

Unit 311

Administer parking and traffic challenges, representations and civil parking appeals

UAN:	F/506/1920
Level:	3
Credit value:	5
GLH:	31
Relationship to NOS:	Business & Administration (2013) National Occupational Standards: <ul style="list-style-type: none">• CFASPA2 Administer parking and traffic challenges, representations and parking charge notice appeals
Assessment requirements specified by a sector or regulatory body:	Skills CFA Assessment Strategy Competence units (S/NVQ)
Aim:	This unit aims to develop the knowledge and skills required to administer parking traffic challenges, representations and civil parking appeals. Upon completion of this unit, learners will have an understanding of the administration of parking and traffic challenges. Learners will be able to process the receipt of, and respond to, challenges, representations and Civil Parking Notice appeals.

Learning outcome
The learner will: 1. Understand the administration of parking and traffic challenges.
Assessment criteria
The learner can: 1.1 explain the provisions and constraints of relevant legislation, codes of practice, Traffic Regulation Orders and the Data Protection Act 1.2 explain how to access, use and interpret the information needed to process challenges, representations and Civil Parking Notice (CPN) appeals 1.3 evaluate the importance of keeping accurate and up to date records of information and decisions 1.4 explain how to validate information in the administration of parking and traffic challenges

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| 1.5 | explain the features and use of specialist software to process and record challenges, representations and CPN appeals |
| 1.6 | explain the types of internal evidence needed to support reliable decisions for the administration of parking and traffic challenges |
| 1.7 | explain when and why it may be appropriate to reactivate the enforcement process. |

Assessment Guidance

Evidence may be supplied by:

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| <ul style="list-style-type: none"> • report • professional discussion • questioning |
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Learning outcome

The learner will:

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| 2. Be able to process the receipt of challenges, representations and CPN appeals. |
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Assessment criteria

The learner can:

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| 2.1 record the receipt of written challenges, representations and CPN appeals |
| 2.2 confirm that the information is complete, accurate, consistent and valid |
| 2.3 decide whether to allow or uphold the appeal against recognised eligibility criteria |
| 2.4 provide accurate advice and information on the progress and outcome of the case. |

Assessment Guidance

Evidence may be supplied by:

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| <ul style="list-style-type: none"> • report • professional discussion • questioning • observation • product • witness testimony |
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Learning outcome

The learner will:

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| 3. Be able to respond to challenges, representations and CPN appeals. |
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Assessment criteria

The learner can:

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| 3.1 confirm that the information is complete, accurate, consistent and valid |
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- 3.2 suspend the enforcement process while cases are being investigated
- 3.3 obtain additional evidence where gaps are identified
- 3.4 seek appropriate advice on cases beyond their level of authority
- 3.5 refer cases beyond their level of authority to the right person
- 3.6 inform customers of the decision and possible courses of action they can take within the agreed timescale
- 3.7 adhere to organisational policies and procedures, and legal and ethical requirements when responding to challenges, representations and CPN appeals.

Assessment Guidance

Evidence may be supplied by:

- report
- professional discussion
- questioning
- observation
- product
- witness testimony.