

## Parking

QCF Units of Assessment

Final NVQ Units

2009

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<b>Title</b>	Administer parking dispensations	
<b>Skills CFA Unit No.</b>	Q257	
<b>WBA Unit No.</b>	J/601/2647	
<b>Level</b>	2	
<b>Credit Value</b>	4	
<b>GLH</b>	14	
<b>Learning Outcomes</b>	<b>Assessment Criteria</b>	
The learner will	The learner can	
1. Understand the organisational and legal context for administering parking dispensations	1.1 Describe the services that they are responsible for 1.2 Clarify the limits and scope of their responsibilities and authority in providing services 1.3 Explain the organisation's policies, procedures and constraints that affect services in their area of responsibility 1.4 Explain how to apply the organisation's policies, procedures and constraints that affect services in their area of responsibility 1.5 Describe the current legislation, Traffic Regulation Orders and other regulations that apply 1.6 The requirements of the Data Protection Act and its implications for own role 1.7 Describe the specialist software used by the organisation for the issue of permits, season tickets, suspensions, dispensations / waivers and blue badges 1.8 Explain how to use the specialist software used by the organisation for the issue of permits, season tickets, suspensions, dispensations / waivers and blue badges	
2. Understand the processes involved in administering parking dispensations	2.1 Explain the criteria, policy and procedures in relation to permits, season tickets, suspensions, dispensations / waivers and blue badges 2.2 Clarify the range of checks that are relevant to applications	

	<p>2.3 Explain how and when to carry out the range of checks that are relevant to applications</p> <p>2.4 Clarify the organisation's anti-fraud policies and procedures</p> <p>2.5 Explain how to operate the organisation's anti-fraud policies and procedures</p> <p>2.6 Describe the evidence required to support an application for a permit, season tickets, suspension, dispensation / waiver or blue badge</p> <p>2.7 Explain the payment and refund processing within the organisation</p> <p>2.8 Explain how to communicate effectively with customers and other relevant departments</p> <p>2.9 Clarify the importance of the audit trail of controlled stationary</p> <p>2.10 Explain how to update and maintain records as necessary</p>
<p>3. Be able to receive and process applications for parking dispensations</p>	<p>3.1 Advise customers on criteria for eligibility</p> <p>3.2 Review applications and supporting evidence against published criteria</p> <p>3.3 Seek additional evidence from the customer if required</p> <p>3.4 Carry out relevant checks in accordance with organisational procedures</p> <p>3.5 Where necessary, seek opinions from appropriate medical professionals</p> <p>3.6 Handle supporting documentation securely and in line with current legislation or relevant terms and conditions</p> <p>3.7 Make a decision to approve or decline the application</p>
<p>4. Be able to issue documentation for parking dispensations</p>	<p>4.1 Communicate the decision to the customer, return documentation where necessary and issue appropriate paperwork</p> <p>4.2 Maintain appropriate records including renewals</p> <p>4.3 Process payments and handle</p>

	<p>refunds in line with organisational procedures</p> <p>4.4 Communicate the decision or information to other relevant departments</p>
<b>Additional Information about the unit</b>	
Unit purpose and aim(s)	This unit is about the skills, knowledge and understanding required to administer dispensations.
Unit expiry date	31 December 2013
Details of the relationship between the unit and relevant national occupational standards or other professional standards or curricula (if appropriate)	Skills CFA NOS 2008, Unit 234.
Assessment requirements or guidance specified by a sector or regulatory body (if appropriate)	Assessment Strategy
Support for the unit from an SSC or other appropriate body (if required)	Skills CFA
Location of the unit within the subject/sector classification system	15. Business, Administration and Law 15.2 Administration
Name of the organisation submitting the unit	Skills CFA
Availability for use	Shared
Unit available from	1 August 2010
Unit guided learning hours	14

<b>Title</b>	Administer parking and traffic challenges, representations and civil parking appeals	
<b>Skills CFA Unit No.</b>	Q333	
<b>WBA Unit No.</b>	L/601/2648	
<b>Level</b>	3	
<b>Credit Value</b>	9	
<b>GLH</b>	40	
<b>Learning Outcomes</b>	<b>Assessment Criteria</b>	
The learner will	The learner can	
1. Understand the organisational and legal context for administering parking and traffic challenges, representations and appeals	1.1 Describe the services they are responsible for 1.2 Clarify the limits and scope of their responsibilities and authority in providing services 1.3 Explain their organisation's policies, procedures and constraints that affect services in their area of responsibility 1.4 Explain how to apply their organisation's policies, procedures and constraints in their work 1.5 Describe the current legislation, codes of practice and Traffic Regulation Orders that apply when dealing with challenges, representations and CPN appeals 1.6 Explain the requirements of the Data Protection Act and its implications for their role 1.7 Explain how to access and use the sources of information needed to deal with challenges, representations and CPN appeals 1.8 Interpret the documents that are used in parking control administration in relation to dealing with challenges, representations and CPN appeals	
2. Understand how to register receipt of challenges, representations and CPN appeals	2.1 Explain how to communicate effectively with customers in order to be clear about the nature of their enquiry 2.2 Clarify the courses of action available to customers	

	<ul style="list-style-type: none"> <li>2.3 Clarify the information that is needed to consider a challenge, representation or CPN appeal,</li> <li>2.4 Explain why the specified information is required</li> <li>2.5 Explain the criteria for cancellation</li> <li>2.6 Clarify why it is important to record receipt of a challenge, representation or CPN appeal</li> <li>2.7 Explain how to identify evidence that is reliable, valid and sufficient</li> <li>2.8 Describe the information and evidence that has to be provided by the customer</li> <li>2.9 Explain how to check that customer information is valid</li> <li>2.10 Describe the specialist software used by their organisation for the recording and processing of challenges, representations and CPN appeals</li> <li>2.11 Explain how to use the specialist software used by their organisation for the recording and processing of challenges, representations and CPN appeals</li> </ul>
<p>3. Understand how to respond to challenges, representations and CPN appeals</p>	<ul style="list-style-type: none"> <li>3.1 Describe the range of internal evidence that is needed to support a reliable decision</li> <li>3.2 Explain where to obtain the internal information that is needed to support a reliable decision</li> <li>3.3 Explain how to clarify the details of the customer's challenge, representation and CPN appeal through oral or written questioning</li> <li>3.4 Clarify the limits of own responsibility in investigating challenges, representations and CPN appeals</li> <li>3.5 Identify who to refer matters outside of own authority to</li> <li>3.6 Explain how to identify and obtain evidence that has not been provided</li> <li>3.7 Explain how to make decisions that are supported by the evidence and</li> </ul>

	<p>comply with current legal and organisational requirements</p> <p>3.8 Identify the courses of action that a customer can take once a decision has been made</p> <p>3.9 Explain the consequences of taking the courses of action that a customer can take once a decision has been made</p>
<p>4. Be able to register receipt of challenges, representations and CPN appeals</p>	<p>4.1 Respond promptly to a customer's initial enquiry with accurate advice</p> <p>4.2 Record receipt of the written challenge, representation or CPN appeal</p> <p>4.3 Make sure they have the information they need to understand the customer's case</p> <p>4.4 Check the details of the documentation received for accuracy, consistency and validity</p> <p>4.5 If the documentation fails to meet the requirements for considering the challenge, representation or CPN appeal promptly inform the customer of this and the courses of action they can take</p> <p>4.6 If the customer's situation does not fall within recognised criteria for cancellation inform the customer of this and the courses of action they can take</p> <p>4.7 At all stages, comply with organisational and legal requirements</p>
<p>5. Be able to respond to challenges, representation and CPN appeals</p>	<p>5.1 Collate evidence for response to the challenge, representation or CPN appeal</p> <p>5.2 If necessary, take prompt action to suspend the enforcement process while the case is being investigated</p> <p>5.3 Make sure all internal records are accurate, reliable, valid and up-to-date</p> <p>5.4 Review the documentation to make sure there is sufficient evidence</p> <p>5.5 Decide whether there is a need additional evidence</p>

	<p>5.6 Where necessary, obtain the additional items of evidence needed</p> <p>5.7 Refer any matter which is beyond the limits of their responsibility to the appropriate person</p> <p>5.8 Review all evidence and make a decision</p> <p>5.9 Inform the customer, in writing and within agreed timescales, of the decision and the courses of action that they can take</p> <p>5.10 Where appropriate, reactivate the enforcement process</p> <p>5.11 Keep copies of all correspondence and update records</p> <p>5.12 At all stages, comply with current organisational and legal requirements</p>
<b>Additional Information about the unit</b>	
Unit purpose and aim(s)	This unit is about the skills, knowledge and understanding learners need to administer parking and traffic challenges, representations and civil parking appeals.
Unit expiry date	31 December 2013
Details of the relationship between the unit and relevant national occupational standards or other professional standards or curricula (if appropriate)	Skills CFA NOS
Assessment requirements or guidance specified by a sector or regulatory body (if appropriate)	Assessment Strategy
Support for the unit from an SSC or other appropriate body (if required)	Skills CFA
Location of the unit within the subject/sector classification system	15. Business, Administration and Law 15.2 Administration
Name of the organisation submitting the unit	Skills CFA
Availability for use	Shared
Unit available from	1 August 2010
Unit guided learning hours	40



<b>Title</b>	Administer parking and traffic debt recovery	
<b>Skills CFA Unit No.</b>	Q335	
<b>WBA Unit No.</b>	J/601/2650	
<b>Level</b>	3	
<b>Credit Value</b>	9	
<b>GLH</b>	54	
<b>Learning Outcomes</b>	<b>Assessment Criteria</b>	
The learner will	The learner can	
1. Understand the organisational and legal context for administering parking and traffic recovery	1.1 Describe the services they are responsible for 1.2 Clarify the limits and scope of their responsibilities and authority in providing services 1.3 Explain their organisation's policies, procedures and constraints that affect services in own area of responsibility 1.4 Explain how to apply their organisation's policies, procedures and constraints that affect services in own area of responsibility 1.5 Describe the current legislation and regulations that apply 1.6 Explain the requirements of the Data Protection Act and its implications for own role 1.7 Explain 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) 1.6 Explain the debt recovery process within the organisation	
2. Understand the processes involved in debt recovery	2.1 Explain the role of Traffic Enforcement Centre and/or the magistrates court in the debt recovery process 2.2 Describe the debt recovery documentation to be served 2.3 Explain how to serve debt recovery documentation 2.4 Describe the case evidence that	

	<p>may be used</p> <p>2.5 Explain how to investigate a case</p> <p>2.6 Clarify the limits of own responsibility</p> <p>2.7 Identify to whom matters outside own authority should be referred</p> <p>2.8 Describe the range of possible outcomes of a case</p> <p>2.9 Identify the appropriate actions to take for each possible outcome of a case</p> <p>2.10 Clarify the role of debt recovery agents and other agencies</p> <p>2.11 Explain how to communicate effectively with debt recovery agents and other outside agencies</p> <p>2.12 Clarify the importance of the audit trail</p> <p>2.13 Explain how to update and maintain records as necessary</p> <p>2.14 Describe the reports that are required</p> <p>2.15 Explain how and when to produce required reports</p> <p>2.16 Explain how to close a case in line with organisational policy and relevant legislation</p>
<p>3. Be able to administer parking and traffic debt recovery</p>	<p>3.1 Monitor the quality of the data to be registered at Traffic Enforcement Centre (TEC) or magistrates court</p> <p>3.2 Ensure debt recovery documentation is served in accordance with organisational policy and relevant legislation</p> <p>3.3 Investigate the case and prepare case evidence in accordance with organisational policy and relevant legislation</p> <p>3.4 Review all evidence; make and record a decision on the basis of the evidence</p> <p>3.5 Where the decision is not to pursue the case make sure that relevant people are informed and that the decision has been recorded properly</p>

	<p>3.6 Where the decision is to pursue the case, proceed in accordance with organisational policy and relevant legislation</p> <p>3.7 Respond appropriately to the outcomes of the case, review feedback and take appropriate action</p> <p>3.8 Liaise with debt recovery agents</p> <p>3.9 Liaise with outside agencies</p> <p>3.10 Monitor the performance of debt recovery agents</p> <p>3.11 Produce relevant reports</p> <p>3.12 Update and maintain records in line with organisational policy and relevant legislation</p> <p>3.13 At all stages carry out work within the given deadlines for the case</p> <p>3.14 Close the case in accordance with organisational policy and relevant legislation</p>
<b>Additional Information about the unit</b>	
Unit purpose and aim(s)	This unit is about the skills, knowledge and understanding required to administer parking and traffic debt recovery.
Unit expiry date	31 December 2013
Details of the relationship between the unit and relevant national occupational standards or other professional standards or curricula (if appropriate)	Skills CFA NOS
Assessment requirements or guidance specified by a sector or regulatory body (if appropriate)	Assessment Strategy
Support for the unit from an SSC or other appropriate body (if required)	Skills CFA
Location of the unit within the subject/sector classification system	15. Business, Administration and Law 15.2 Administration
Name of the organisation submitting the unit	Skills CFA
Availability for use	Shared
Unit available from	1 August 2010

Unit guided learning hours	54
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<b>Title</b>	Administer statutory parking and traffic appeals	
<b>Skills CFA Unit No.</b>	Q334	
<b>Skills CFA WBA No.</b>	R/601/2649	
<b>Level</b>	3	
<b>Credit Value</b>	9	
<b>GLH</b>	45	
<b>Learning Outcomes</b>	<b>Assessment Criteria</b>	
The learner will	The learner can	
1. Understand the organisational and legal context for administering statutory parking and traffic appeals	1.1 Describe the services for which they are responsible 1.2 Explain the organisation's policies, procedures and constraints that affect services in their area of responsibility 1.3 Describe the rules that apply when dealing with statutory appeals (e.g. Codes of Conduct, Code of Practice) 1.4 Interpret Traffic Regulation Orders 1.5 Describe the current legislation that applies when dealing with statutory appeals (e.g. Traffic Management Act 2004) 1.6 Explain the requirements of the Data Protection Act and its implications for their role	
2. Understand how to prepare case evidence	2.1 Describe the specialist software used by their organisation for the recording and processing of statutory appeals 2.2 Explain how to identify evidence that is sufficient, reliable and valid 2.3 Identify the information has to be provided 2.4 Explain how to check that information provided is accurate 2.5 Explain the grounds on which someone may appeal 2.6 Explain the grounds on which someone may file a statement of truth 2.7 Clarify the importance of acting within the given deadline for the case and the consequences of	

	<p>failing to do so</p> <p>2.8 Clarify the limits of their responsibility in investigating statutory appeals</p> <p>2.9 Identify to whom matters outside own authority should be referred</p>
<p>3. Understand how to investigate the case for statutory appeal and decide how to proceed</p>	<p>3.1 Describe what evidence is needed and why</p> <p>3.2 Explain how to identify evidence that has not been provided</p> <p>3.3 Explain how to obtain evidence that has not been provided</p> <p>3.4 Identify who to consult if further information is needed</p>
<p>4. Understand how to contest a statutory appeal</p>	<p>4.1 Explain how to prepare a case summary</p> <p>4.2 Explain how to present a case summary</p> <p>4.3 Clarify why it is important to present a case summary in the specified way</p> <p>4.4 Explain how to prepare the documentation for a case that is not to be contested</p> <p>4.5 Explain the organisation's requirements for the presentation and organisation of documents for a statutory appeal hearing</p> <p>4.6 Explain how to prepare to attend a hearing</p> <p>4.7 Explain the Code of Conduct which regulates how to behave when attending a statutory appeal</p> <p>4.8 Describe the kinds of further information that might be requested</p>
<p>5. Understand how to respond to the outcome of a statutory appeal</p>	<p>5.1 Describe the actions to take to close a case</p> <p>5.2 Explain how to arrange for refunds of fees to be paid</p> <p>5.3 Describe the records (paper and electronic) that need to be updated to record the outcome of the statutory appeal and how to do this</p> <p>5.4 Identify who to inform of the outcomes of a statutory appeal</p>

	<p>5.5 Clarify why it is important to inform specified persons of the outcomes of a statutory appeal</p> <p>5.6 Explain the courses of action that are available to the appellant</p> <p>5.7 Explain the courses of action that are available to the respondent</p> <p>5.8 Describe what actions to take to reactivate the recovery process</p>
<p>6. Be able to prepare case evidence</p>	<p>6.1 Record receipt of the statutory appeal notification or revocation order</p> <p>6.2 Take action to suspend the enforcement process during the investigation</p> <p>6.3 Check the details of the documentation received for accuracy and consistency</p> <p>6.4 Notify the appropriate person of any discrepancies</p> <p>6.5 Understand the grounds on which the customer is appealing or the statement of truth has been filed</p> <p>6.6 At all stages comply with current organisational and legal requirements</p> <p>6.7 At all stages carry out work within the given deadline for the case</p>
<p>7. Be able to investigate a case for statutory appeal and decide how to proceed</p>	<p>7.1 Make sure all necessary evidence is present, accurate, valid and reliable</p> <p>7.2 Identify and obtain any additional items of evidence that are needed</p> <p>7.3 Where necessary consult other people to obtain further information</p> <p>7.4 Refer any matter which is beyond the limits of own responsibility to the appropriate person</p> <p>7.5 Review all evidence</p> <p>7.6 Make and record a decision on the basis of the evidence</p> <p>7.7 Where the decision is not to contest the statutory appeal or the statement of truth, make sure that the adjudicator and appellant or respondent are informed and that the decision has been recorded</p>

	<p>properly</p> <p>7.8 At all stages comply with current organisational and legal requirements</p>
8. Be able to contest a statutory appeal	<p>8.1 Prepare a case summary in accordance with organisational guidelines and relevant codes of practice</p> <p>8.2 Collate, label and present documentation in the format required by the appeals service</p> <p>8.3 Make sure copies of documentation are provided to all relevant people</p> <p>8.4 Make sure that they 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</p> <p>8.5 If they attend the hearing, ensure that they are fully conversant with the case and comply with the Code of Conduct for personal attendance</p>
9. Be able to respond to the outcomes of a statutory appeal	<p>9.1 On receiving notification of the outcome of the statutory appeal, update all records in accordance with organisational and legal requirements</p> <p>9.2 Proceed with the case as appropriate to the outcomes of the statutory appeal</p> <p>9.3 Review and consider the adjudicator's feedback</p> <p>9.4 Take appropriate actions in response to the adjudicator's feedback</p>
<b>Additional Information about the unit</b>	
Unit purpose and aim(s)	This unit is about the skills, knowledge and understanding required to administer statutory parking and traffic appeals.
Unit expiry date	31 December 2013
Details of the relationship between the unit and relevant national occupational standards or other professional standards or curricula (if appropriate)	Skills CFA NOS

Assessment requirements or guidance specified by a sector or regulatory body (if appropriate)	Assessment Strategy
Support for the unit from an SSC or other appropriate body (if required)	Skills CFA
Location of the unit within the subject/sector classification system	15. Business, Administration and Law 15.2 Administration
Name of the organisation submitting the unit	Skills CFA
Availability for use	Shared
Unit available from	1 August 2010
Unit guided learning hours	45