that applies when you are dealing with statutory appeals
- K6 the requirements of the Data Protection Act and its implications for your role
- K7 the specialist software used by your organisation for the recording and processing of statutory appeals
- K8 how to identify evidence that is sufficient, reliable and valid
- K9 what information has to be provided and how to check that it is accurate
- K10 the grounds on which someone may or may not appeal
- K11 the grounds on which someone may or may not file a statement of truth
- K12 the importance of acting within the given deadline for the case and the consequences of failing to do so
- K13 the limits of your responsibility in investigating statutory appeals and to whom matters outside your authority should be referred
- K14 what evidence is needed and why
- K15 how to identify and obtain evidence that you have not been provided with
- K16 who to consult if further information is needed
- K17 how to prepare a case summary
- K18 how to present a case summary and why it is important to present it in this way
- K19 how to prepare the documentation for a case that is not to be contested
- K20 your organisation's requirements for the presentation and organisation of documents for a statutory appeal hearing
- K21 how to prepare yourself for a hearing, if you have to attend one yourself
- K22 the Code of Conduct which regulates how to behave if you attend statutory appeal hearings yourself
- K23 the kinds of further information that might be requested
- K24 what actions to take to close a case
- K25 how to arrange for refunds of fees to be paid



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- K26 the records (paper and electronic) that need to be updated to record the outcome of the statutory appeal and how to do this
 - K27 who to inform of the outcomes of a statutory appeal and why
 - K28 the courses of action that are available to the appellant
 - K29 the courses of action that are available to the respondent
 - K30 what actions to take to reactivate the recovery process

Additional information

Skills

You will apply the following skills:

1. accuracy
2. analysis
3. communicating
4. decision-making
5. evaluating
6. interpersonal skills
7. letter writing
8. listening
9. managing time
10. negotiating
11. organising
12. presenting yourself
13. problem solving
14. questioning
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Relevant occupations	Elementary security occupations; Parking and civil enforcement occupations
Suite	Business and Administration – Specialist Parking Administration (2013)
Key words	Parking; administration; statutory appeals process; parking charge notices



Overview

This standard is about the provision of administrative services for the recovery of parking and traffic debt, up to and including the court process.

This standard is relevant for all staff who are involved in the recovery of parking and traffic debt.

**Performance
criteria**

- You must be able to:
- P1 monitor the quality of the data to be registered at Traffic Enforcement Centre and/or the relevant court (dependent on the enforcement regime) and ensure this meets quality standards before submission
 - P2 ensure debt recovery documentation is served in accordance with organisational policy and relevant legislation
 - P3 investigate the case and prepare case evidence in accordance with organisational policy and relevant legislation
 - P4 review all evidence; make and record a decision on the basis of the evidence
 - P5 where the decision is not to pursue the case make sure that relevant people are informed and that the decision has been recorded properly
 - P6 where the decision is to pursue the case, proceed in accordance with organisational policy and relevant legislation
 - P7 respond appropriately to the outcomes of the case, review feedback and take appropriate action
 - P8 liaise with outside agencies, including those managing the debt recovery process
 - P9 monitor the performance of outside agencies, including those managing the debt recovery process
 - P10 produce relevant reports; update and maintain records in line with organisational policy and relevant legislation
 - P11 carry out work within the given deadlines for the case
 - P12 close the case in accordance with organisational policy and relevant legislation

Knowledge and understanding

You need to know and understand:

- K1 the services that you are responsible for and the limits and scope of your responsibilities and authority in providing these services
- K2 your organisation's policies, procedures and constraints that affect services in your area of responsibility and how to apply them
- K3 the current legislation and regulations that apply
- K4 the requirements of the Data Protection Act and its implications for your role
- K5 the criteria, policy and procedures in relation to debt recovery (e.g. for non-collection, write off, case closure, tracing and recovery, maximising debt collection, reporting, performance management)
- K6 understanding of the debt recovery process within your organisation
- K7 the role of Traffic Enforcement Centre and/or the relevant court (dependent on the enforcement regime) in the debt recovery process
- K8 the debt recovery documentation to be served and how to do this
- K9 the case evidence that may be used
- K10 how to investigate a case, the limits of your responsibility and to whom matters outside your authority should be referred
- K11 the range of possible outcomes of a case and the appropriate actions to take for each outcome
- K12 the role of debt recovery agents and other agencies
- K13 how to communicate effectively with debt recovery agents and other outside agencies
- K14 the importance of the audit trail and how to update and maintain records as necessary
- K15 the reports that are required and how and when to produce them
- K16 how to close a case in line with your organisational policy and relevant legislation

Additional information

Skills

You will apply the following skills:

1. accuracy
2. analysis
3. communicating
4. decision-making
5. evaluating
6. interpersonal skills
7. letter writing
8. listening
9. managing time
10. negotiating
11. organising
12. presenting yourself
13. problem solving
14. questioning
15. quality checking
16. recording
17. researching
18. using technology

CFASPA4
Administer parking and traffic debt recovery



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Original URN	335
Relevant occupations	Elementary security occupations; Parking and civil enforcement occupations
Suite	Business and Administration – Specialist Parking Administration (2013)
Key words	Parking; administration; administrative services; recovery of debt; parking and traffic debt; court processes