

City & Guilds Level 2/3 Awards in Parking Enforcement and Notice Processing (2950)

Feb 2022 Version 1.2



Qualification at a glance

Subject area	Parking Enforcement
City & Guilds number	2950
Age group approved	18+
Entry requirements	None
Assessment	Assignment and Portfolio of evidence
Centre Approval	Fast track
Support materials	Centre handbook
Registration and certification	Consult the Walled Garden/Online Catalogue for last dates

Title and level	GLH	TQT	City & Guilds number	Accreditation number
City & Guilds Level 2 Award in Parking Enforcement - Civil Enforcement Officers (VRQ)	66	79	2950-02	601/6114/0
City & Guilds Level 2 Award in Parking Enforcement - Parking Enforcement Operatives on Private Land (VRQ)	58	70		601/6115/2
City & Guilds Level 2 Award in Parking Enforcement – CCTV Enforcement Officers (VRQ)	60	72		601/6116/4
City & Guilds Level 3 Award in Notice Processing – Civil Enforcement (VRQ)	78	109	2950-03	601/6117/6
City & Guilds Level 3 Award in Notice Processing – Private Land (VRQ)	78	109		601/6118/8

Version and date	Change detail	Section
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1.1 August 2017	Added TQT details	Error! Reference source not found.
1.2 Feb 22	Deleted QCF, Added City & Guilds into titles	Appendix 2



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1 Introduction

This document tells you what you need to do to deliver the qualifications:

Area	Description
Who are the qualifications for?	They are for learners who work in the parking enforcement sector
What do the qualifications cover?	They allow learners to learn, develop and practise the skills required for employment and/or career progression in the Parking Sector.
What opportunities for progression are there?	They allows learners to progress into employment or to the following City & Guilds qualifications: <ul style="list-style-type: none">• Customer Service• Business and Administration• Leadership and Management

Structure

To achieve the **Level 2 Award in Parking Enforcement - Civil Enforcement Officers**. Learners must achieve the 2 mandatory units. Learners may also achieve unit 211.

Unit accreditation number	City & Guilds unit number	Unit title	Guided Learning Hours	Unit Level
Mandatory				
R/507/1027	206	Principles of conflict management in parking enforcement	20	2
Y/507/1028	207	Roles and responsibilities of Civil Enforcement Officers	46	2
Optional				
Y/507/1031	211	Customer service in the parking industry	25	2

To achieve the **Level 2 Award in Parking Enforcement - Parking Enforcement Operatives on Private Land**. Learners must achieve the 2 mandatory units. Learners may also achieve unit 211.

Unit accreditation number	City & Guilds unit number	Unit title	Guided Learning Hours	Unit Level
Mandatory				
R/507/1027	206	Principles of conflict management in parking enforcement	20	2
D/507/1029	209	Roles and responsibilities of Parking Enforcement Operatives on private land	38	2
Optional				
Y/507/1031	211	Customer service in the parking industry	25	2

To achieve the **Level 2 Award in Parking Enforcement – CCTV Enforcement Officers**. Learners must achieve the 2 mandatory units. Learners may also achieve unit 211.

Unit accreditation number	City & Guilds unit number	Unit title	Guided Learning Hours	Unit Level
Mandatory				
R/507/1027	206	Principles of conflict management in parking enforcement	20	2
R/507/1030	210	Roles and responsibilities of CCTV Enforcement Officers operating under traffic management legislation	40	2
Optional				
Y/507/1031	211	Customer service in the parking industry	25	2

To achieve the **Level 3 Award in Notice Processing – Civil Enforcement**. Learners must achieve the 2 mandatory units. Learners may also achieve unit 211.

Unit accreditation number	City & Guilds unit number	Unit title	Guided Learning Hours	Unit Level
Mandatory				
D/507/1032	301	Notice processing and information management in parking enforcement for the public and private sector	43	3
H/507/1033	302	Process Penalty Charge Notices and respond appropriately to Challenges, Representations and Appeals	35	3
Optional				
Y/507/1031	211	Customer service in the parking industry	25	2

To achieve the **Level 3 Award in Notice Processing – Private land**. Learners must achieve the 2 mandatory units. Learners may also achieve unit 211.

Unit accreditation number	City & Guilds unit number	Unit title	Guided Learning Hours	Unit Level
Mandatory				
D/507/1032	301	Notice processing and information management in parking enforcement for the public and private sector	43	3
K/507/1034	303	Notice processing requirements for parking enforcement on private land	35	3
Optional				
Y/507/1031	211	Customer service in the parking industry	25	2

Total Qualification Time

Total Qualification Time (TQT) is the total amount of time, in hours, expected to be spent by a Learner to achieve a qualification. It includes both guided learning hours (which are listed separately) and hours spent in preparation, study and assessment.

Title and level	GLH	TQT
Level 2 Award in Parking Enforcement - Civil Enforcement Officers (VRQ)	66	79
Level 2 Award in Parking Enforcement - Parking Enforcement Operatives on Private Land (VRQ)	58	70
Level 2 Award in Parking Enforcement – CCTV Enforcement Officers (VRQ)	60	72
Level 3 Award in Notice Processing – Civil Enforcement (VRQ)	78	109

Level 3 Award in Notice Processing – Private Land (VRQ)	78	109
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2 Centre requirements

Approval

If your Centre is approved to offer any of the following qualifications

1950-02 Level 2 Award for Parking Enforcement Officers

1950-22 Level 2 Awards for Parking Enforcement Officers

1950-32 Level 3 Award in Notice Processing

1916-01 Level 3 Award in Notice Processing

you can apply for the new 2950-02 Level 2 Awards in Parking Enforcement and/or 2950-03 Level 3 Awards in Notice Processing approval using the fast track approval form, available from the City & Guilds website, 2950 page.

Centres should use the fast track form if:

there have been no changes to the way the qualifications are delivered,

and

they meet all of the approval criteria in the fast track form guidance notes.

Fast track approval is available for 12 months from the launch of the qualification. After 12 months, the Centre will have to go through the standard Qualification Approval Process.

The centre is responsible for checking that fast track approval is still current at the time of application.

Resource requirements

Centre staffing

Staff delivering this qualification must be able to demonstrate that they meet the following occupational expertise requirements. They should:

- be occupationally competent or technically knowledgeable in the areas for which they are delivering training and/or have experience of providing training. This knowledge must be to the same level as the training being delivered
- have recent relevant experience in the specific area they will be assessing
- have credible experience of providing training.

Centre staff may undertake more than one role, eg tutor and assessor or internal quality assurer, but cannot internally verify their own assessments.

Continuing professional development (CPD)

Centres must support their staff to ensure that they have current knowledge of the occupational area, that delivery, mentoring, training, assessment and verification is in line with best practice, and that it takes account of any national or legislative developments.

Learner entry requirements

City & Guilds does not set entry requirements for this qualification. However, centres must ensure that learners have the potential and opportunity to gain the qualification successfully.

Age restrictions

City & Guilds cannot accept any registrations for candidates under 18 as this qualification is not approved for under 18s.



3 Delivering the qualification

Initial assessment and induction

An initial assessment of each learner should be made before the start of their programme to identify:

- if the learner has any specific training needs,
- support and guidance they may need when working towards their qualifications.
- any units they have already completed, or credit they have accumulated which is relevant to the qualifications.
- the appropriate type and level of qualification.

We recommend that centres provide an induction programme so the learner fully understands the requirements of the qualifications, their responsibilities as a learner, and the responsibilities of the centre. This information can be recorded on a learning contract.



4 Assessment

Candidates must:

- successfully complete a multiple choice test for units within their chosen pathway
- for the customer services unit, a portfolio of evidence is required

City & Guilds has written the following assessments to use with this qualification:

- multiple choice tests

Unit	Title	Assessment method	Where to obtain assessment materials
206	Principles of conflict management in parking enforcement	Assignment - Multiple Choice Test	www.cityandguilds.com
207	Roles and responsibilities of Civil Enforcement Officers	Assignment - Multiple Choice Test	www.cityandguilds.com
209	Roles and responsibilities of Parking Enforcement Operatives on private land	Assignment - Multiple Choice Test	www.cityandguilds.com
210	Roles and responsibilities of CCTV Enforcement Officers operating under traffic management legislation	Assignment - Multiple Choice Test	www.cityandguilds.com
211	Customer service in the parking industry	Portfolio of evidence	N/A
301	Notice processing and information management in parking enforcement for the public and private sector	Assignment - Multiple Choice Test	www.cityandguilds.com

Unit	Title	Assessment method	Where to obtain assessment materials
302	Process Penalty Charge Notices and respond appropriately to challenges, representations and appeals	Assignment - Multiple Choice Test	www.cityandguilds.com
303	Notice processing requirements for parking enforcement on private land	Assignment - Multiple Choice Test	www.cityandguilds.com

Test specifications

Test: Unit 206

Duration: 45 minutes

Pass/Fail

Outcome	Number of questions	%
Understand the risk of violence in the parking work environment	11	37
Know how to identify and respond to violence in parking enforcement	14	47
Know how to report an incident, support the victim and reflect on actions taken within parking enforcement	5	16
Total	30	100

Test: Unit 207

Duration: 60 minutes

Pass/Fail

Outcome	Number of questions	%
Know current parking legislation	5	13
Know contravention codes in parking enforcement	5	13
Know parking exemptions and their application in parking enforcement	4	11
Be able to identify vehicle registration marks, manufacturers and makes	2	5
Know the principles of car park management	7	18
Know how to serve a Penalty Charge Notice in parking enforcement	4	11
Know the stages in processing a Penalty Charge Notice and how a Penalty Charge Notice can be challenged	2	5
Know safe and effective working practices in parking enforcement	6	16

Know how to deliver customer service in parking enforcement	3	8
Total	38	100

Test: Unit 209
Duration: 50 minutes
Pass/Fail

Outcome	Number of questions	%
Know the current legal framework for parking on private land	4	13
Know the procedure for issuing and serving parking tickets on private land	7	22
Know parking exemptions and their application on private land	2	6
Be able to identify vehicle registration marks, manufacturers and makes	2	6
Know the principles of car park management	8	25
Know safe and effective working practices in parking enforcement	6	19
Know how to deliver customer service in parking enforcement	3	9
Total	32	100

Test: Unit 210
Duration: 55 minutes
Pass/Fail

Outcome	Number of questions	%
Understand the background to current parking legislation	4	11
Understand the types of CCTV equipment and how they operate	4	11
Understand the procedures to be used to record images of contraventions	8	23

Understand parking and traffic exemptions and their application	3	8
Understand how to record the necessary information for vehicle identification	3	8
Understand the procedure for issuing Penalty Charge Notices and the requirements for supporting evidence	6	17
Understand safe and effective working practices	8	22
Total	36	100

Test: Unit 301

Duration: 60 minutes

Pass/Fail

Outcome	Number of questions	%
Know the legislative framework for parking enforcement	3	8
Understand the roles and responsibilities of organisations involved in parking enforcement	2	5
Understand the role of the Notice Processor	6	16
Know the importance of recording vehicle information when processing notices	3	8
Know the purpose of the phonetic alphabet to manage information	2	6
Understand the principles of equality and diversity in Notice Processing	5	13
Understand the principles of Data Protection in parking enforcement	4	10
Understand the principles of legislation which govern Freedom of Information	4	10
Know how to process incoming correspondence	3	8
Know how to process payments	5	13
Know how to carry out audit activities	1	3
Total	38	100

Test: Unit 302
Duration: 45 minutes
Pass/Fail

Outcome	Number of questions	%
Understand contraventions, differential charging and enforcement areas	4	13
Understand the use of traffic orders and parking exemptions in parking enforcement	3	10
Know the stages in processing a Penalty Charge Notice	7	23
Know how to respond appropriately to challenges and representations	10	34
Know how to administer appeals	6	20
Total	30	100

Test: Unit 303
Duration: 45 minutes
Pass/Fail

Outcome	Number of questions	%
Understand how the legal principles that relate to car park signage and enforcement	6	20
Understand the recommendations made by Accredited Trade Associations Codes of Practice for parking on private land	8	27
Understand legislation used in Notice Processing for Parking Charge Notices	6	20
Know how to respond to appeals in relation to Parking Charge Notices	6	20
Know the civil debt recovery process	4	13
Total	30	100



5 Units

Availability of units

They are also on the Register of Regulated Qualifications:
<http://register.ofqual.gov.uk/Unit>

Structure of units

These units each have the following:

- City & Guilds reference number
- unit accreditation number (UAN)
- title
- level
- credit value
- guided learning hours
- unit aim
- information on assessment
- learning outcomes which are comprised of a number of assessment criteria

Unit 206

Principles of conflict management in parking enforcement

UAN:	R/507/1027
Level:	2
Credit value:	2
GLH:	20
Aim:	To develop an understanding of how to deal effectively with workplace violence using conflict management in parking enforcement situations.

Learning outcome
The learner will: 1. Understand the risk of violence in the parking work environment
Assessment criteria
The learner can: 1.1 give the definition of ' work related violence ' 1.2 describe how risks of violence in the parking working environment may be assessed 1.3 describe how the risk of violence can be reduced before undertaking a work activity 1.4 describe the purpose and key components of a work related violence policy 1.5 describe risk reduction measures which eliminate or reduce risks 1.6 describe the process of dynamic risk assessments 1.7 describe the importance of providing a positive and proactive service within own role 1.8 explain how to respond calmly and politely to complaints 1.9 explain how to resolve issues promptly and fairly.

Range
1.1 work related violence: Health and Safety Executive's definition
1.2 parking working environment: Issuing/serving a Notice, recording details of a vehicle including photos, patrolling enforcement areas.
1.3 reduced: planning and preparing for risk in reference to Policies and procedures such as:

- Guidance on Safe Working Practice
- Guidance on Lone Working
- Risk assessments

1.4 key components

- Process of calling for assistance
- Responding to assistance
- Guidance on imminent threat of violence
- How risks of violence will be assessed
- Details of control measures to reduce risks
- Reporting and recording procedures
- Victim support

1.5 risk reduction measures

Measures outlined such as

Training: Signalling non aggression, positive body language

Physical: Personal Protective Equipment (PPE), Alarms, CCTV, Communication devices

1.6 dynamic risk assessments

The definition of:

SAFER Model - Step back, Assess the threat (POP), Find help, Evaluate the options, Respond

POP - Person, Objects, Place

1.7 positive and proactive service

Customer Service

Uniform.

Learning outcome

The learner will:

2. Know how to identify and respond to violence in parking enforcement

Assessment criteria

The learner can:

- 2.1 describe **human responses** to threatening situations
- 2.2 identify the most **common triggers and situations** where there is a risk of escalation into violence
- 2.3 describe the basic elements of communication
- 2.4 describe the **blocks to communication** in an aggressive or violent situation
- 2.5 explain how to **defuse** a situation and **calm** a person who is behaving in an angry and aggressive way
- 2.6 describe ways of signaling non-aggression
- 2.7 identify **ways of de-escalating** potentially aggressive situations
- 2.8 describe the **action** to take if a situation is escalating to a high risk conflict

- 2.9 identify **assertive behavior** which may be used to confront unacceptable behavior
- 2.10 describe the **exit strategies** to adopt in potentially high-risk conflict
- 2.11 describe the principles of **reasonable force** in terms of protecting self from harm.

Range

2.1 Human responses:

- Fight or flight response
- Emotional versus rational response
- Stimulus and response
- Triggers and inhibitors

2.2 Common triggers and situations:

- Embarrassment
- Humiliation
- Not being listened to
- Fear
- Unawareness of parking regulations
- Failing to acknowledge the driver's presence

2.3 Basic elements of communication:

- Sender-message-receiver
- Check/confirm understanding

2.4 Blocks to communication:

- The physical environment
- Emotions and feelings
- Attitudes
- Cultural differences
- Alcohol and drugs
- Mental health problems
- People with learning disabilities

2.5 Defuse and calm:

- Signal non-aggression
- Show empathy
- Active listening

2.6 Ways of signalling non-aggression:

The use of:

- Body language
- Appropriate positioning/Spatial awareness
- Stance
- Eye contact/Facial expression
- Tone of voice

<p>2.7 Ways of de-escalating:</p> <ul style="list-style-type: none"> • Active listening • Providing appropriate information and advice <p>2.8 Action: Call for assistance, exit strategy</p> <p>2.9 Assertive behaviour: Positive language, signalling non-aggression, polite, confidence.</p> <p>2.10 Exit strategies: Walk away, positioning, awareness of surroundings.</p> <p>2.11 Reasonable force: Proportionate to the level/perception of threat. The right to defend yourself.</p>
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<p>Learning outcome</p> <p>The learner will:</p> <p>3. Know how to report an incident, support the victim and reflect on actions taken within parking enforcement</p>
<p>Assessment criteria</p> <p>The learner can:</p> <p>3.1 describe methods used to report and record incidents of workplace violence</p> <p>3.2 describe how information following an incident can be used to prevent or reduce the risk of work related violence across an organisation</p> <p>3.3 describe how reflecting on incidents of workplace violence can be used to:</p> <ul style="list-style-type: none"> a. provide personal learning b. inform future work activities <p>3.4 describe the reactions which may be experienced by a victim of a workplace violent incident</p> <p>3.5 describe the support mechanisms available to a victim of a workplace violent incident.</p>

<p>Range</p> <p>3.1 Report and record: Formal statement of the incident in accordance with organisational requirements. CCTV, pocket books, control room statements.</p> <p>3.4 Reactions:</p> <ul style="list-style-type: none"> • Short term • Medium term • Long term. <p>3.5 Support mechanisms:</p> <ul style="list-style-type: none"> • Line manager
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- Colleagues
- Counselling.

UAN:	Y/507/1028
Level:	2
Credit value:	5
GLH:	46
Aim:	To develop an understanding of how to identify parking contraventions and carry out enforcement procedures through the issue of Penalty Charge Notices.

Learning outcome
The learner will:
1. Know current parking legislation
Assessment criteria
The learner can:
1.1 explain the historical changes to parking enforcement
1.2 summarise the difference between civil and criminal parking enforcement
1.3 describe the impact of traffic management legislation and Statutory Guidance on the role of the Civil Enforcement Officer
1.4 define a 'Civil Enforcement Area' and a 'Special Enforcement Area'.
1.5 describe the purpose of on-street and off-street Traffic Orders.

Range
1.2 Civil (De-criminalisation): Road Traffic Act 1991
1.2 Criminal: Road Traffic Regulation Act 1984
1.3 Traffic management legislation: Traffic Management Act 2004.

Learning outcome
The learner will: 2. Understand permitted and restricted parking and the use of contraventions
Assessment criteria
The learner can: 2.1 describe permitted parking and restricted parking 2.2 describe the purpose of the following contravention codes : a. on street b. off street 2.3 state the reasons for observation periods 2.4 describe the reason for differential parking charges.

Tara to clarify

Range
2.2a On street contravention codes: 01, 02, 05, 06, 11, 12, 14, 16, 19, 21, 22, 23, 24, 25, 26, 27, 28, 30, 40, 45, 46, 47, 48, 99.
2.2b Off street (council car parks) contravention codes: 73, 81, 82, 83, 85, 86, 87, 90, 91, 95.

Learning outcome
The learner will: 3. Know parking exemptions and their application in parking enforcement
Assessment criteria
The learner can: 3.1 describe the purpose of parking exemptions 3.2 explain the circumstances when parking exemptions can be applied 3.3 describe the Disabled Persons Badge scheme .

Range
3.1 Parking exemptions such as but not limited to: <ul style="list-style-type: none"> • Royal mail, military, utility and emergency vehicles • loading and unloading • getting in and out of a vehicle • vehicles prevented from moving due to circumstances beyond the drivers control • opening and closing barriers or gates.
3.3 Disabled Persons Badge Scheme <ul style="list-style-type: none"> • Current legislation • Exemptions for Disabled Persons Badge holder • Powers of inspection.

Learning outcome
The learner will: 4. Be able to identify vehicle registration marks, manufacturers and makes
Assessment criteria
The learner can: 4.1 identify vehicle registration marks 4.2 identify vehicle manufacturers and vehicle makes.

Range
4.1 Registration marks: Standard UK/foreign / personal/ military/ diplomatic/ historic/trade plates.

Learning outcome
The learner will: 5. Know the principles of car park management
Assessment criteria
The learner can: 5.1 describe the purpose of car park layout and signage 5.2 describe the different types of payment systems and procedures used in car parks 5.3 explain the reason for patrolling and monitoring car parks 5.4 state the types of equipment and resources used to operate car parks 5.5 describe the health and safety obligations for car park management 5.6 describe emergencies that can occur in a car park 5.7 describe how to respond to an emergency in a car park.

Range
5.2 Different types of payment systems and procedures: Pay and display, pay on foot, cashless (pay by phone), operator booth, permit parking.
5.4 Types of equipment and resources: Pay and display machines, pay on foot machines, barriers, automatic number plate recognition (ANPR).
5.6 Emergencies: Such as but not limited to criminality, threat of violence, fire, flood, falling debris, customer injury/illness, lift breakdown.

5.7 Respond: Such as but not limited to evacuation, call emergency services.

Learning outcome
The learner will: 6. Know how to serve a Penalty Charge Notice in parking enforcement
Assessment criteria
The learner can: 6.1 describe the purpose and types of supporting evidence required in relation to a Penalty Charge Notice 6.2 describe the uniform and identification requirements of a Civil Enforcement Officer for serving a Penalty Charge Notice 6.3 describe the process and procedure for serving a Penalty Charge Notice by a Civil Enforcement Officer 6.4 describe the process and procedure for serving a Penalty Charge Notice by post.

Range
6.1 Types of supporting evidence: Civil Enforcement Officer notes (handheld device, pocket books, witness statements), Photographic evidence.
6.2 Uniform and identification requirements: Epaulettes/ Civil Enforcement Officer number, enforcement authority and parking enforcement identification.
6.3 Procedure: In line with current enforcement regulations for England and Wales: Regulation 9.
6.4 Procedure: In line with current enforcement regulations for England and Wales: Regulation 10.

Learning outcome
The learner will: 7. Know the stages in processing a Penalty Charge Notice and how a Penalty Charge Notice can be challenged
Assessment criteria
The learner can: 7.1 state the stages in processing a Penalty Charge Notice 7.2 explain how a Penalty Charge Notice can be challenged .

Range
<p>7.1 Stages in processing: Current regulations and statutory documentation</p> <p>7.2 Challenged: By post, by person, email.</p>

Learning outcome
The learner will:
8. Know safe and effective working practices in parking enforcement
Assessment criteria
The learner can:
8.1 describe the obligations to self and others under current Health and Safety legislation
8.2 describe Lone Worker provisions
8.3 identify risks associated with parking enforcement
8.4 describe control measures associated with identified risks including recording and reporting requirements
8.5 describe standard communications terminology used in parking enforcement.

Range																
<p>8.1 Health and safety legislation: Current health and safety at work legislation (Health and Safety at Work Act 1974 and subsequent changes/deletions.</p>																
<table border="1"> <thead> <tr> <th>8.3 Risks</th> <th>8.4 control measures:</th> </tr> </thead> <tbody> <tr> <td>Road Traffic Hazards</td> <td>staying on the pavement</td> </tr> <tr> <td>Accidents</td> <td>completing accident books</td> </tr> <tr> <td>Violence</td> <td>conflict management</td> </tr> <tr> <td>Medical</td> <td>weather protection, PPE, foot protection, stress management</td> </tr> <tr> <td>Criminal</td> <td>non-intervention (observation and reporting only)</td> </tr> <tr> <td>Environmental</td> <td>reporting, severe weather, bio hazards, pollution</td> </tr> <tr> <td>Equipment</td> <td>Equipment – vandalised/damaged pay and display machines, car park entrance barriers</td> </tr> </tbody> </table>	8.3 Risks	8.4 control measures:	Road Traffic Hazards	staying on the pavement	Accidents	completing accident books	Violence	conflict management	Medical	weather protection, PPE, foot protection, stress management	Criminal	non-intervention (observation and reporting only)	Environmental	reporting, severe weather, bio hazards, pollution	Equipment	Equipment – vandalised/damaged pay and display machines, car park entrance barriers
8.3 Risks	8.4 control measures:															
Road Traffic Hazards	staying on the pavement															
Accidents	completing accident books															
Violence	conflict management															
Medical	weather protection, PPE, foot protection, stress management															
Criminal	non-intervention (observation and reporting only)															
Environmental	reporting, severe weather, bio hazards, pollution															
Equipment	Equipment – vandalised/damaged pay and display machines, car park entrance barriers															
<p>8.5 Standard communications terminology: Phonetic alphabet, radio procedures.</p>																

Learning outcome
The learner will: 9. Know how to deliver customer service in parking enforcement
Assessment criteria
The learner can: 9.1 explain the importance of presenting a positive image to the public 9.2 describe the standards of conduct for delivering customer service in parking enforcement 9.3 explain the principles of equality and diversity.

Range
9.2 Standards of conduct: Professional, helpful, respectful, honest, empathy, effective communicator, good listener, ambassadorial, smart appearance
9.4 Principles of equality and diversity: The definition of, difference between prejudice and discrimination, social issues (disabled badge holders, mobility, language barriers, ethnicity, religious holidays).

Unit 207 **Roles and responsibilities of Civil Enforcement Officers**

Supporting information

Guidance

For 2.2 and 3.1 learners are expected to the name and purpose of the contravention codes listed. It is not required that they can recite the numbers; it is required that they are familiar with the content.

Unit 209

Roles and responsibilities of Parking Enforcement Operatives on private land

UAN:	D/507/1029
Level:	2
Credit value:	5
GLH:	38
Aim:	To develop an understanding of how to operate parking controls and enforcement on private land through the issue of parking tickets.

Learning outcome
The learner will: 1. Know the legal framework for parking on private land
Assessment criteria
The learner can: 1.1 explain the historical changes to parking enforcement 1.2 summarise the legal framework for parking on private land. 1.3 summarise the difference between civil parking enforcement and parking on private land 1.4 describe the impact of the code of practice laid down by the Accredited Trade Associations for parking on private land.

Range
1.2 legal framework: Subject but not limited to: <ul style="list-style-type: none">• Contract law• Tort laws• By-laws <p>Examples: the boundaries of the land subject to parking control and enforcement</p> <ul style="list-style-type: none">• conditions or restrictions on parking control and enforcement operations• restrictions on types of vehicles subject to parking control and enforcement• the content, placing and maintenance of notices and signs in relation to parking control and enforcement

- notification of parking tickets
 - the authorisation to take legal action to recover charges due from drivers
 - information about complaints, appeals and challenges
- avoiding the use of terminology implying action is being taken under statutory authority.

Learning outcome
The learner will: 2. Know the procedure for issuing and serving parking tickets on private land
Assessment criteria
The learner can: 2.1 explain the legal reasons for issuing and serving parking tickets on private land. 2.2 describe the procedure for issuing and serving parking tickets on private land 2.3 explain the purpose of different types of supporting evidence required to issue a parking ticket 2.4 state the methods of payment , the location of payment sites and procedures for the issue of receipts 2.5 state the follow up procedures that can be undertaken to enforce parking tickets and obtain payment 2.6 explain the procedures in place for dealing with complaints, challenges or appeals in relation to the issue of parking tickets 2.7 state the types of records and documents to be kept for issuing and serving parking tickets.

Range
<p>2.1 legal:</p> <ul style="list-style-type: none"> • breach of contract • trespass • By-laws <p>2.2 Procedure: In line with current legislation and guidance such as Protection of Freedoms Act and subsequent amendments</p> <p>2.3 Types of supporting evidence: Evidence gathered by issuing officer, photographs, notes, diagrams, observation times and periods, valve positions</p> <p>2.4 Payment:</p> <ul style="list-style-type: none"> • Cash • Credit and debit card • Postal order • Other acceptable methods

2.7 Types of records and documents: Copy of ticket, evidence, copy of notes.

Learning outcome
The learner will: 3. Know parking exemptions and their application on private land
Assessment criteria
The learner can: 3.1 describe how membership of an Accredited Trade Association affects parking exemptions on private land 3.2 describe exemptions included in an Accredited Trade Association operator scheme.

Learning outcome
The learner will: 4. Be able to identify vehicle registration marks, manufacturers and makes
Assessment criteria
The learner can: 4.1 identify vehicle registration marks 4.2 identify vehicle makes and manufacturers.

Range
4.1 Registration marks: Standard UK/foreign / personal/ military/ diplomatic/ historic/trade plates.

Learning outcome
The learner will: 5. Know the principles of car park management
Assessment criteria
The learner can: 5.1 describe the purpose of car park layout and signage 5.2 describe the different types of payment systems and procedures used in car parks 5.3 explain the reasons for patrolling and monitoring car parks on private land 5.4 state the types of equipment and resources used to operate car parks on private land 5.5 describe the obligation of the private landowner in relation to health and safety 5.6 describe emergencies that can occur in a car park 5.7 describe how to respond to an emergency in a car park.

Range

5.2 Different types of payment systems and procedures: Pay and display, pay on foot, cashless (pay by phone), operator booth, permit parking.

5.4 Types of equipment and resources: Pay and display machines, pay on foot machines, , barriers, automatic number plate recognition (ANPR)

5.6 Emergencies: Such as but not limited to criminality, threat of violence, fire, flood, falling debris, customer injury/illness, lift breakdown

5.7 Respond: Such as but not limited to evacuation, call emergency services.

Learning outcome
The learner will:
6. Know safe and effective working practices in parking enforcement
Assessment criteria
The learner can:
6.1 describe the obligations to self and others under current Health and Safety legislation
6.2 describe Lone worker provisions required to work safely
6.3 identify risks associated with parking enforcement
6.4 describe the control measures associated with identified risks, including recording and reporting requirements
6.5 describe standard communications terminology used in parking enforcement.

Range	
6.1 Health and safety legislation:	
Current health and safety at work legislation (Health and Safety at Work Act 1974 and subsequent changes/deletions)	
6.3 Risks	6.4 control measures:
Road Traffic Hazards	staying on the pavement
Accidents	completing accident books
Violence	conflict management
Medical	weather protection, PPE, foot protection, stress management
Criminal	non-intervention (observation and reporting only)
Environmental	reporting, severe weather, bio hazards, pollution

Equipment	Equipment – vandalised/damaged pay and display machines, car park entrance barriers
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6.5 Standard communications terminology:

Phonetic alphabet, radio procedures.

Learning outcome
The learner will:
7. Know how to deliver customer service in parking enforcement
Assessment criteria
The learner can:
7.1 explain the importance of presenting a positive image to the public
7.2 describe the standards of conduct for delivering customer service in parking enforcement
7.3 explain the principles of equality and diversity .

Range
7.2 Standards of conduct
Professional, helpful, respectful, honest, empathy, effective communicator, good listener, ambassadorial, smart appearance
7.3 Principles of equality and diversity:
The definition of, difference between prejudice and discrimination, social issues (disabled badge holders, mobility, language barriers, ethnicity, religious holidays).

Unit 210

Roles and responsibilities of CCTV Enforcement Officers operating under traffic management legislation

UAN:	R/507/1030
Level:	2
Credit value:	5
GLH:	40
Aim:	The aim of this unit is to enable learners to have an understanding of the use of CCTV in parking enforcement.

Learning outcome
The learner will: 1. Know current parking legislation
Assessment criteria
The learner can: 1.1 summarise the difference between civil and criminal parking enforcement 1.2 explain the impact of current legislation and codes of practice relating to parking and traffic enforcement using CCTV 1.3 describe the impact of data protection legislation and codes of practice in relation to the viewing and release of images captured by CCTV 1.4 define a Civil Enforcement Area, a Special Enforcement Area and a Controlled Parking Zone.

Learning outcome
The learner will: 2. Understand the types of CCTV equipment and how they operate
Assessment criteria
The learner can: 2.1 describe how CCTV equipment is used and operated 2.2 describe the difference between the use of approved equipment and other equipment 2.3 describe the equipment checks needed to ensure equipment is fully operational and synchronized.

Range
2.1 CCTV equipment <ul style="list-style-type: none"> • Cameras • Screens and system controls • Different recording systems • Recording devices

Learning outcome
The learner will: 3. Understand the procedures to be used to record images of contraventions
Assessment criteria
The learner can: 3.1 identify the specific contraventions to be recorded on CCTV and where applicable in relation to: <ul style="list-style-type: none"> a. parking b. moving traffic c. bus lanes 3.2 identify the minimum evidence to be recorded to support the issue of Penalty Charge Notices 3.3 describe the procedures to be followed for reporting non-traffic incidents 3.4 state how images and related documentation are kept secure 3.5 state the circumstances when recorded images would be passed to another agency 3.6 describe the authorisation process to pass recorded images to a third party. 3.7 describe the process for the disposal of recorded images.

Learning outcome
The learner will: 4. Know parking exemptions and their application in parking enforcement
Assessment criteria
The learner can: 4.1 describe the purpose of parking exemptions 4.2 state the circumstances when parking exemptions can be applied 4.3 describe the Disabled Persons Badge scheme .

Range
4.1 Parking exemptions such as but not limited to: <ul style="list-style-type: none"> • Royal mail, military, utility and emergency vehicles • loading and unloading • getting in and out of a vehicle • vehicles prevented from moving due to circumstances beyond the drivers control • opening and closing barriers or gates. 4.3 Disabled Persons Badge Scheme Current legislation Exemptions for Disabled Persons Badge holder Powers of inspection.

Learning outcome
The learner will: 5. Be able to identify vehicle registration marks, manufacturers and makes
Assessment criteria
The learner can: 5.1 identify vehicle registration marks 5.2 identify vehicle makes and manufacturers 5.3 define a 'permitted vehicle' as it relates to buses and taxis using bus lanes.

Range
5.1 Registration marks: Standard UK/foreign / personal/ military/ diplomatic/ historic/trade plates.

Learning outcome

<p>The learner will:</p> <p>6. Understand the procedure for issuing Penalty Charge Notices and the requirements for supporting evidence</p>
<p>Assessment criteria</p>
<p>The learner can:</p> <p>6.1 state the procedures for issuing and serving a CCTV enforced Penalty Charge Notice</p> <p>6.2 explain the purpose and types of supporting evidence required in relation to a Penalty Charge Notice</p> <p>6.3 state the stages in processing a Penalty Charge Notice</p> <p>6.4 describe the impact of own work on the processing of Penalty Charge Notices</p> <p>6.5 describe the consequences of not capturing evidential quality images on the Penalty Charge Notice process</p> <p>6.6 explain the purpose of the representation and appeals process.</p>

<p>Learning outcome</p>
<p>The learner will:</p> <p>7. Understand safe and effective working practices</p>
<p>Assessment criteria</p>
<p>The learner can:</p> <p>7.1 state the obligations to self and others under the current Health and Safety legislation</p> <p>7.2 describe Lone Worker provisions</p> <p>7.3 identify risks associated with parking enforcement using CCTV</p> <p>7.4 state the control measures associated with identified risks, including recording and reporting requirements</p> <p>7.5 identify standard communications terminology</p> <p>7.6 describe the health and safety guidance relating to good ergonomic practice and use of visual display units</p> <p>7.7 describe standards of conduct for CCTV Civil Enforcement Officers</p> <p>7.8 explain the principles of equality and diversity</p>

UAN:	Y/507/1031
Level:	2
Credit value:	3
GLH:	25
Aim:	The aim of the unit is to enable learners demonstrate their knowledge and understanding of how to communicate effectively with the public and deal with aggression and conflict in the role of parking enforcement.

Learning outcome
The learner will:
1. Be able to communicate effectively with the parking services customer
Assessment criteria
The learner can:
1.1 engage with customers in an active way
1.2 respond to customers using clear and concise communication
1.3 tailor communication method to meet customer needs
1.4 summarise information given to customers
1.5 check the customer has understood the information given
1.6 close communication with customers politely .

Range
1.1 active way:
<u>face to face or on the phone:</u> focus on the customer without distraction, let the customer have the opportunity to speak without interruption, exercise patience, use appropriate eye contact and body language (positioning/spatial awareness, posture, eye contact, facial expression, gestures, sitting upright in a chair).
<u>In writing:</u> focus on the customers concerns and not necessarily the words used, do not make any assumptions, use patience, positivity and clarity.

1.3 customer needs: may include but not limited to hearing/communication difficulties, English not first language.

1.6 communication: verbally or in writing **politely:** use a farewell, if necessary explain the conversation is at an end.

Learning outcome
The learner will: 2. Be able to make a positive impression to the public within the parking environment
Assessment criteria
The learner can: 2.1 meet the standard of appearance required when representing the organisation 2.2 communicate with the public in a respectful, helpful and positive manner.

Range
2.1 standard of appearance: dress and grooming in line with organisational policy and procedure 2.2 public: this includes enquiries from parking services customers and members of the general public. Regardless of type or nature of enquiry to represent the organisation positively, a response which is ambassadorial is required.

Learning outcome
The learner will: 3. Be able to deliver customer service to the public who interact with parking services
Assessment criteria
The learner can: 3.1 respond to parking service customer questions using accurate information and advice 3.2 refer to an appropriate person in authority when there is a requirement to do so 3.3 respond to parking service customer complaints calmly and politely 3.4 explain clearly to parking service customers why expectations cannot be met.

Range
3.1 questions : may include but not limited to services, parking ticket and documentation content and charges, parking legislation and policies, directions, payment options, general questions not related to parking

3.1 information and advice: services, rights, responsibilities in line with organisational policies and procedures, legal guidelines.

Learning outcome
The learner will: 4. Be able to respond to conflict and aggression in the delivery of customer service within the parking industry
Assessment criteria
The learner can: 4.1 explain factors which indicate a situation is escalating 4.2 select methods of communication to calm down or defuse conflict and aggression 4.3 select the appropriate action to take if customer behaviour becomes unacceptable.

Range
4.2 methods of communication: verbal as well as non-verbal, assertive, non-aggressive, show empathy, actively listen, use appropriate body language, communicate with confidence 4.3 action: remove self from situation, call for help, report incident.

Learning outcome
The learner will: 5. Be able to reflect on own ability to deliver customer service and identify areas for improvement
Assessment criteria
The learner can: 5.1 reflect on own ability to deliver customer service 5.2 identify opportunities to improve customer service skills.

Unit 211 Customer service in the parking industry

Supporting information

Customer service in the parking industry

Assessment methodology

The method of assessment submitted for approval is portfolio. Simulation may be used for this unit. As the unit is competence based the learner can be observed delivering customer service in the workplace or the learner can be observed completing a simulated activity.

It is important to note that for the learner to achieve the units each learning and assessment criteria must be achieved.

This document explains the process of assessing learning using a portfolio which features a simulated activity.

Pre requisite of attending the customer service training

Learners are to attend in professional work wear. This will be a uniform worn in public or office wear worn by Notice Processors.

Sample scheme of work

The scheme of work may be subject to amendment depending on the whether the learner has successfully completed a recognised qualification in Parking Enforcement or Notice Processing.

The content of the training will be tailored to the occupation of the learners attending the course. For example for the Notice Processors the course will focus on delivering customer service using the telephone whilst the focus on Parking Enforcement Officers will be in dealing with the public on the street.

Day/Time	Unit ref	Topic	Content	Assessment
	Introduction	What is the purpose of customer service?	Benefits to customers, front line staff, organisation, overview of different types of customer service.	
	Outcome 2 AC: 2.1-2.2	How can the Parking Enforcement Office / Notice Processor make a positive impression on the public	Focus on the term 'positive impression' what does this mean? How can a positive impression be given? Review uniform/personal appearance.	Portfolio activity

Outcome 1 AC: 1.1-1.6	Communication skills which underpin customer service	<p>Training and practical session to cover</p> <ul style="list-style-type: none"> • Methods for actively listening to customers • The use of appropriate body language when communicating with customers • Responding to customers using clear and concise communication • Practical support on how to tailor communication to meet parking customers' needs • Techniques for summarising information given to customers and checking the customer has understood information given • Methods for closing conversations with customers politely 	Portfolio activity
Outcome 3 AC: 3.1,3.2	Delivering customer service to the public who are interacting with parking services	<p>Review questions typically asked by the public interacting with parking services. Group work on how to respond to different types of question.</p> <p>Review the circumstances when it is necessary to refer a question to an appropriate person in authority</p>	Portfolio activity: Reflective account Scenario questions

Outcome 3 AC: 3.3,3.4 Outcome 4 AC 4.1-4.4	The method for responding to conflict and aggression	Training and practical session to cover <ul style="list-style-type: none"> • The factors which indicate a situation is escalating • Methods of communication to calm down or defuse conflict and aggression • The importance of explaining clearly to customers why expectations cannot be met • The appropriate and inappropriate actions to take if customer behaviour becomes unacceptable. 	Portfolio activity: Reflective account Scenario questions
	Customer Services Practical	Observations of learners in assessment conditions	Observation
Outcome 5 AC 5.1-5.2	Reflect on ability to deliver customer service	Individual work activity. Learners to identify their strengths and weaknesses Consider opportunities to make improvements to own customer service skills	Portfolio activity: Reflective account

Delivery of the course

The delivery of the course is for Alpha to determine in discussion with their clients and External Quality Assurer EQA. Thought should be given to the size of the course to ensure that is feasible for the assessed activities to take place in an effective and professional manner. An option to consider would be to have the assessed simulation after the training when learners can be given a set time and date for their simulation to be conducted. If the simulated activity takes place during the course the assessors will need to develop a delivery plan for the simulation and ensure the learners waiting

to complete the simulation are able to work independently to complete their portfolio whilst simulation is taking place.

Candidate assessment activity:

The assessment activities have been designed to enable the learners to meet the assessment criteria with robust evidence. Each activity will allow the learner time for reflection which will help them to identify their strengths and weaknesses and identify areas for improvement. Activities can be built into the delivery of the course and their experiences shared. The assessment has been designed to drive up the standards of customer service in Parking Enforcement.

Portfolio requirements

1. The learner is photographed wearing correct uniform if applicable. Assessor writes a statement on the presentation of the uniform or work wear worn.
Outcome 2: 2.1
2. The learner writes an account of how they have been able to give customer services within their role.
Outcomes 1-4 dependant on content.
3. The learner completes scenario questions on best practice in delivering customer service
Outcomes 1-4 dependant on content.
4. Practical assessment /scenario
The learner will be presented with a scenario in test conditions and will be expected to complete the assessment using the communication techniques to meet the customer's needs. It is a requirement that information given to the customers during the assessment is correct.

The assessor may complete a check list which they will annotate. The check list will contain the assessment criteria which may be covered by the learner during assessment. The assessor will have the opportunity to ask the learner questions following the assessment to check their knowledge and understanding.

The observation and subsequent questioning may assess the following outcomes:

- Outcome 1: 1.1-1.6
- Outcome 2: 2.2
- Outcome 3: 3.1-3.4
- Outcome 4: 4.2-4.4

Example Scenario 1: Parking Enforcement

A lady returns to the car park laden with shopping and with a child who is crying. On approaching her car she has been served a Penalty Charge Notice. She remembers putting a parking ticket on the vehicle and it is in time and is very angry. She approaches the Parking Enforcement Officer who has served the notice.

Example Scenario 2: Notice Processing

The Notice Processor receives a call from an angry customer who feels they have wrongly been served a penalty notice.

5. The learner reflects on scenario and identify strengths and weakness and opportunities for further improvement/development to their customer service

Outcome 5

Practical Assessment

Simulation – Scenarios for the average group size need to be developed to ensure the learner's are not alerted to the content of the scenario prior to the assessment. If a training room is used to conduct the simulation the room should be separate from the group of learners. An outside area within a car park may be chosen to conduct the simulation. This should not be in an area which would draw attention from the public.

The simulated activity will not typically exceed 15 minutes. Follow up time must be allocated to the assessor to ask the learner any follow up questions and complete the paperwork.

Each simulation requires:

Parking Enforcement Officer – Learner

Customer – To be trained by Alpha

Assessor – Alpha

Unit 301

Notice processing and information management in parking enforcement for the public and private sector

UAN:	D/507/1032
Level:	3
Credit value:	5
GLH:	43
Aim:	This unit covers the knowledge and understanding learners need to manage Information within Notice Processing

Learning outcome

The learner will:

1. Know the legislative framework for parking enforcement

Assessment criteria

The learner can:

- 1.1 explain the **legislative framework** for parking enforcement
- 1.2 explain the **differences** between public and private sector enforcement.

Range

1.1 legislative framework:

Road Traffic Regulation Act 1984, Road Traffic Act 1991, Traffic management Act 2004,

Protection of Freedoms Act 2012

Traffic Orders, Criminal Enforcement, Decriminalisation of Enforcement, Civil Enforcement

1.2 differences: Codes of Practice for Parking Enforcement on Private Land, Protection of Freedoms Act 2012, Traffic Management Act 2004, appeals process

Learning outcome
The learner will: 2. Understand the roles and responsibilities of organisations involved in parking enforcement
Assessment criteria
The learner can: 2.1 explain the role and responsibilities of key organisations within parking enforcement 2.2 explain the differences between enforcement agents and debt recovery companies.

Range
2.1 key organisations: Accredited Trade Associations such as but not limited to: Independent Parking Committee (IPC) British Parking Association (BPA) Public organisations such as but not limited to: Department of Transport (DFT), Police, Traffic Enforcement Centre (TEC), County Courts, Traffic Penalty Tribunal, (TPT), Parking and Traffic Appeals Service London (PATAS), Parking on Private Land Appeals (POPLA), Driver and Vehicle Licensing Agency (DVLA), Enforcement Agents, debt recovery companies
2.2 Differences: Powers of enforcement.

Learning outcome
The learner will: 3. Understand the role of the Notice Processor
Assessment criteria
The learner can: 3.1 explain the role and responsibilities of a Notice Processor 3.2 describe the methods used to communicate with customers 3.3 describe types of support that can be offered to customers with diverse needs 3.4 explain the standards of service that should be given to customers 3.5 explain the way conflict and aggression can be responded to.

Range
<p>3.1 role and responsibilities: deal with correspondence, payments, permits, customer enquiries, participate in continual professional development (CPD)</p> <p>3.2 methods: written and verbal communication, letters, email, telephone. Use of active listening, asking questions, paraphrasing, summarising to check understanding</p> <p>3.3 types of support: personal support (listening, empathy, respectful, considerate, enabling, non- judgmental) practical support (provide different styles of literature i.e. large print/multi language, braille, aids and adaptations, interpreters, IT applications, one to one meetings, information and advice)</p> <p>diverse needs: language, level of understanding, disability, IT skills, mental and physical health</p> <p>3.4 standards of service: timelines for responding to queries, ways of addressing customers, use of communication</p> <p>3.5 conflict and aggression: use clear and concise communication, use communication to calm/diffuse a situation, show empathy, be assertive, non aggressive, actively listen, respond calmly and politely, use accurate information, explain why expectations cannot be met, report incident.</p>

Learning outcome
<p>The learner will:</p> <p>4. Know the importance of recording vehicle information when processing notices</p>
Assessment criteria
<p>The learner can:</p> <p>4.1 explain types of registration marks and vehicle makes</p> <p>4.2 explain the classifications of vehicles</p> <p>4.3 explain how vehicle information is used in notice processing.</p>

Range
<p>4.1 registration marks: Standard UK/foreign / personal/ military/ diplomatic/historic/trade plates</p> <p>4.2 classifications: Alternative fuel car (AFC), DC, BUS and car</p>

Learning outcome

The learner will: 5. Know the purpose of the phonetic alphabet to manage information
Assessment criteria
The learner can: 5.1 explain the purpose of the phonetic alphabet 5.2 state the phonetic alphabet.

Range
5.1 purpose: Communicate verbally, check information, check understanding.

Learning outcome
The learner will: 6. Understand the principles of equality and diversity in Notice Processing
Assessment criteria
The learner can: 6.1 summarise the legislative framework for equality and diversity 6.2 explain the Notice Processors responsibilities for equality and diversity 6.3 explain organisational responsibilities for equality and diversity 6.4 explain the benefits of equality and diversity in Notice processing 6.5 explain the potential consequences of failing to comply with organisational and legal requirements for equality and diversity.

Range
6.1 legislative framework: Equality Act 2010, (individuals covered by legislation-protected characteristics), types of discriminatory practice.
6.2 Notice Processors responsibilities: treat others with dignity and respect, identify reasonable adjustments for customers, work in accord with organisational an legal requirements
6.3 organisational responsibilities: organisational policy and procedure for equality and diversity - recognise and value difference, promote equality of opportunity and diversity within workforce, training and development, making reasonable adjustments for customers, respond to complaints made.
6.5 Potential consequences: Reputational damage, legal action, effect on productivity, increase in complaints.

Learning outcome
The learner will: 7. Understand the principles of Data Protection in parking enforcement
Assessment criteria
The learner can: 7.1 summarise the legislative framework for Data Protection 7.2 describe types of personal data used in parking enforcement 7.3 explain how personal data is managed when: <ul style="list-style-type: none"> a. speaking to the customers/stakeholder b. passing information to third parties c. storing, protecting and destroying personal data d. writing response letters.

Range
7.1 legislative framework: Data Protection Act (key principles)

Learning outcome
The learner will: 8. Understand the principles of legislation which govern freedom of information
Assessment criteria
The learner can: 8.1 summarise the legislative framework for freedom of information 8.2 state the types of organisations which are required to comply with Freedom of Information legislation 8.3 explain the process for responding to requests for information in the public sector 8.4 explain the timescales for responding to freedom of information requests in the public sector.

Range
8.1 legislative framework: Freedom of Information Act
8.3 requests: Chargeable/non chargeable
Information: Personal data, commercially sensitive information, environmental issues.

Learning outcome
The learner will: 9. Know how to process incoming correspondence
Assessment criteria
The learner can: 9.1 explain the process for managing incoming correspondence 9.2 describe the audit trail for processing incoming correspondence 9.3 state the documentation that should be returned to customers.

Range
9.1 correspondence: such as but not limited to: challenges, representations, appeals, complaints, payments 9.2 audit trail: such as opening post, classify case, use of date stamps.

Learning outcome
The learner will: 10. Know how to process payments
Assessment criteria
The learner can: 10.1 explain the process for processing payments 10.2 explain the security measures required when processing payments 10.3 explain the reasons for returning a payment to a customer 10.4 explain why it is important for payment records to be accurate and complete 10.5 state the data required to reconcile payments 10.6 explain the reasons for processing payments within timescales.

Range
10.1 security measures: in line with Payment Card Industry(PCI) compliance security standards

Learning outcome
The learner will: 11. Know how to carry out audit activities
Assessment criteria
The learner can: 11.1 explain the process for carrying out audit activities 11.2 explain the process for auditing: a. missing parking notices b. unallocated payments c. information sent to the DVLA and information returned

Range
11.1 audit activities: reconciling issued notices against uploaded notices
11.2 information: Includes but not limited to VQ4/VQ5 requests and responses.

Unit 302

Process Penalty Charge Notices and respond appropriately to challenges, representations and appeals

UAN:	H/507/1033
Level:	3
Credit value:	4
GLH:	35
Aim:	The aim of this unit is to give learners the necessary knowledge of the key issues that influence Civil Parking Enforcement and how current legislation is enforced, Penalty Charge Notices are processed and representations and appeals are managed.

Learning outcome
The learner will: 1. Understand contraventions, differential charging and enforcement areas
Assessment criteria
The learner can: 1.1 explain the contravention codes for on-street and off-street parking 1.2 explain the reason for 'observation periods' 1.3 explain the reason for differential parking charges 1.4 describe different parking areas .

Range
1.1 contravention codes: On-street codes: 01/02/05/06/12/16/19/21/22/23/24/25/26/27/30/40/42/45/46/47/48/49/62/99 Off-street codes: 80/81/82/83/84/85/86/87/91
1.4 parking areas: Civil Enforcement Area (CEA), a Special Enforcement Area (SEA) and a Controlled Parking Zone (CPZ).

Learning outcome
The learner will: 2. Understand the use of traffic orders and parking exemptions in parking enforcement
Assessment criteria
The learner can: 2.1 explain the use of traffic orders within parking enforcement 2.2 explain the type and purpose of parking exemptions 2.3 explain the Disabled Persons Badge scheme

Range
2.2 Parking exemptions: such as but not limited to: <ul style="list-style-type: none"> • Royal mail, military, utility and emergency vehicles • loading and unloading • getting in and out of a vehicle • vehicles prevented from moving due to circumstances beyond the drivers control • opening and closing barriers or gates
2.3 Disabled Persons Badge Scheme: <ul style="list-style-type: none"> • Current legislation • Exemptions for Disabled Persons Badge holders • Powers of the Civil Enforcement Officer

Learning outcome
The learner will: 3. Know the stages in processing a Penalty Charge Notice
Assessment criteria
The learner can: 3.1 state the information that is legally required on a Penalty Charge Notice that is served on the street by a Civil Enforcement Officer 3.2 explain the circumstances in which Penalty Charge Notices can be served 3.3 outline the key differences between a Penalty Charge Notice served on street and a postal Penalty Charge Notice 3.4 explain the stages for processing a Penalty Charge Notice 3.5 list the information contained within statutory notices 3.6 state the timescales applicable for the issue of statutory notices 3.7 explain the effect of payment or part payment at each stage of the process.

Range
3.1 legally required:
The items stated in the Traffic Management Act 2004 and any other statute requirements.

Learning outcome
The learner will:
4. Know how to respond appropriately to challenges and representations
Assessment criteria
The learner can:
4.1 explain the difference between a challenge and a representation
4.2 state the information required to respond to a challenge
4.3 explain who is able to make representations against a Notice to Owner (NTO)
4.4 explain the types of supporting evidence the motorist and the Civil Enforcement Officer could provide
4.5 state the information to be contained within a Notice of Rejection
4.6 state the timescales for responding to challenges and representations
4.7 explain the action a motorist may take after receiving a Notice of Rejection
4.8 explain the reasons for responding to all points raised by the motorist who is making a challenge or representation
4.9 explain the legal grounds for representations
4.10 state the difference between legal grounds for representation and mitigation.

Range
4.7 action
Such as:
Make payment
Make appeal to an independent adjudicator
Ignore it

Learning outcome
The learner will:
5. Know how to administer appeals
Assessment criteria

The learner can:

- 5.1 explain the role and powers of an adjudicator
- 5.2 explain why it is important to evaluate if sufficient evidence exists to contest the appeal
- 5.3 explain circumstances where a case would not be contested
- 5.4 list the information that must be included when compiling a case file for the adjudicators
- 5.5 explain circumstances in which an adjudicator may award costs
- 5.6 describe the process to be followed after the adjudicator's decision.

Unit 303

Notice processing requirements for parking enforcement on private land

UAN:	K/507/1034
Level:	3
Credit value:	4
GLH:	35
Aim:	To provide candidates with an understanding of the legal requirements and best practice recommendations for carrying out Notice Processing activities for parking enforcement on private land

Learning outcome
The learner will: 1. Understand the legal principles that relate to car park signage and enforcement
Assessment criteria
The learner can: 1.1 explain the principles in law which allow private parking companies and land owners to carry out parking enforcement on private land 1.2 identify situations which may result in parking enforcement taking place 1.3 explain what is required to be displayed on car park signs in order for a contract to be established with the customer 1.4 explain the impact of incorrectly worded signs on the enforcement and recovery process 1.5 explain the difference between 'driver' and 'keeper' 1.6 explain keeper liability as defined by legislation .

Range
<p>1.1 principles in law: breach of contract in line with contract law, trespassing as defined in the law of trespass</p> <p>1.1 situations: any breach in the parking conditions for a parking area which may result in the issue of a parking ticket.</p> <p>1.3 what is required: terms and conditions of car park use in line with "Unfair Terms in Consumer Contracts regulations (1999)", consequences of breach of contract</p> <p>1.4 impact: unenforceable parking charge notice, cancellations, refunds, confused customers, bad publicity</p> <p>1.5 contract: define who enters into the contract with the supplier (landowner / car parking company) under Contract Law</p> <p>1.6 legislation: Protection of Freedoms Act 2012 Schedule 4</p>

Learning outcome
<p>The learner will:</p> <p>2. Understand the recommendations made by Accredited Trade Associations Codes of Practice for parking on private land</p>
Assessment criteria
<p>The learner can:</p> <p>2.1 explain the purpose of the Accredited Trade Associations private land operator schemes</p> <p>2.2 summarise the Accredited Trade Associations codes of practice for operating enforcement on private land</p> <p>2.3 explain the requirements which must be met by the car park operator and/or land owner before parking enforcement may commence</p> <p>2.4 list the information required on a Parking Charge Notice issued to a vehicle</p> <p>2.5 explain the purpose and content of correspondence sent to a registered keeper</p> <p>2.6 describe the types of evidence that may be gathered to support a Parking Charge Notice</p> <p>2.7 explain the reasons for having a clear complaints, dispute resolution and appeals process available to the public</p> <p>2.8 explain the DVLA requirements for the release of keeper details.</p>

<p>Range</p> <p>2.1 purpose: as explained in ATA Codes of Practice</p> <p>2.2 codes of practice: to include lifecycle for parking notices</p> <p>2.5 correspondence:</p> <ul style="list-style-type: none"> • first letter to the registered keeper in pursuance of Parking Charge Notice • reminder letter to the registered keeper • final notice to the registered keeper <p>2.6 evidence: as outlined by the ATA Codes of Practice (photographs, pocket book notes, machine maintenance log, weather report)</p> <p>2.8 requirements: as outlined in the ATA Codes of Practice, compliance with DVLA procedures and any current registration and licensing regulations</p>

<p>Learning outcome</p> <p>The learner will:</p> <p>3. Understand legislation used in Notice Processing for Parking Charge Notices</p>
<p>Assessment criteria</p> <p>The learner can:</p> <p>3.1 summarise the legislation used when pursuing motorists for payment of a Parking Charge Notice</p> <p>3.2 explain how legislation is applied to process notices</p> <p>3.3 explain what constitutes driver liability</p> <p>3.4 explain the process for obtaining registered keeper details</p> <p>3.5 explain how to pursue the keeper of the vehicle if no driver details are obtained</p> <p>3.6 explain the legislative difference between a 'hire' and a 'driver' of a vehicle</p>

<p>Range</p> <p>3.1 Legislation: The Administration of Justice Act 1970 (Section 40) Protection of Freedoms Act 2012</p> <ul style="list-style-type: none"> – Part 3 chapter 2 (vehicle left on private land) – Schedule 4 recovery of unpaid parking charges <p>Consumer Contracts Regulations (1999) – (Statutory Instrument 1999 No. 2083. Law of trespass</p>
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Learning outcome
The learner will: 4. Know how to respond to appeals in relation to Parking Charge Notices
Assessment criteria
The learner can: 4.1 explain the appeal process as laid down in the Accredited Trade Associations' Codes of Practice 4.2 list items of supporting evidence which need to be checked against the Parking Charge Notices while evaluating an appeal 4.3 describe the type and purpose of supporting evidence which may be used for an appeal 4.4 state the reasons why all points raised by a motorist should be addressed when responding to a written appeal 4.5 explain the reasons for responding within set timescales to a motorist's correspondence and communicating any delays.

Range
4.1 appeal process: In respects to alternative dispute resolution and access to magistrates courts. An appeals process will typically include: <ul style="list-style-type: none"> • requirements of an independent appeals service • roles and powers of an independent assessor • sufficiency of evidence to contest an appeal • circumstances where a case would not be contested • information for compiling a case file for assessors • disclosure of information to the appellant prior to the appeal hearing • process to be followed after the assessors decision
4.2 supporting evidence: Evidence gathered by issuing officer; photographs, notes, drawings, observation times, valve positions
4.3 supporting evidence: Evidence supplied by the driver or registered keeper; copy of disabled badge, copy of valid permit or pay and display ticket, copy of hire agreement, DVLA letter confirming change of ownership.

Learning outcome
The learner will: 5. Know the civil debt recovery process
Assessment criteria
The learner can: 5.1 summarise the civil debt recovery process

- 5.2 explain the **steps** which must be taken before registering a civil claim
- 5.3 explain the civil court claim **process**
- 5.4 evaluate cases to determine suitability for court proceedings.

Range

5.1 Recovery Process:

Compliance with appropriate legislation for example: The Consumer Credit Act 1974

5.2 Steps:

As advised by the Citizens Advice Bureau, requirements of Her Majesty's Courts Service (HMCS) for small claims

5.3 Process:

Small claims processes as explained in Her Majesty's Courts Service (HMCS) procedures.



Appendix 1 Relationships to other qualifications

Links to other qualifications

Centres are responsible for checking the different requirements of all qualifications they are delivering and ensuring that candidates meet requirements of all units/qualifications.

Literacy, language, numeracy and ICT skills development

These qualifications can develop skills that can be used in the following qualifications:

- Functional Skills (England) – see www.cityandguilds.com/functionalskills
- Essential Skills (Northern Ireland) – see www.cityandguilds.com/essentialskillsni
- Essential Skills Wales – see www.cityandguilds.com/esw



Appendix 2 Sources of general information

The following documents contain essential information for centres delivering City & Guilds qualifications. They should be referred to in conjunction with this handbook. To download the documents and to find other useful documents, go to the **Centres and Training Providers homepage** on www.cityandguilds.com.

Centre Manual - Supporting Customer Excellence contains detailed information about the processes which must be followed and requirements which must be met for a centre to achieve 'approved centre' status, or to offer a particular qualification, as well as updates and good practice exemplars for City & Guilds assessment and policy issues. Specifically, the document includes sections on:

- The centre and qualification approval process
- Assessment, internal quality assurance and examination roles at the centre
- Registration and certification of candidates
- Non-compliance
- Complaints and appeals
- Equal opportunities
- Data protection
- Management systems
- Maintaining records
- Assessment
- Internal quality assurance
- External quality assurance.

Our Quality Assurance Requirements encompasses all of the relevant requirements of key regulatory documents such as:

- Regulatory Arrangements for the Qualifications and Credit Framework (2008)
- SQA Awarding Body Criteria (2007)
- NVQ Code of Practice (2006)

and sets out the criteria that centres should adhere to pre and post centre and qualification approval.

Access to Assessment & Qualifications provides full details of the arrangements that may be made to facilitate access to assessments and qualifications for candidates who are eligible for adjustments in assessment.

The **centre homepage** section of the City & Guilds website also contains useful information on such things as:

- **Walled Garden:** how to register and certificate candidates on line
- **Events:** dates and information on the latest Centre events
- **Online assessment:** how to register for e-assessments.

Centre Guide – Delivering International Qualifications contains detailed information about the processes which must be followed and requirements which must be met for a centre to achieve 'approved centre' status, or to offer a particular qualification. Specifically, the document includes sections on:

- The centre and qualification approval process and forms
- Assessment, verification and examination roles at the centre
- Registration and certification of candidates
- Non-compliance
- Complaints and appeals
- Equal opportunities
- Data protection
- Frequently asked questions.

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Useful contacts

UK learners General qualification information	T: +44 (0)844 543 0033 E: learnersupport@cityandguilds.com
International learners General qualification information	T: +44 (0)844 543 0033 F: +44 (0)20 7294 2413 E: intcg@cityandguilds.com
Centres Exam entries, Certificates, Registrations/enrolment, Invoices, Missing or late exam materials, Nominal roll reports, Results	T: +44 (0)844 543 0000 F: +44 (0)20 7294 2413 E: centresupport@cityandguilds.com
Single subject qualifications Exam entries, Results, Certification, Missing or late exam materials, Incorrect exam papers, Forms request (BB, results entry), Exam date and time change	T: +44 (0)844 543 0000 F: +44 (0)20 7294 2413 F: +44 (0)20 7294 2404 (BB forms) E: singlesubjects@cityandguilds.com
International awards Results, Entries, Enrolments, Invoices, Missing or late exam materials, Nominal roll reports	T: +44 (0)844 543 0000 F: +44 (0)20 7294 2413 E: intops@cityandguilds.com
Walled Garden Re-issue of password or username, Technical problems, Entries, Results, e-assessment, Navigation, User/menu option, Problems	T: +44 (0)844 543 0000 F: +44 (0)20 7294 2413 E: walledgarden@cityandguilds.com
Employer Employer solutions, Mapping, Accreditation, Development Skills, Consultancy	T: +44 (0)121 503 8993 E: business@cityandguilds.com
Publications Logbooks, Centre documents, Forms, Free literature	T: +44 (0)844 543 0000 F: +44 (0)20 7294 2413

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As the UK's leading vocational education organisation, City & Guilds is leading the talent revolution by inspiring people to unlock their potential and develop their skills. We offer over 500 qualifications across 28 industries through 8500 centres worldwide and award around two million certificates every year. City & Guilds is recognised and respected by employers across the world as a sign of quality and exceptional training.

City & Guilds Group

The City & Guilds Group operates from three major hubs: London (servicing Europe, the Caribbean and Americas), Johannesburg (servicing Africa), and Singapore (servicing Asia, Australia and New Zealand). The Group also includes the Institute of Leadership & Management (management and leadership qualifications), City & Guilds Licence to Practice (land-based qualifications), the Centre for Skills Development (CSD works to improve the policy and practice of vocational education and training worldwide) and Learning Assistant (an online e-portfolio).

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