

Level 3 Award in Notice Processing (1916-01)

Qualification handbook for centres

500/8755/1

Public Notice Processing

Private Notice Processing



www.cityandguilds.com
November 2012
Version 2.1

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1 Introduction to the Level 3 Award in Notice Processing

This document contains the information that centres need to offer the following qualification:

Qualification title and level	Level 3 Award in Notice Processing
City & Guilds qualification number	1916-[01]
Qualification accreditation number	500/8755/1
Last registration date	Consult the Walled Garden/Online Catalogue for last dates
Last certification date	Consult the Walled Garden/Online Catalogue for last dates

The Level 3 Award in Notice Processing meets the needs of candidates who work or want to work as Notice Processors in the Public or Private Parking industry. The qualification allows candidates to learn develop and practise the skills required for employment and /or career progression within the parking industry. The qualification covers, introduction to Notice Processing and information management, processing penalty charge notices & responding appropriately to challenges and representations & appeals and Notice Processing requirements for parking enforcement on private land. The Level 3 Award in Notice Processing has been developed in association with the British Parking Association.

1.1 Qualification structure

To achieve the Level 2 Award in Notice Processing, learners must achieve 2 credits from the mandatory units and a minimum of 4 credits from the optional units available.

Candidates will have the opportunity to choose between achieving a qualification in Notice Processing in the public sector or the private sector.

Public Notice Processing

Candidates must achieve

001 – Introduction to Notice Processing and Information Management

002 – Process Penalty Charge Notices & Respond Appropriately to Challenges, Representation & Appeals

Private Notice Processing

Candidates must achieve

001 – Introduction to Notice Processing and Information Management

003 – Notice Processing Requirements for Parking Enforcement on Private Land

The diagram below illustrates the unit titles, the credit value of each unit and the title of the qualification which will be awarded to candidates successfully completing the required combination of units and/or credits. It also shows any excluded combination of units.

Unit accreditation number	City & Guilds unit number	Unit title	Mandatory/ optional for full qualification	Credit value	Excluded combination of units (if any)
R/601/0772	Unit 001	Introduction to Notice Processing and Information Management	Mandatory	2	
Y/601/1096	Unit 002	Process Penalty Charge Notices & Respond Appropriately to Challenges, Representations & Appeals	Optional	4	
L/601/1094	Unit 003	Notice Processing Requirements for Parking Enforcement on Private Land	Optional	4	

1.2 Opportunities for progression

On completion of this qualification candidates may progress into employment or to the following City & Guilds qualifications:

- Level 2 Award for Civil Enforcement Officers (Parking)
- Level 2 NVQ in Controlling Parking Areas.

2 Centre requirements

This section outlines the approval processes for centres to offer this qualification and any resources that centres will need in place to offer the qualifications including qualification-specific requirements for centre staff.

Centres already offering City & Guilds qualifications in this subject area

There is **no** fast track approval provision for this qualification.

Existing centres wishing to offer this qualification must use the **standard** qualification approval process.

2.1 Resource requirements

Physical resources and site agreements

It is acceptable for centres to use specially designated areas within a centre to assess, for example, the installation of specialised electrical systems, alignment and setting up of electric motors and driven devices (pumps, compressors, generators). The equipment, systems and machinery must meet industrial standards and be capable of being used under normal working conditions, for example electric motors must have a method of applying sufficient power and not be connected up to show movement.

Human resources

Staff delivering this qualification must be able to demonstrate that they meet the following occupational expertise requirements. They should:

- be technically competent in the area[s] for which they are delivering training and/or have experience of providing training. This knowledge must be at least to the same level as the training being delivered
- be occupationally knowledgeable in the area(s) of [eg Mental Health] for which they are delivering training. This knowledge must be at least to the same level as the training being delivered
- have credible experience of providing training.

Centre staff may undertake more than one role, eg tutor and assessor or internal verifier, but must never internally verify their own assessments.

Continuing professional development (CPD)

Centres are expected to support their staff in ensuring that their knowledge remains current of the occupational area and of best practice in delivery, mentoring, training, assessment and verification, and that it takes account of any national or legislative developments.

2.2 Candidate entry requirements

Candidates should not be entered for a qualification of the same type, content and level as that of a qualification they already hold.

There are no formal entry requirements for candidates undertaking this qualification. However, centres must ensure that candidates have the potential and opportunity to gain the qualification successfully.

Age restrictions

There are no age limits attached to candidates undertaking the qualification unless this is a legal requirement of the process or the environment.

Restrictions apply to candidates under the age of 18 working unsupervised with children. Centres and candidates should be fully aware of minimum age requirements in their home nation and any implications for completing assessments.

3 Assessment

3.1 Summary of assessment methods

The assessment requirements for the qualification are listed below

Unit No.	Title	Assessment Method	Where to obtain assessment materials
001	Introduction to Notice Processing and Information Management	Multiple Choice Paper (GOLA)	Walled Garden Examinations provided on GOLA
002	Process Penalty Charge Notices & Respond Appropriately to Challenges, Representations & Appeals	Multiple Choice Paper (GOLA)	Walled Garden Examinations provided on GOLA
003	Notice Processing Requirements for Parking Enforcement on Private Land	Multiple Choice Paper (GOLA)	Walled Garden Examinations provided on GOLA

3.2 Test specifications

The test specification for the units are below:

Test 1: Unit 001

Duration: 1 hour

Unit number	Outcome	No. of questions	%
001	1 Understand the roles of key organisations involved in private and public sector parking enforcement	3	10
	2 Understand the background to current parking legislation	2	7
	3 Understand the role of the Notice Processor	2	7
	4 Know how to record accurately the necessary information for vehicle identification	3	10
	5 Understand key tools to aid communication	2	7
	6 Understand the concept and key principles of equality & diversity	5	17
	7 Understand the Data Protection Act (DPA)	2	7

	8 Understand the Freedom of Information Act (FOI)	2	7
	9 know how to process incoming correspondence	4	13
	10 Understand how to process payments	3	10
	11 Understand how to carry out audit activities.	2	7
	Total	30	100
002	1 Process penalty charge notice & respond appropriately to challenges & appeals	5	17
	2 State parking exemptions and their application	4	13
	3 Know the stages in processing a penalty charge notice issued under Traffic Management Act 2004 (TMA)	5	17
	4 Know how to respond appropriately to a challenge against a PCN and a representation against a Notice to Owner (NTO)	5	17
	5 Be able to administer appeals against a Notice of Rejection	5	17
	6 Be able to administer parking & traffic debt recovery	6	20
	Total	30	100
003	1 Understand how the principles of Contract Law relate to car park signage and enforcement	7	23
	2 Know how to respond to appeals and complaints in relation to parking notice	2	7
	3 Understand the recommendation made in the British Parking Association Approved Operator Scheme Code of Practise (AOS Code)	13	43
	4 Understand the civil debt recovery process	4	13
	5 Understand legislation which has a bearing on Notice Processing for Parking Notices	4	13
	Total	30	100

4 Units

The units for this qualification follow.

The learning outcomes and assessment criteria are also viewable on the National Database of Accredited Qualifications (NDAQ) **www.accreditedqualifications.org.uk**

Unit 001

Introduction to Notice Processing and Information Management

Level: 2

Credit value: 2

NDAQ number: R/601/0772

Unit aim

This unit covers the knowledge and understanding learners need to Manage Information within Notice Processing.

Learning outcomes

There are **eleven** learning outcomes to this unit. The learner will be able to:

- 1 understand the roles of key organisations involved in private and public sector parking enforcement
- 2 understand the background to current parking legislation
- 3 understand the role of the Notice Processor
- 4 know how to record accurately the necessary information for vehicle identification
- 5 understand key tools to aid communication
- 6 understand the concept & key principles of equality & diversity
- 7 understand the Data Protection Act (DPA)
- 8 understand the Freedom of Information Act
- 9 know how to process incoming correspondence
- 10 understand how to process payments
- 11 understand how to carry out audit activities.

Guided learning hours

It is recommended that **16** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Relationship between the unit and relevant national standards

This unit is linked to the NOS 329/330/335/234 PKC4 SLP 13 CTV 13.

Support of the unit by a sector or other appropriate body (if required)

This unit is endorsed by Standards Setting Body, The British Parking Association.

Assessment

This unit will be assessed by:

- multiple choice examination.

Unit 001 Introduction to Notice Processing and Information Management

Outcome 1 understand the roles of key organisations involved in private and public sector parking enforcement

Assessment criteria

The learner can:

- 1 name the **key organisations** in parking enforcement
- 2 define the **role** of the key organisations within parking enforcement
- 3 identify the **key differences** between public and private sector parking enforcement and processing
- 4 explain the **key differences** between enforcement agents and debt recovery companies.

Range

- 1 **key organisations:**
British Parking Association (BPA), Department of Transport (DFT), Police, Traffic Enforcement Centre (TEC), County Courts, Traffic Penalty Tribunal, (TPT), Parking and Traffic Appeals Service London (PATAS), DVLA
- 2 **role:**
Negotiating, lobbying, production of best practice, guidance, legislation
- 3 **key differences**
British Parking Association Code of Practice for Parking Enforcement on Private Land (Part 1 and Part 2), Traffic Management Act 2004 (TMA)
- 4 **key differences**
legislation.

Unit 001 Introduction to Notice Processing and Information Management

Outcome 2 understand the background to current parking legislation

Assessment Criteria

The learner can:

- 1 explain the **key differences** between RTRA 1984 and RTA 1991 legislation
- 2 explain how the TMA 2004 impacted on civil parking enforcement
- 3 list **legislation** under which local Authorities currently enforce.

Range

- 1 **key differences**
RTRA 1984 and RTA 1991
RTRA 1984 Section 34
RTRA 1998 Article 26
RTA 1991 Section 66, 76, 77 and schedule 6. (as amended)

- 3 **legislation:**
Traffic Management Act 2004, Road Traffic Regulation Act 1984

Unit 001

Introduction to Notice Processing and Information Management

Outcome 3

understand the role of the Notice Processor

Assessment criteria

The learner can:

- 1 describe the **role** of the Notice Processor
- 2 state the importance of having an appeal process
- 3 state the importance of good customer service
- 4 state how to manage conflict **situations**.

Range

- 1 **role:**
customers/ correspondence/ payments/ permits, administer life-cycle of parking permits
- 4 **situations:**
phone/ face to face/ letter/ email.

Unit 001

Introduction to Notice Processing and Information Management

Outcome 4

know how to record accurately the necessary information for vehicle identification

Assessment criteria

The learner can:

- 1 identify vehicle **registration marks**, including standard UK, foreign, diplomatic, trade plates and military vehicles
- 2 identify vehicle makes, vehicle manufacturers
- 3 identify vehicle classes
- 4 identify the information held on a tax disc
- 5 explain the importance of recording tax disc information accurately.

Range

- 1 **registration marks:**
international/ cherished/ personal/ military vehicles/ diplomatic/ historic/ re-registered.

Unit 001

Introduction to Notice Processing and Information Management

Outcome 5

understand key tools to aid communication

Assessment Criteria

The learner can:

- 1 explain the purpose of the phonetic alphabet
- 2 state the phonetic alphabet
- 3 explain the importance of recording information received from callers against relevant cases.

Unit 001 Introduction to Notice Processing and Information Management

Outcome 6 understand the concept & key principles of equality & diversity

Assessment Criteria

The learner can:

- 1 explain the importance of equal opportunities and diversity
- 2 explain the difference between prejudice and discrimination
- 3 identify relevant **legislation** covering the areas of equality and diversity
- 4 explain the importance of non-discriminatory practices
- 5 identify typical diversity and social **issues** Notice Processors deal with
- 6 explain the **individual's responsibilities** for equality and diversity
- 7 explain **organisational responsibilities** for equality and diversity
- 8 identify **methods** used to tackle diversity and inclusion issues.

Range

- 3 **legislation:**
Race Relations Act/ Equal Opportunities Act/ Sex Discrimination Act/ Disability Discrimination Act
- 5 **issues:**
prejudice/ diversity/ discrimination, conscious & unconscious acts/ individual/ perceived and organisational
- 6 **individual responsibilities:**
not to discriminate/ to respect the rights of other individuals
- 7 **organisational responsibilities:**
to devise and enforce non-discriminatory policies/ to develop a non-discriminatory organisational culture/ to evaluate and monitor equal opportunities issues
- 8 **methods:**
promotion of multi-culturalism/ development of anti-oppressive policies/ promotion of social justice/ empowerment of individuals/ provision of training.

Unit 001

Introduction to Notice Processing and Information Management

Outcome 7

understand the Data Protection Act (DPA)

Assessment criteria

The learner can:

- 1 state the basic principles of the DPA
- 2 define what constitutes personal data
- 3 explain how personal data is managed in the following situations
 - speaking to the customer/stakeholder
 - passing information to third parties
 - storing, protecting and destroying personal data
 - writing response letters to motorists.

Unit 001

Introduction to Notice Processing and Information Management

Outcome 8

understand the Freedom of Information Act

Assessment Criteria

The learner can:

- 1 state the organisations that are required to comply with Freedom of Information requests
- 2 know how to identify **requests** under Freedom of Information Act
- 3 explain what **information** is exempt from Freedom of Information requests
- 4 state the timescales for responding to Freedom of Information requests.

Range

- 2 **requests:**
chargeable, non-chargeable request
- 3 **information:**
business, commercially sensitive information, personal data.

Unit 001

Introduction to Notice Processing and Information Management

Outcome 9

know how to process incoming correspondence

Assessment criteria

The learner can:

- 1 describe ways in which audit trails and evidence can be preserved when receiving and processing incoming correspondence from motorists
- 2 identify correspondence and payments which are invalid and need to be returned to the motorist
- 3 identify the nature of an incoming item of **correspondence** and classify it correctly for further processing action
- 4 identify items of evidence submitted by motorists, which need to be returned to the motorist
- 5 explain the benefits of recording incoming and outgoing Correspondence against a case record on the IT system.

Range

- 3 **correspondence:**
challenges, representations, appeals, payments.

Unit 001 Introduction to Notice Processing and Information Management

Outcome 10 understand how to process payments

Assessment Criteria

The learner can:

- 1 explain the importance of **security** when processing payments
- 2 describe ways of working that minimise fraud
- 3 explain why it is important for payment records to be accurate and complete
- 4 identify data necessary to reconcile payments
- 5 identify actions to be taken when payments do not reconcile
- 6 explain the importance of timeliness when processing payments.

Range

- 1 **security:**
Payment Card Industry compliance (PCI).

Unit 001

Introduction to Notice Processing and Information Management

Outcome 11

understand how to carry out audit activities.

Assessment Criteria

The learner can:

- 1 explain the importance of reconciling issued notices against uploaded notices
- 2 describe the importance of auditing the following:
 - missing parking notices
 - unallocated payments
 - VQ4/VQ5 responses
 - statutory documentation generated / printed / posted
 - DVLA mismatches.

Unit 002

Process Penalty Charge Notices & Respond Appropriately to Challenges, Representations & Appeals

Level: 3

Credit value: 4

NDAQ number: Y/601/1096

Unit aim

The aim of this unit is to give learners the necessary knowledge of the key issues that influence Civil Parking Enforcement, how current legislation is enforced, Penalty Charge Notices are processed and representations and appeals are managed.

Learners will know how a Penalty Charge Notice is processed and how to respond appropriately to challenges, representations & appeals.

Learning outcomes

There are **six** learning outcomes to this unit. The learner will be able to:

- 1 understand contraventions, enforcement areas and differential charging
- 2 state parking exemptions and their application
- 3 know the stages in processing a Penalty Charge Notice issued under Traffic Management Act 2004 (TMA)
- 4 know how to respond appropriately to a challenge against a PCN and a representation against a Notice to Owner (NTO)
- 5 be able to administer appeals against a Notice of Rejection
- 6 be able to administer parking & traffic debt recovery.

Guided learning hours

It is recommended that **35** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Details of the relationship between the unit and relevant national standards

This unit is linked to the Council for Administration NOS 329 / 330 / 234 / 335.

Support of the unit by a sector or other appropriate body

This unit is endorsed by Standards Setting Body, The British Parking Association.

Assessment

This unit will be assessed by:

- multiple choice examination.

Unit 002 **Process Penalty Charge Notices & Respond Appropriately to Challenges, Representations & Appeals**

Outcome 1 understand contraventions, enforcement areas and differential charging

Assessment Criteria

The learner can:

- 1 state the **contravention codes** for on-street and off-street parking
- 2 explain the reason for 'observation periods'
- 3 describe the difference between permitted parking and prohibited parking
- 4 explain the reason for and meaning of differential parking charges
- 5 define a Civil Enforcement Area (CEA), a Special Enforcement Area (SEA) and a Controlled Parking Zone (CPZ).

Range

- 1 **contravention codes:**
on-street codes: 01/02/05/06/07/12/16/19/21/22/
23/24/25/26/27/30/40/42/45/46/47/48/49/62/99

off-street codes: 80/81/82/83/84/85/86/87/91/92.

Unit 002 Process Penalty Charge Notices & Respond Appropriately to Challenges, Representations & Appeals

Outcome 2 state parking exemptions and their application

Assessment Criteria

The learner can:

- 1 state parking exemptions and their application for:
 - a) Royal mail, military, utility and emergency vehicles
 - b) loading and unloading
 - c) getting in and out of a vehicle
 - d) vehicles prevented from moving due to circumstances beyond the drivers control
 - e) opening and closing barriers or gates
- 2 explain the Disabled Badge Scheme, including:
 - a) exemptions for Disabled Badge holders
 - b) powers of inspection
- 3 explain the use of traffic orders
- 4 identify the purpose & content of traffic orders.

Unit 002 Process Penalty Charge Notices & Respond Appropriately to Challenges, Representations & Appeals

Outcome 3 know the stages in processing a Penalty Charge Notice issued under the Traffic Management Act 2004 (TMA)

Assessment criteria

The learner can:

- 1 state which fields are legal requirements on a Penalty Charge Notice (PCN)
- 2 explain the key stages in processing a regulation 9 Penalty Charge Notice (PCN)
- 3 explain the circumstances in which regulation 10 (postal) Penalty Charge Notice (PCN) can be issued
- 4 explain the key stages in processing a regulation 10 (postal) Penalty Charge Notice (PCN)
- 5 state the timescales applicable for the issue of statutory notices
- 6 explain the effects of payment or part payment at each stage
- 7 identify the information contained within statutory notices.

Unit 002 Process Penalty Charge Notices & Respond Appropriately to Challenges, Representations & Appeals

Outcome 4 know how to respond appropriately to a challenge against a PCN and a representation against a Notice to Owner (NTO)

Assessment Criteria

The learner can:

- 1 differentiate between a challenge and a representation
- 2 identify the minimum information required to respond to a challenge
- 3 state who may make representations against a Notice to Owner (NTO)
- 4 identify the types of supporting evidence the motorist and the civil enforcement officer could provide
- 5 state where exemptions can apply to PCNs being challenged
- 6 list the minimum information to be contained within a Notice of Rejection
- 7 state the timescales for responding to challenges and representations
- 8 describe the courses of action open to the motorist after a Notice of Rejection
- 9 explain why all points raised by a motorist should be addressed when responding to challenges and representations
- 10 list the grounds for appeal for parking contraventions
- 11 explain the difference between statutory grounds for representation and mitigation.

Unit 002 Process Penalty Charge Notices & Respond Appropriately to Challenges, Representations & Appeals

Outcome 5 be able to administer appeals against a Notice of Rejection

Assessment Criteria

The learner can:

- 1 explain the role and powers of an adjudicator
- 2 evaluate if sufficient evidence exists to contest the appeal
- 3 explain circumstances where a case would not be contested
- 4 list the information that must be included when compiling a case file for the adjudicators
- 5 State when information must be disclosed to the appellant prior to the appeal hearing
- 6 explain circumstances in which an adjudicator may award costs against the issuing authority
- 7 describe the process to be followed after the adjudicator's decision.

Unit 002 **Process Penalty Charge Notices & Respond Appropriately to Challenges, Representations & Appeals**

Outcome 6 be able to administer parking and traffic debt recovery

Assessment Criteria

The learner can:

- 1 explain the debt and warrant registration process
- 2 evaluate if a case is eligible for debt registration with the Traffic Enforcement Centre
- 3 identify the information required to register a debt with the Traffic Enforcement Centre
- 4 describe the authority of the enforcement agent in recovery of debt
- 5 list **circumstances** when a case could be closed
- 6 identify the debt recovery **statutory documentation** to be served
- 7 list the grounds under which a Witness Statement may be filed
- 8 explain the effect of filing a Witness Statement for each ground
- 9 explain the out of time Witness Statement process.

Range

- 5 **circumstances:**
returned warrants, paid, mitigating circumstances

- 6 **statutory documentation:**
TE3, TE7 and TE9

Unit 003

Notice Processing Requirements for Parking Enforcement on Private Land

Level: 3

Credit value: 4

NDAQ number: L/601/1094

Unit aim

To provide candidates with an understanding of the legal requirements and best practice recommendations for carrying out Notice Processing activities for parking enforcement on private land.

Learning outcomes

There are **five** learning outcomes to this unit. The learner will be able to:

- 1 understand how the principles of Contract Law relate to car park signage and enforcement
- 2 know how to respond to appeals and complaints in relation to Parking Notices
- 3 understand the recommendations made in the British Parking Association's Approved Operator Scheme Code of Practice (AOS Code)
- 4 understand the civil debt recovery process
- 5 understand legislation which has a bearing on Notice Processing for Parking Notices.

Guided learning hours

It is recommended that **35** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Details of the relationship between the unit and relevant national standards (if appropriate)

This unit is linked to the

- National Occupational standards: 329 Administer parking and traffic challenge, representations and civil parking appeals
- British Parking Association Approved Operator Code of Practice (AOS Code)
- Data Protection Act 1998
- Private Security Industry Act 2001
- The Administration of Justice Act 1970
- Unfair Terms in Consumer Contracts Regulations (1999).

Support of the unit by a sector or other appropriate body (if required)

This unit is endorsed by Standards Setting Body, The British Parking Association.

Assessment

This unit will be assessed by:

- multiple choice examination.

Unit 003

Notice Processing Requirements for Parking Enforcement on Private Land

Outcome 1

understand how the principles of Contract Law relate to car park signage and enforcement

Assessment Criteria

The learner can:

- 1 summarise the **reasons** why car park signs are required to establish a contract with the motorist
- 2 explain **what is required** to be displayed on signs in order for a contract to be established
- 3 explain the **principles in law** which allow private parking companies and land owners to carry out parking enforcement on private land
- 4 identify breaches of contract which could result in parking enforcement taking place
- 5 explain the **impact** of incorrectly worded signs on the enforcement and recovery process
- 6 explain the difference between “driver” and “keeper” within the **contract** between the supplier and consumer
- 7 state the need for calculating the **actual loss** incurred by a breach of contract.

Range

- 1 **reasons:**
establishing a legal framework for enforcement around Contract law.
- 2 **what is required**
terms and conditions of car park use in line with “Unfair Terms in Consumer Contracts regulations (1999)”, consequences of breach of contract
- 3 **principles in law:**
breach of contract in line with UK contract law, trespassing as defined in the law of trespass
- 5 **impact:**
unenforceable parking tickets, cancellations, refunds, confused customers, bad publicity.
- 6 **contract**
define who enters into the contract with the supplier (landowner / car parking company) under UK Contract Law
- 7 **actual loss**
liquidated damages and contractual penalties in UK contract law.

Unit 003

Notice Processing Requirements for Parking Enforcement on Private Land

Outcome 2

know how to respond to appeals and complaints in relation to Parking Notices

Assessment Criteria

The learner can:

- 1 list items of **supporting evidence** which need to be checked against the Parking Notices while evaluating an appeal
- 2 list examples of **supporting evidence**
- 3 explain the purpose of supporting evidence
- 4 state the reasons why all points raised by a motorist should be addressed, when responding to a written appeal
- 5 explain the benefits of responding quickly to a motorist's letter and communicating any delays.

Range

- 1 **supporting evidence:**
evidence gathered by issuing officer; photographs, notes, drawings, observation times, valve positions
- 2 **supporting evidence:**
evidence supplied by the driver or registered keeper; copy of disabled badge, copy of valid permit or pay and display ticket, copy of hire agreement, DVLA letter confirming change of ownership.

Unit 003

Notice Processing Requirements for Parking Enforcement on Private Land

Outcome 3

understand the recommendations made in the British Parking Association's Approved Operator Scheme Code of Practice (AOS Code)

Assessment Criteria

The learner can:

- 1 describe the **purpose** of the AOS Code
- 2 describe the **purpose** of the Approved Operator Scheme (AOS)
- 3 list the **requirements** which must be met by the car park operator and/or land owner before parking enforcement may commence on private property
- 4 explain the **conditions** under which a decision can be taken to clamp or remove a vehicle
- 5 explain recommended **conditions** under which a vehicle should not be clamped or removed
- 6 summarise the **recommendations** for payment and the releasing of clamped or removed vehicles
- 7 explain the recommended **lifecycle** for a Parking Notice
- 8 list the **recommended information** required on a Parking Notice which is issued to a vehicle
- 9 list the **recommended information** required on a first letter to the registered keeper in pursuance of Parking Notice
- 10 explain the **purpose** of sending out a reminder letter
- 11 explain the **purpose** of the final notice to the registered keeper
- 12 state the **recommended information** the final notice should contain
- 13 explain the importance of gathering **evidence** in support of a Parking Notice
- 14 explain the **importance** of having a clear; complaints, dispute resolution and appeals process, available to the public
- 15 explain the **requirements** which need to be met in order to allow the DVLA to release registered keeper details of vehicles for private car park enforcement.

Range

- 1 & 2 **purpose:**
as explained in the AOS Code of Practice
- 3 **requirements:**
as explained in the AOS Code of Practice
- 4 & 5 **conditions:**
as provided in the AOS Code of Practice
- 6 **recommendations:**
as recommended by the AOS Code of Practice
- 7 **lifecycle:**
as described by the AOS Code of Practice

- 8,9 & 12 **recommended information:**
as recommended in the AOS Code of Practice
- 10 & 11 **purpose:**
as defined by the AOS Code of Practice
- 13 **evidence**
as outlined by the AOS Code of Practice (photographs, pocket book notes, machine maintenance log, weather report)
- 14 **importance:**
as explained in the AOS Code of Practice
- 15 **requirements:**
as outlined in the AOS Code of Practice, compliance with DVLA procedures and regulation 27 of the Road Vehicles (Registration and Licensing) Regulations 2002.

Unit 003

Notice Processing Requirements for Parking Enforcement on Private Land

Outcome 4

understand the civil debt recovery process

Assessment Criteria

The learner can:

- 1 summarise the debt collection agency **recovery process**
- 2 explain the **steps** which must be taken before registering a civil claim
- 3 explain the civil court claim **process**
- 4 identify stages of the Parking Notice lifecycle where direct payments from the motorist may be refused
- 5 evaluate cases to determine suitability for court proceedings.

Range

- 1 **recovery Process:**
processes stipulated by the Office of Fair Trading (OFT), compliance with The Consumer Credit Act 1974
- 2 **steps:**
as advised by the Citizens Advice Bureau, requirements of Her Majesty's Courts Service (HMCS) for small claims
- 3 **process:**
small claims processes as explained in Her Majesty's Courts Service (HMCS) procedures.

Unit 003

Notice Processing Requirements for Parking Enforcement on Private Land

Outcome 5

understand legislation which has a bearing on Notice Processing for Parking Notices.

Assessment Criteria

The learner can:

- 1 list the parking enforcement activities which require individuals to be licensed under the Private Security Industry Act 2001
- 2 explain the rules in The Administration of Justice Act 1970, Section 40, which must be considered when pursuing motorists for payment of a Parking Notice under breach of contractual terms and conditions
- 3 summarise the definition of an “unfair term” in a contract as defined by the: Unfair Terms in Consumer Contracts Regulations (1999) – (Statutory Instrument 1999 No. 2083).

Appendix 1 Sources of general information

The following documents contain essential information for centres delivering City & Guilds qualifications. They should be referred to in conjunction with this handbook. To download the documents and to find other useful documents, go to the **Centres and Training Providers homepage** on www.cityandguilds.com.

Providing City & Guilds qualifications – a guide to centre and qualification approval contains detailed information about the processes which must be followed and requirements which must be met for a centre to achieve ‘approved centre’ status, or to offer a particular qualification. Specifically, the document includes sections on:

- The centre and qualification approval process and forms
- Assessment, verification and examination roles at the centre
- Registration and certification of candidates
- Non-compliance
- Complaints and appeals
- Equal opportunities
- Data protection
- Frequently asked questions.

Ensuring quality contains updates and good practice exemplars for City & Guilds assessment and policy issues. Specifically, the document contains information on:

- Management systems
- Maintaining records
- Assessment
- Internal verification and quality assurance
- External verification.

Access to Assessment & Qualifications provides full details of the arrangements that may be made to facilitate access to assessments and qualifications for candidates who are eligible for adjustments in assessment.

The **centre homepage** section of the City & Guilds website also contains useful information such on such things as:

- ***Walled Garden***
Find out how to register and certificate candidates on line.
- ***Qualifications and Credit Framework (QCF)***
Contains general guidance about the QCF and how qualifications will change, as well as information on the IT systems needed and FAQs.
- ***Events***
Contains dates and information on the latest Centre events.
- ***Online assessment***
Contains information on how to register for GOLA assessments.

City & Guilds
Skills for a brighter future



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Useful contacts

Type	Contact	Query
UK learners	T: +44 (0)20 7294 2800 E: learnersupport@cityandguilds.com	<ul style="list-style-type: none"> • General qualification information
International learners	T: +44 (0)20 7294 2885 F: +44 (0)20 7294 2413 E: intcg@cityandguilds.com	<ul style="list-style-type: none"> • General qualification information
Centres	T: +44 (0)20 7294 2787 F: +44 (0)20 7294 2413 E: centresupport@cityandguilds.com	<ul style="list-style-type: none"> • Exam entries • Registrations/enrolment • Certificates • Invoices • Missing or late exam materials • Nominal roll reports • Results
Single subject qualifications	T: +44 (0)20 7294 8080 F: +44 (0)20 7294 2413 F: +44 (0)20 7294 2404 (BB forms) E: singlesubjects@cityandguilds.com	<ul style="list-style-type: none"> • Exam entries • Results • Certification • Missing or late exam materials • Incorrect exam papers • Forms request (BB, results entry) • Exam date and time change
International awards	T: +44 (0)20 7294 2885 F: +44 (0)20 7294 2413 E: intops@cityandguilds.com	<ul style="list-style-type: none"> • Results • Entries • Enrolments • Invoices • Missing or late exam materials • Nominal roll reports
Walled Garden	T: +44 (0)20 7294 2840 F: +44 (0)20 7294 2405 E: walledgarden@cityandguilds.com	<ul style="list-style-type: none"> • Re-issue of password or username • Technical problems • Entries • Results • GOLA • Navigation • User/menu option problems
Employer	T: +44 (0)121 503 8993 E: business_unit@cityandguilds.com	<ul style="list-style-type: none"> • Employer solutions • Mapping • Accreditation • Development Skills • Consultancy
Publications	T: +44 (0)20 7294 2850 F: +44 (0)20 7294 3387	<ul style="list-style-type: none"> • Logbooks • Centre documents • Forms • Free literature

If you have a complaint, or any suggestions for improvement about any of the services that City & Guilds provides, email: feedbackandcomplaints@cityandguilds.com

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Docushare ref. HB-01-1916