Unit Title:	**Administer parking and traffic debt recovery**
OCR unit number	335
Sector unit number	J/601/2650
Level:	3
Credit value:	9
Guided learning hours:	54

Unit purpose and aim

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

Learning Outcomes	Assessment Criteria	Exemplification
The Learner will: 1. Understand the organisational and legal context for administering parking and traffic recovery	**The Learner can:** 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	Learning outcomes 1 and 2 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.

	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 may be used	
	2.5 Explain how to investigate a case	
	2.6 Clarify the limits of own responsibility	
	2.7 Identify to whom matters outside own authority should be referred	
	2.8 Describe the range of possible outcomes of a case	
	2.9 Identify the appropriate actions to take for each possible outcome of a case	
	2.10 Clarify the role of debt recovery agents and other agencies	
	2.11 Explain how to communicate effectively with debt recovery agents and other outside agencies	
	2.12 Clarify the importance of the audit trail	
	2.13 Explain how to update and maintain records as necessary	
	2.14 Describe the reports that are required	
	2.15 Explain how and when to produce required reports	
	2.16 Explain how to close a case in line with	

	organisational policy and relevant legislation	
3. Be able to administer parking and traffic debt recovery	3.1 Monitor the quality of the data to be registered at Traffic Enforcement Centre (TEC) or magistrates court	Assessment should be planned to maximise the opportunities for the candidate to demonstrate their ability to administer parking and traffic debt recovery
	3.2 Ensure debt recovery documentation is served in accordance with organisational policy and relevant legislation	
	3.3 Investigate the case and prepare case evidence in accordance with organisational policy and relevant legislation	
	3.4 Review all evidence; make and record a decision on the basis of the evidence	
	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	
	3.6 Where the decision is to pursue the case, proceed in accordance with organisational policy and relevant legislation	
	3.7 Respond appropriately to the outcomes of the case, review feedback and take appropriate action	
	3.8 Liaise with debt recovery agents	
	3.9 Liaise with outside agencies	
	3.10 Monitor the performance of debt recovery agents	
	3.11 Produce relevant reports	
	3.12 Update and maintain records in line with organisational policy and relevant legislation	
	3.13 At all stages carry out work within the given deadlines for the case	
	3.14 Close the case in accordance with	

	organisational policy and relevant legislation	

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:

- Records monitoring data to be registered at TEC or magistrates court
- Annotated organisational policies and relevant legislation
- Records of investigation
- Case evidence
- Records of decisions made
- Records of relevant people being advised ie correspondence
- Records/documentation relating to where a case is to proceed
- Reviews of outcomes of cases and actions taken
- Records of communications with relevant bodies
- Monitoring records of debt recovery agents performance and subsequent reports
- Closed case files indicating deadlines for completion met

National Occupational Standards (NOS) mapping/signposting

This unit is based on the NOS BAB134 Administer parking and traffic debt recovery

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 .