

Title:	Introduction to Notice Processing and Information Management		
Level:	2		
Credit value:	2	GLH	16
Learning outcomes	Assessment criteria		
<i>The learner will:</i>	<i>The learner can:</i>		
1. Understand the roles of key organisations involved in public regulated parking and managing parking on private land	1.1 name the key organisations in parking enforcement 1.2 define the roles of the key organisations within parking enforcement 1.3 identify the key differences between public and private sector parking enforcement and processing 1.4 explain the key differences between enforcement agent and debt recovery companies.		
2. Understand the background to current parking legislation	2.1 explain how the introduction of civil parking legislation impacted on parking enforcement 2.2 list legislation under which parking on public regulated land is currently enforced 2.3 list legislation under which parking on private land is managed		
3. Understand the role of the Notice Processor	3.1 describe the role of the Notice Processor 3.2 state the importance of having an appeal process 3.3 state the importance of good customer service 3.4 state how to manage conflict situations		
4. Know how to record accurately the necessary information for vehicle identification	4.1 identify vehicle registration marks, including: <ul style="list-style-type: none"> • standard UK • foreign • diplomatic • trade plates 		

	<ul style="list-style-type: none"> • military vehicles <p>4.2 identify vehicle makes, vehicle manufacturers</p> <p>4.3 identify vehicle classes</p> <p>4.4 identify the information held on a tax disc</p> <p>4.5 explain the importance of recording tax disc information accurately.</p>
5. Understand key tools to aid communication	<p>5.1 explain the purpose of the phonetic alphabet</p> <p>5.2 state the phonetic alphabet</p> <p>5.3 explain the importance of recording information received from callers against relevant cases</p>
6. Understand the concept & key principles of equality & diversity	<p>6.1 explain the importance of equal opportunities and diversity</p> <p>6.2 explain the difference between prejudice and discrimination</p> <p>6.3 identify relevant legislation covering the areas of equality and diversity</p> <p>6.4 explain the importance of non-discriminatory practices</p> <p>6.5 identify social and diversity issues Notice Processors deal with</p> <p>6.6 explain the individual's responsibilities for equality and diversity</p> <p>6.7 explain organisational responsibilities for equality and diversity</p> <p>6.8 identify methods used to tackle diversity and inclusion issues</p>
7. Understand the Data Protection Act (DPA)	<p>7.1 state the basic principles of the DPA</p> <p>7.2 define what constitutes personal data</p> <p>7.3 explain how personal data is managed in the following situations:</p> <ul style="list-style-type: none"> • speaking to the customer/stakeholder • passing information to third parties • storing, protecting and destroying personal data • writing response letters to motorists.
8. Understand the Freedom of Information	8.1 state the organisations that are required to

Act (FOI)	<p>comply with Freedom of Information requests</p> <p>8.2 identify requests under Freedom of Information Act</p> <p>8.3 explain what information is exempt from Freedom of Information requests</p> <p>8.4 state the timescales for responding to Freedom of Information requests</p>
9. Know how to process incoming correspondence	<p>9.1 describe ways in which audit trails and evidence can be preserved when receiving and processing incoming correspondence from motorists</p> <p>9.2 identify correspondence and payments which are invalid and need to be returned to the motorist</p> <p>9.3 identify the nature of an incoming item of correspondence and classify it correctly for further processing action</p> <p>9.4 identify items of evidence submitted by motorists, which need to be returned to the motorist</p> <p>9.5 explain the benefits of recording incoming and outgoing Correspondence against a case record on the IT system.</p>
10. Understand how to process payments	<p>10.1 explain the importance of security when processing payments</p> <p>10.2 describe ways of working that minimise fraud</p> <p>10.3 explain why it is important for payment records to be accurate and complete</p> <p>10.4 identify data necessary to reconcile payments</p> <p>10.5 identify actions to be taken when payments do not reconcile</p> <p>10.6 explain the importance of timeliness when processing payments.</p>
11. Understand how to carry out audit activities	<p>11.1 explain the importance of reconciling issued notices against uploaded notices</p> <p>11.2 describe the importance of auditing the following:</p>

	<ul style="list-style-type: none">• missing parking notices• unallocated payments• VQ4/VQ5 responses• statutory documentation generated / printed / posted• DVLA mismatches
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Title:	Process Penalty Charge Notices and Respond Appropriately to Challenges, Representations and Appeals (England, Wales & Northern Ireland Only)		
Level:	3		
Credit value:	4	GLH	35
Learning outcomes	Assessment criteria		
<i>The learner will:</i>	<i>The learner can:</i>		
1. Understand contraventions and enforcement areas	1.1 state the contravention codes for on-street and off-street parking 1.2 explain the reason for 'observation periods' 1.3 describe the difference between permitted parking and prohibited parking 1.4 define a Civil Enforcement Area (CEA), a Special Enforcement Area (SEA) and a Controlled Parking Zone (CPZ).		
2. State parking exemptions and their application	2.1 state parking exemptions and their application for: <ul style="list-style-type: none"> • Royal mail, military, utility and emergency vehicles • loading and unloading • getting in and out of a vehicle • vehicles prevented from moving due to circumstances beyond the driver's control • opening and closing barriers or gates 2.2 explain the Disabled Badge Scheme, including concessions. 2.3 explain the use of Traffic Orders 2.4 identify the purpose & content of a Traffic Order.		
3. Know the stages in processing a Penalty Charge Notice issued under Traffic Management Act 2004 (TMA)	3.1 state which fields are legal requirements on a penalty charge notice (PCN) 3.2 explain the key stages in processing a penalty charge notice (PCN) served to the person appearing to be in charge of the vehicle		

	<p>or the vehicle.</p> <p>3.3 explain the circumstances in which a penalty charge notice (PCN) can be served by post</p> <p>3.4 explain the key stages in processing a penalty charge notice (PCN) issued by post</p> <p>3.5 state the timescales applicable for the issue of statutory notices</p> <p>3.6 explain the effects of payment or part payment at each stage</p> <p>3.7 identify the information contained within statutory notices.</p>
<p>4. Know how to respond appropriately to a Challenge against a PCN and a Representation against a Notice to Owner (NTO)</p>	<p>4.1 differentiate between a Challenge and a Representation</p> <p>4.2 identify the minimum information required to respond to a Challenge</p> <p>4.3 state who may make Representations against a Notice to Owner (NTO)</p> <p>4.4 identify the types of supporting evidence that could be provided</p> <p>4.5 state where exemptions can apply to PCNs being Challenged</p> <p>4.6 list the minimum information to be contained within a Notice of Rejection</p> <p>4.7 state the timescales for responding to Challenges and Representations</p> <p>4.8 describe the courses of action open to the motorist after a Notice of Rejection</p> <p>4.9 explain why all points raised by a motorist should be addressed when responding to Challenges and Representations</p> <p>4.10 list the grounds for appeal for parking contraventions</p> <p>4.11 explain the difference between statutory grounds for representation and mitigation.</p>
<p>5. Be able to administer Appeals against a Notice of Rejection</p>	<p>5.1 explain the role and powers of an adjudicator</p> <p>5.2 evaluate if sufficient evidence exists to contest the Appeal</p> <p>5.3 explain circumstances where a case would</p>

	<p>not be contested</p> <p>5.4 list the information that must be included when compiling a case file for the adjudicators</p> <p>5.5 State when information must be disclosed to the appellant prior to the appeal hearing</p> <p>5.6 explain circumstances in which an adjudicator may award costs against the issuing authority</p> <p>5.7 describe the process to be followed after the adjudicator's decision.</p>
<p>6. Be able to administer parking & traffic debt recovery</p>	<p>6.1 explain the debt and warrant registration process</p> <p>6.2 evaluate if a case is eligible for debt registration with the traffic enforcement centre</p> <p>6.3 identify the information required to register a debt</p> <p>6.4 describe the authority of the enforcement agent in recovery of debt</p> <p>6.5 list circumstances when a case could be closed</p> <p>6.6 identify the debt recovery statutory documentation to be served</p> <p>6.7 list the grounds under which a Witness Statement may be filed</p> <p>6.8 explain the effect of filing a Witness Statement for each ground</p> <p>6.9 explain the out of time Witness Statement process</p>

Title:	Process Penalty Charge Notices and Respond Appropriately to Challenges, Representations and Appeals (Scotland Only)		
Level:	3		
Credit value:	4	GLH	35
Learning outcomes	Assessment criteria		
<i>The learner will:</i>	<i>The learner can:</i>		
1. Understand contraventions, and enforcement areas	1.1 state the contravention codes for on-street and off-street parking 1.2 explain the reason for 'observation periods' 1.3 describe the difference between permitted parking and prohibited parking 1.4 define a Special Parking Area (SPA) and a Controlled Parking Zone (CPZ)		
2. State parking exemptions and their application	2.1 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 2.2 explain the Disabled Badge Scheme, including concessions 2.3 explain the use of Traffic Orders 2.4 identify the purpose & content of a Traffic Order		
3. Know the stages in processing a Penalty Charge Notice issued under the Road Traffic Act 1991 (RTA 91)	3.1 state which fields are legal requirements on a penalty charge notice (PCN) 3.2 explain the key stages in processing a Penalty Charge Notice (PCN) 3.3 state the timescales applicable for the issue of statutory notices 3.4 explain the effects of payment or part		

	<p>payment at each stage</p> <p>3.5 identify the information contained within statutory notices.</p>
<p>4. Know how to respond appropriately to a Challenge against a PCN and a Representation against a Notice to Owner (NTO)</p>	<p>4.1 differentiate between a Challenge and a Representation</p> <p>4.2 identify the minimum information required to respond to a Challenge</p> <p>4.3 state who may make Representations against a Notice to Owner (NTO)</p> <p>4.4 identify the types of supporting evidence the motorist and the parking attendant could provide</p> <p>4.5 state where exemptions can apply to PCNs being Challenged</p> <p>4.6 list the minimum information to be contained within a Notice of Rejection</p> <p>4.7 state the timescales for responding to Challenges and Representations</p> <p>4.8 describe the courses of action open to the motorist after a Notice of Rejection</p> <p>4.9 explain why all points raised by a motorist should be addressed when responding to Challenges and Representations</p> <p>4.10 list the grounds for appeal for parking contraventions</p> <p>4.11 explain the difference between statutory grounds for representation and mitigation.</p>
<p>5. Be able to administer Appeals against a Notice of Rejection</p>	<p>5.1 explain the role and powers of an adjudicator</p> <p>5.2 evaluate if sufficient evidence exists to contest the Appeal</p> <p>5.3 explain circumstances where a case would not be contested</p> <p>5.4 list the information that must be included when compiling a case file for the adjudicators</p> <p>5.5 State when information must be disclosed to the appellant prior to the appeal hearing</p> <p>5.6 explain circumstances in which an adjudicator may award costs against the issuing authority</p>

	5.7 describe the process to be followed after the adjudicator's decision.
6. Be able to administer parking & traffic debt recovery	6.1 explain the debt and warrant registration process 6.2 evaluate if a case is eligible for debt registration with the traffic enforcement centre 6.3 identify the information required to register a debt 6.4 describe the authority of the enforcement agent in recovery of debt 6.5 list circumstances when a case could be closed 6.6 identify the debt recovery statutory documentation to be served 6.7 list the grounds under which a Witness Statement may be filed 6.8 explain the effect of filing a Witness Statement for each ground 6.9 explain the out of time Witness Statement process

Title:	Notice Processing Requirements for parking enforcement on Private Land (England & Wales Only)		
Level:	3		
Credit value:	4	GLH	35
Learning outcomes	Assessment criteria		
<i>The learner will:</i>	<i>The learner can:</i>		
1. Understand how the principles of contract law and trespass relate to car park signage and enforcement	1.1 summarise the reasons why car park signs are required to establish a contract with the motorist 1.2 explain what is required to be displayed on signs in order for a contract to be established 1.3 explain the principles in law which allow private parking companies and land owners to carry out parking enforcement on private land 1.4 identify breaches of contract which could result in parking enforcement taking place. 1.5 explain the impact of incorrectly worded signs on the enforcement and recovery process 1.6 explain the difference between “driver” and “keeper” within the contract between the supplier and consumer 1.7 State the need for calculating the actual loss incurred by a breach of contract.		
2. Understand the recommendations made in the Accredited Trade Associations’ Codes of Practice	2.1 describe the purpose of the AOS Code 2.2 describe the purpose of the Approved Operator Scheme (AOS) 2.3 list the requirements which must be met by the car park operator and/or land owner before parking enforcement may commence on private property 2.4 explain the recommended lifecycle for a Parking Notice 2.5 list the recommended information required on a Parking Notice which is issued to a vehicle (Notice to Driver) or posted to the keeper (Notice to Keeper)		

	<p>2.6 list the recommended information required on a first letter to the registered keeper in pursuance of Parking Notice</p> <p>2.7 Explain the importance of inviting the keeper to disclose details of the driver</p> <p>2.8 explain the purpose of sending out a Reminder Letter</p> <p>2.9 explain the purpose of the Final Notice to the registered keeper</p> <p>2.10 state the recommended information the final notice should contain</p> <p>2.11 explain the importance of gathering evidence in support of a Parking Notice</p> <p>2.12 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.</p> <p>2.13 explain the importance of having clear complaints, dispute resolution and appeals processes, available to the public</p>
<p>3. Know how to respond to appeals and complaints in relation to parking notices and an independent appeals service</p>	<p>3.1 list items of supporting evidence which need to be checked against the parking notice while evaluating an appeal</p> <p>3.2 explain the purpose of supporting evidence</p> <p>3.3.2 list examples of supporting evidence</p> <p>3.4 state the reasons why all points raised by a motorist should be addressed, when responding to a written appeal</p> <p>3.5 explain the benefits of responding quickly to a motorist's letter and communicating any delays</p> <p>3.6 Explain the requirements of an independent appeals service</p> <p>3.7 explain the role and powers of an assessor</p> <p>3.8 evaluate if sufficient evidence exists to contest the appeal</p> <p>3.9 explain circumstances where a case would not be contested</p> <p>3.10 list the information that must be included when compiling a case file for the assessors</p>

	<p>3.11 State when information must be disclosed to the appellant prior to the appeal hearing</p> <p>3.12 describe the process to be followed after the assessor’s decision</p>
<p>4. Understand the civil debt recovery process</p>	<p>4.1 summarise the debt collection agency recovery process</p> <p>4.2 explain the steps which must be taken before registering a civil claim</p> <p>4.3 explain the civil court claim process</p> <p>4.4 identify stages of the Parking Notice lifecycle where direct payments from the motorist may be refused</p> <p>4.5 evaluate cases to determine suitability for court proceedings.</p>
<p>5. Understand legislation which has a bearing on Notice Processing for Parking Notices</p>	<p>5.1 State the basic principles of the Protection of Freedoms Act, including in relation to your role:</p> <ul style="list-style-type: none"> ● Part 3, Chapter 2 (vehicles left on land) ● Schedule 4 (recovery of unpaid parking charges) <p>5.2 Explain what constitutes driver liability</p> <p>5.3 Explain how to obtain registered keeper details</p> <p>5.4 Explain how to obtain driver details</p> <p>5.5 Explain how to pursue the keeper of the vehicle if no driver details are forthcoming</p> <p>5.6 Differentiate between a driver and a hirer of a vehicle</p> <p>5.7 Identify the documents that appear in Schedule 4</p> <p>5.8 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</p> <p>5.9 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).</p>

Title:	Notice Processing Requirements for parking enforcement on Private Land (Scotland & Northern Ireland Only)		
Level:	3		
Credit value:	4	GLH	35
Learning outcomes	Assessment criteria		
<i>The learner will:</i>	<i>The learner can:</i>		
1. Understand how the principles of contract law relate to car park signage and enforcement	1.1 summarise the reasons why car park signs are required to establish a contract with the motorist 1.2 explain what is required to be displayed on signs in order for a contract to be established 1.3 explain the principles in law which allow private parking companies and land owners to carry out parking enforcement on private land 1.4 identify breaches of contract which could result in parking enforcement taking place. 1.5 explain the impact of incorrectly worded signs on the enforcement and recovery process 1.6 explain the difference between “driver” and “keeper” within the contract between the supplier and consumer 1.7 state the need for calculating the actual loss incurred by a breach of contract.		
2. Understand the recommendations made in the Accredited Trade Associations’ Codes of Practice	2.1 describe the purpose of the AOS Code 2.2 describe the purpose of the Approved Operator Scheme (AOS) 2.3 list the requirements which must be met by the car park operator and/or land owner before parking enforcement may commence on private property 2.4 explain the recommended lifecycle for a Parking Notice 2.5 list the recommended information required on a Parking Notice 2.6 list the recommended information required on a first letter to the registered keeper in		

	<p>pursuance of Parking Notice</p> <p>2.7 Explain the importance of inviting the keeper to disclose details of the driver</p> <p>2.8 explain the purpose of sending out a Reminder Letter</p> <p>2.9 explain the purpose of the Final Notice to the registered keeper</p> <p>2.10 state the recommended information the final notice should contain</p> <p>2.11 explain the importance of gathering evidence in support of a Parking Notice</p> <p>2.12 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.</p> <p>2.13 explain the importance of having clear complaints, dispute resolution and appeals processes, available to the public</p>
<p>3. Know how to respond to appeals and complaints in relation to parking notices</p>	<p>3.1 list items of supporting evidence which need to be checked against the parking notices while evaluating an appeal</p> <p>3.2 list examples of supporting evidence</p> <p>3.3 explain the purpose of supporting evidence</p> <p>3.4 state the reasons why all points raised by a motorist should be addressed, when responding to a written appeal</p> <p>3.5 explain the benefits of responding quickly to a motorist's letter and communicating any delays</p>
<p>4. Understand the civil debt recovery process</p>	<p>4.1 summarise the debt collection agency recovery process</p> <p>4.2 explain the steps which must be taken before registering a civil claim</p> <p>4.3 explain the civil court claim process</p> <p>4.4 identify stages of the Parking Notice lifecycle where direct payments from the motorist may be refused</p> <p>4.5 evaluate cases to determine suitability for</p>

	court proceedings.
5. Understand legislation which has a bearing on Notice Processing for Parking Notices	5.1 list the parking enforcement activities which require individuals to be licensed under the Private Security Industry Act 2001 5.2 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 5.3 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).