



**UKRLP** UK Register  
of Learning  
Providers

# The Parking Academy



## WAMITAB: Qualifications for Parking

PRESENTED BY: LOUIS ELLIS



# Industry and Ofqual recognised Qualifications:

- ▶ WAMITAB Level 2 Award for Parking Enforcement Officers
- ▶ WAMITAB Level 3 Award in Notice Processing

# ABOUT WAMITAB



- ▶ Awarding organisation
- ▶ Charity
- ▶ Qualifications:
  - ▶ Facilities Management
  - ▶ Waste and recycling
  - ▶ Cleaning & Street Cleansing
  - ▶ Parking Enforcement
  
- ▶ Over 70 UK-wide quality assured training centres



The Parking Academy

# Qualifications and Content:

## Level 2 for Parking Enforcement officers

- ▶ Unit 1:
- ▶ Conflict Management
  - ▶ Designed to help safeguard our officers
  - ▶ ENABLE officers to:
    - ▶ identify potential violent situations (reading body language)
    - ▶ defuse aggression before it escalates to violence
    - ▶ plan for and escape violent situations



# Qualifications and Content:

## Level 2 for Parking Enforcement officers

- ▶ Unit 2
- ▶ Roles & Responsibilities of Enforcement Officers
  - ▶ Designed to teach
    - ▶ Legislation
      - ▶ Contract Law
      - ▶ Tort of Trespass
      - ▶ Rights & Responsibilities of Landowners
    - ▶ Accuracy in issuing a PCN
      - ▶ Reasons for issuing a PCN
      - ▶ Evidence to be collected
      - ▶ Recording vehicle information correctly
    - ▶ Working Practices
      - ▶ Equality & Diversity
      - ▶ Positive public image
      - ▶ Customer service



## Qualifications and Content:

### Level 2 for Parking Enforcement officers

- ▶ Level 2 Assessment Method:
  - ▶ Online Multiple Choice Exam.



# Qualifications and Content:

## Level 2 for Parking Enforcement officers

▶ Example Question:

1. On what type of land may Landowners and Operators issue Parking Charge Notices?
  - a. A highway maintainable at the public expense
  - b. A parking place which is provided or controlled by a traffic authority
  - c. A car park where byelaws are in effect
  - d. A car park which is owned by a Local Authority



# Qualifications and Content:

## Level 3 in Notice Processing

- ▶ Unit 1
- ▶ Introduction to Notice Processing and Information Management
  - ▶ Designed to teach
    - ▶ Foundation knowledge about the parking industry
    - ▶ Legislation affecting the role:
      - ▶ DPA
      - ▶ FoI
      - ▶ Equality & Diversity
    - ▶ Practical knowledge
      - ▶ Correspondence and payment handling
      - ▶ Quality checks and audits





# Qualifications and Content:

## Level 3 in Notice Processing

- ▶ Unit 2
- ▶ Processing Requirements for Private Land Enforcement
  - ▶ Covers (in depth)
    - ▶ Legislation affecting the role:
      - ▶ Contract Law
      - ▶ Tort of Trespass
      - ▶ Equality & Diversity
      - ▶ Protection of Freedoms Act 2012
    - ▶ Practical knowledge
      - ▶ PCN Lifecycle
      - ▶ Documents & contents (PCN, NTK, etc)
      - ▶ Responding to appeals
      - ▶ Independent Appeals processes



# Qualifications and Content:

Level 2 for Parking  
Enforcement officers

- ▶ Level 3 Assessment Method:
  - ▶ Assignments
  - ▶ Assessment by qualified assessor



# Summary

- ▶ Qualifications to promote professionalism in our industry
- ▶ Enable and empower our workforce
- ▶ Improve public perception

Contact WAMITAB for your nearest Training Centre



# Questions

Thank you for your time,

Louis Ellis



The Parking Academy