OCR
Oxford Cambridge and RSA

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| **Unit Title:** | **Administer parking dispensations** |
| OCR unit number: | 25 |
| Level: | 2 |
| Credit value: | 3 |
| Guided learning hours: | 25 |
| Unit reference number: | R/506/1887 |

## Unit aim and purpose

This unit aims to develop the knowledge and skills required to administer parking dispensations. Upon completion of this unit, learners will be able to process applications for parking dispensations and issue parking dispensations.

| Learning Outcomes | Assessment Criteria | Additional Guidance |
|---|---|---|
| **The Learner will:**<br>1 Understand the administration of parking dispensations | **The Learner can:**<br>1.1 Explain the scope and limits of their own responsibilities and authority in issuing parking dispensations<br>1.2 Describe the **legal and regulatory requirements** relating to parking dispensations<br>1.3 Describe the parking dispensation eligibility criteria and checks<br>1.4 Describe organisational security and anti-fraud policies, procedures and processes<br>1.5 Describe the features of software to manage the issues of permits, season tickets, suspensions, dispensations or waivers and blue badges<br>1.6 Explain where to go for help when dealing with parking dispensations | **Legal and regulatory requirements** will be specific to the relevant authority and could include:<br>• Timescales for processing applications<br>• Circumstances in which a dispensation can be issued<br>• Costs associated and charged for the dispensation |
| 2 Be able to process applications for parking dispensations | 2.1 Advise customers of the **eligibility criteria** for parking dispensations<br>2.2 Determine whether customers are eligible by matching the case to the criteria<br>2.3 Clarify any areas of doubt or confusion with | **Eligibility criteria** may include:<br>• Carrying out works<br>• Unloading goods/materials<br>• Funerals<br>• Blood transfusion services<br>• Health screening |

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| Learning Outcomes | Assessment Criteria | Additional Guidance |
|---|---|---|
| | customers<br>2.4 Carry out relevant checks in accordance with organisational procedures and legislative procedures<br>2.5 Record the reasons for the decision as to whether or not to grant parking dispensations<br>2.6 Maintain the **requirements of confidentiality and data protection** | • Domestic removal<br>• Disability and mobility<br><br>**Requirements of confidentiality and data protection** will be specific to the authority but must include The Data Protection Act 2010 |
| 3 Be able to issue parking dispensations | 3.1 Communicate the decision and return related paperwork on parking dispensation to customers in accordance with organisational procedures<br>3.2 Process payments and refunds in accordance with organisational procedures<br>3.3 Keep records up-to-date<br>3.4 **Adhere to organisational policies and procedures, legal and ethical requirements** | Where possible, **adherence to organisational policies, legal and ethical requirements** should be confirmed by a line manager or experienced colleague. |

## Assessment

This unit is internally assessed by centre staff and externally verified by OCR Assessors.

## Guidance on assessment

Skills CFA Assessment Strategy Competence units (S/NVQ)

## National Occupational Standards (NOS) mapping/signposting

The mapping in the table below provides an indication of where evidence might be available for assessment against some of the knowledge and understanding contained in the national occupational standards (NOS). It does not claim to guarantee that evidence will meet the NOS.

NOS can be viewed on the relevant Sector Skills Council's website or the Occupational standards directory at www.ukstandards.co.uk.

| Occupational standards | Unit number | Title |
|---|---|---|
| Business & Administration (2013) National Occupational Standards: | CFASPA1 | • Administer parking permits, suspensions and dispensations |


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## Additional information

For further information regarding administration for this qualification, please refer to the OCR document '*Admin Guide: Vocational Qualifications' (A850)* on the OCR website www.ocr.org.uk .