

Unit Title:	Administer statutory parking and traffic appeals
OCR unit number	334
Sector unit number	R/601/2649
Level:	3
Credit value:	9
Guided learning hours:	45

Unit purpose and aim

This unit is about the skills, knowledge and understanding required to administer statutory parking and traffic appeals.

Learning Outcomes	Assessment Criteria	Exemplification
<p>The Learner will:</p> <p>1. Understand the organisational and legal context for administering statutory parking and traffic appeals</p>	<p>The Learner can:</p> <p>1.1 Describe the services for which they are responsible</p> <p>1.2 Explain the organisation's policies, procedures and constraints that affect services in their area of responsibility</p> <p>1.3 Describe the rules that apply when dealing with statutory appeals (e.g. Codes of Conduct, Code of Practice)</p> <p>1.4 Interpret Traffic Regulation Orders</p> <p>1.5 Describe the current legislation that applies when dealing with statutory appeals (e.g. Traffic Management Act 2004)</p> <p>1.6 Explain the requirements of the Data Protection Act and its implications for their role</p>	<p>Learning outcomes 1, 2, 3, 4 and 5 must be assessed using methods appropriate to the assessment of knowledge and understanding. A holistic approach to assessment should be adopted so that one piece of evidence covers more than one learning outcome and several assessment criteria and where appropriate, can be evidenced across units.</p>
<p>2. Understand how to prepare case evidence</p>	<p>2.1 Describe the specialist software used by their organisation for the recording and processing of statutory appeals</p> <p>2.2 Explain how to identify evidence that is sufficient,</p>	

	<p>reliable and valid</p> <p>2.3 Identify the information has to be provided</p> <p>2.4 Explain how to check that information provided is accurate</p> <p>2.5 Explain the grounds on which someone may appeal</p> <p>2.6 Explain the grounds on which someone may file a statement of truth</p> <p>2.7 Clarify the importance of acting within the given deadline for the case and the consequences of 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</p>	

	<p>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>	
5. Understand how to respond to the outcome of a statutory appeal	<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>	
6. Be able to prepare case evidence	<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</p>	<p>Assessment should be planned to maximise the opportunities for the candidate to demonstrate their ability to administer statutory parking and traffic appeals</p>

	<p>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>	
7. Be able to investigate a case for statutory appeal and decide how to proceed	<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 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</p>	

	<p>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>	

Assessment

This unit is centre assessed and externally verified. Your assessor will use a range of assessment methods which may include:

- observation of performance in the work environment
- examination work products
- questioning the learner
- discussing with the learner
- use of others (witness testimony)
- looking at learner statements
- recognising prior learning

Evidence requirements

A range of evidence should be gathered to cover the Learning Outcomes and Assessment Criteria. Examples may include:

- Case files, paper based or electronic audit trail of case history
- Case plans indicating required deadlines
- Records of statutory appeal notification or revocation order received
- Correspondence organising suspension of enforcement process during investigation
- Correspondence relating to discrepancies
- Annotated organisational procedures and legal requirements
- Checklists re necessary evidence and any subsequent action taken
- Correspondence referring to issues beyond the limits of candidate
- Records of outcomes as to how to proceed
- Preparation, formatting and copying of full detailed case summaries
- Updated records as a result of statutory appeal
- Records of adjudicator's feedback and subsequent actions taken

National Occupational Standards (NOS) mapping/signposting

This unit is based on the NOS BAB133 Administer statutory traffic and parking appeals

NOS can be viewed on the CfA website at <http://www.cfa.uk.com> or the Occupational standards directory at www.ukstandards.co.uk.

Functional skills signposting

This section indicates where candidates may have an opportunity to develop their functional skills.

Link to functional skills standards <http://www.qcda.gov.uk/15565.aspx>

Functional Skills Standards					
English		Mathematics		ICT	
Speaking and Listening	✓	Representing	✓	Use ICT systems	✓
Reading	✓	Analysing	✓	Find and select information	✓
Writing	✓	Interpreting	✓	Develop, present and communicate information	✓

Resources

Access to a working environment with associated equipment and resources

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 .