

Unit Title:	Administer parking and traffic challenges, representations and civil parking appeals
OCR unit number	333
Sector unit number	L/601/2648
Level:	3
Credit value:	9
Guided learning hours:	40

Unit purpose and aim

This unit is about the skills, knowledge and understanding learners need to administer parking and traffic challenges, representations and civil parking appeals.

Learning Outcomes	Assessment Criteria	Exemplification
<p>The Learner will:</p> <p>1. Understand the organisational and legal context for administering parking and traffic challenges, representations and appeals</p>	<p>The Learner can:</p> <p>1.1 Describe the services they are responsible for</p> <p>1.2 Clarify the limits and scope of their responsibilities and authority in providing services</p> <p>1.3 Explain their organisation's policies, procedures and constraints that affect services in their area of responsibility</p> <p>1.4 Explain how to apply their organisation's policies, procedures and constraints in their work</p> <p>1.5 Describe the current legislation, codes of practice and Traffic Regulation Orders that apply when dealing with challenges, representations and CPN appeals</p> <p>1.6 Explain the requirements of the Data Protection Act and its implications for their role</p> <p>1.7 Explain how to access and use the sources of information needed to deal with challenges, representations and CPN</p>	<p>Learning outcomes 1, 2 and 3 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>appeals</p> <p>1.8 Interpret the documents that are used in parking control administration in relation to dealing with challenges, representations and CPN appeals</p>	
<p>2. Understand how to register receipt of challenges, representations and CPN appeals</p>	<p>2.1 Explain how to communicate effectively with customers in order to be clear about the nature of their enquiry</p> <p>2.2 Clarify the courses of action available to customers</p> <p>2.3 Clarify the information that is needed to consider a challenge, representation or CPN appeal,</p> <p>2.4 Explain why the specified information is required</p> <p>2.5 Explain the criteria for cancellation</p> <p>2.6 Clarify why it is important to record receipt of a challenge, representation or CPN appeal</p> <p>2.7 Explain how to identify evidence that is reliable, valid and sufficient</p> <p>2.8 Describe the information and evidence that has to be provided by the customer</p> <p>2.9 Explain how to check that customer information is valid</p> <p>2.10 Describe the specialist software used by their organisation for the recording and processing of challenges, representations and CPN appeals</p> <p>2.11 Explain how to use the specialist software used by their organisation for the recording and processing of challenges, representations and CPN appeals</p>	
<p>3. Understand how to respond to challenges, representations and CPN</p>	<p>3.1 Describe the range of internal evidence that is needed to support a reliable decision</p>	

<p>appeals</p>	<p>3.2 Explain where to obtain the internal information that is needed to support a reliable decision</p> <p>3.3 Explain how to clarify the details of the customer's challenge, representation and CPN appeal through oral or written questioning</p> <p>3.4 Clarify the limits of own responsibility in investigating challenges, representations and CPN appeals</p> <p>3.5 Identify who to refer matters outside of own authority to</p> <p>3.6 Explain how to identify and obtain evidence that has not been provided</p> <p>3.7 Explain how to make decisions that are supported by the evidence and comply with current legal and organisational requirements</p> <p>3.8 Identify the courses of action that a customer can take once a decision has been made</p> <p>3.9 Explain the consequences of taking the courses of action that a customer can take once a decision has been made</p>	
<p>4. Be able to register receipt of challenges, representations and CPN appeals</p>	<p>4.1 Respond promptly to a customer's initial enquiry with accurate advice</p> <p>4.2 Record receipt of the written challenge, representation or CPN appeal</p> <p>4.3 Make sure they have the information they need to understand the customer's case</p> <p>4.4 Check the details of the documentation received for accuracy, consistency and validity</p> <p>4.5 If the documentation fails to meet the requirements for considering the challenge, representation or CPN appeal promptly inform the</p>	<p>Assessment should be planned to maximise the opportunities for the candidate to demonstrate their ability to administer parking and traffic challenges, representations and civic parking appeals</p>

	<p>customer of this and the courses of action they can take</p> <p>4.6 If the customer's situation does not fall within recognised criteria for cancellation inform the customer of this and the courses of action they can take</p> <p>4.7 At all stages, comply with organisational and legal requirements</p>	
<p>5. Be able to respond to challenges, representation and CPN appeals</p>	<p>5.1 Collate evidence for response to the challenge, representation or CPN appeal</p> <p>5.2 If necessary, take prompt action to suspend the enforcement process while the case is being investigated</p> <p>5.3 Make sure all internal records are accurate, reliable, valid and up-to-date</p> <p>5.4 Review the documentation to make sure there is sufficient evidence</p> <p>5.5 Decide whether there is a need additional evidence</p> <p>5.6 Where necessary, obtain the additional items of evidence needed</p> <p>5.7 Refer any matter which is beyond the limits of their responsibility to the appropriate person</p> <p>5.8 Review all evidence and make a decision</p> <p>5.9 Inform the customer, in writing and within agreed timescales, of the decision and the courses of action that they can take</p> <p>5.10 Where appropriate, reactivate the enforcement process</p> <p>5.11 Keep copies of all correspondence and update records</p> <p>5.12 At all stages, comply with current organisational and legal requirements</p>	

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
- Customer queries and records of actions taken
- Details of checks undertaken
- Correspondence regarding the challenge
- Records of organisational and legal requirements and how these were met
- Evidence to support/inform response to challenge, representation or appeal
- Actions taken where need for additional evidence is recognised
- Correspondence referring to issues beyond the authority of the candidate
- Copies of correspondence confirming outcome
- Details of possible suspension and reactivation of enforcement process

National Occupational Standards (NOS) mapping/signposting

This unit is based on the NOS BAB132 Administer parking and traffic challenges, representations and civil 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 .