

Title:	Managing conflict in the enforcement of parking control and management		
Level:	2	Unit Ref	D/505/6997
Credit value:	2	GLH	10
Learning outcomes		Assessment criteria	
<i>The learner will:</i>		<i>The learner can:</i>	
1. Understand the potential for and implications of violence in the parking environment		1.1 Describe types of work-related violence 1.2 Assess the risks of violence that exist in the working environment 1.3 Describe the purpose and key components of a work-related violence policy 1.4 Describe risk reduction measures which eliminate or reduce risks 1.5 Describe the process of risk assessments of threats in developing situations 1.6 Explain the importance of communication in managing conflict 1.7 Explain how to respond to complaints 1.8 Explain how to resolve issues	
2. Understand the types of behaviour that indicate an escalation towards high risk violence and how to take measures to avoid or calm and defuse the situation		2.1 Describe human responses to threatening situations 2.2 Identify the most common triggers and situations where there is a risk of escalation into violence 2.3 Describe the blocks to communication in an aggressive or violent situation 2.4 Explain how to defuse a situation and calm a person who is behaving in an angry and aggressive way 2.5 Describe the action to take if a situation is escalating to a high risk violence 2.6 Identify behaviour to use when confronting examples of unacceptable behaviour 2.7 Describe the exit and avoidance strategies to adopt in potentially high-risk violence 2.8 Describe the principles of 'reasonable	

	force' in terms of protecting oneself
3. Understand the post incident reporting procedures and support available	<p>3.1 Describe ways in which incidents of workplace violence are reported and recorded</p> <p>3.2 Describe how post incident information can be used to prevent or reduce the risk of work related violence across the organisation</p> <p>3.3 Describe how personal reflection on incidents of workplace violence can be used to:</p> <ul style="list-style-type: none">• Provide personal learning• Plan future activity <p>3.4 Describe the reactions which may be experienced by a victim of a violent workplace incident</p> <p>3.5 Describe the support mechanisms available to a victim of a violent workplace incident</p>

Title:	Roles and responsibilities of civil enforcement officers operating under traffic management legislation		
Level:	2	Unit Ref	H/505/6998
Credit value:	5	GLH	40
Learning outcomes	Assessment criteria		
<i>The learner will:</i>	<i>The learner can:</i>		
1. Understand current parking legislation in relation to your role as Civil Enforcement Officer	1.1 Explain the difference between civil and criminal parking enforcement 1.2 Explain the traffic management legislation and Statutory Guidance in relation to your role 1.3 Describe the role of the Civil Enforcement Officer 1.3 Define a Civil Enforcement Area, a Special Enforcement Area, a Controlled Parking Zone 1.4 Describe the purpose of on-street and off-street (car parks) Traffic Orders 1.5 Identify space markings and signage		
2. Understand how to apply contravention codes	2.1 Describe the difference between permitted parking and restricted parking 2.2 Explain the meaning of the restrictions according to contravention codes: <ul style="list-style-type: none"> - On Street - Off Street (including car parks) 2.3 Explain the reason for “observation periods” 2.4 Explain the reason for differential parking charges		
3. Understand parking exemptions and their application	3.1 Describe the purpose of parking exemptions 3.2 Explain the circumstances when the following general exemptions apply: <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 		

	<ul style="list-style-type: none"> - Opening and closing barriers or gates <p>3.3 Describe the Disabled Persons Blue Badge Scheme, including concessions</p>
4. Know how to record the necessary information for vehicle identification	<p>4.1 Identify vehicle registration marks including:</p> <ul style="list-style-type: none"> - Standard UK - Foreign - Diplomatic - Trade plates - Military vehicles <p>4.2 Identify vehicle manufacturers and vehicle makes</p> <p>4.3 State the information held on a tax disc</p> <p>4.4 Explain the importance of recording tax disc information accurately</p>
5. Know the procedure for issuing Penalty Charge Notices and supporting evidence requirements	<p>5.1 Explain the purpose of a Penalty Charge Notice</p> <p>5.2 Identify the types of supporting evidence required in relation to a Penalty Charge Notice</p> <p>5.2 Identify the uniform and identification requirements of a Civil Enforcement Officer for serving a Penalty Charge Notice</p> <p>5.3 Describe the procedure for serving a Penalty Charge Notice by a Civil Enforcement Officer</p> <p>5.4 Describe the procedure for serving a Penalty Charge Notice by post</p>
6. Know what happens after a Penalty Charge Notice is served and the stages of the appeals process	<p>6.1 State the stages in processing a Penalty Charge Notice</p> <p>6.2 Explain how Penalty Charge Notices can be challenged</p>
7. Understand working practices in the parking profession	<p>7.1 State the obligations to self and others under current Health and Safety legislation</p> <p>7.2 Describe Lone Worker provisions</p> <p>7.3 Identify risks associated with parking enforcement</p> <p>7.4 State control measures associated with identified risks, including recording and</p>

	<p>reporting requirements</p> <p>7.5 Identify standard communications terminology</p> <p>7.6 Describe standards of conduct for Civil Enforcement Officers</p> <p>7.7 Explain the principles of equality and diversity</p> <p>7.8 Explain the importance of presenting a positive image to the public</p> <p>7.9 Explain the components of effective customer service in parking enforcement activities</p>
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Title:	Roles and responsibilities of parking attendants operating under road traffic regulation act 1984 legislation		
Level:	2	Unit Ref	K/505/6999
Credit value:	5	GLH	40
Learning outcomes	Assessment criteria		
<i>The learner will:</i>	<i>The learner can:</i>		
1. Understand current parking legislation in relation to your role as Parking Attendant (operating under Road Traffic Regulations Act 1984)	1.1 Explain the difference between civil and criminal parking enforcement 1.2 Identify space markings and signage		
2. Understand how to determine offences	2.1 Describe the difference between permitted parking and restricted parking 2.2 Describe the offences applicable in: <ul style="list-style-type: none"> • A car park • Permitted parking places on-street 2.3 Explain the reason for “observation periods” 2.4 Describe the Disabled Persons Blue Badge Scheme, including exemptions		
3. Know how to record the necessary information for vehicle identification	3.1 Identify vehicle registration marks including: <ul style="list-style-type: none"> - Standard UK - Foreign - Diplomatic - Trade Plates - Military Vehicles 3.2 Identify vehicle manufacturers and vehicle makes 3.3 Identify the information held on a tax disc 3.4 Explain the importance of recording tax disc information		
4. Understand the procedure for issuing Excess Charge Notices and supporting evidence requirements	4.1 Describe the procedure for issuing and serving an Excess Charge Notice 4.2 Explain the purpose and types of supporting evidence required in relation to an Excess Charge Notice		
5. Know what happens after an Excess Charge Notice is issued and the	5.1 Describe the stages in processing an Excess Charge Notice		

<p>stages of the appeals process</p>	<p>5.2 Describe the process for contesting the issue of an Excess Charge Notice</p>
<p>6. Understand working practices in the parking profession</p>	<p>6.1 State the obligations to self and others under current Health and Safety legislation</p> <p>6.2 Describe Lone Worker provisions</p> <p>6.3 Identify risks associated with parking enforcement</p> <p>6.4 State control measures associated with identified risks, including recording and reporting requirements</p> <p>6.5 Identify standard communications terminology</p> <p>6.6 Describe appropriate standards of conduct for Parking Attendants</p> <p>6.7 Explain the principles of equality and diversity</p> <p>6.8 Explain the importance of presenting a positive image to the public</p> <p>6.9 Explain the components of effective customer service in parking enforcement activities</p>

Title:		Roles and responsibilities of parking enforcement officers carrying out parking control and enforcement on private land	
Level:	2	Unit Ref	L/505/7000
Credit value:	3	GLH	21
Learning outcomes		Assessment criteria	
<i>The learner will:</i>		<i>The learner can:</i>	
1. Understand the current legal framework which applies to parking on private land in relation to your role as Parking Enforcement Officer		1.1 Explain the rights and responsibilities of landowners and their operators to apply parking restrictions and charges on private land in relation to: <ul style="list-style-type: none"> - the boundaries of the land subject to parking control and enforcement - conditions or restrictions on parking control and enforcement operations - any restrictions on types of vehicles subject to parking control and enforcement - the content, placing and maintenance of notices and signs in relation to parking control and enforcement - notification of parking tickets - the authorisation to take legal action to recover charges due from drivers - information about complaints, appeals and challenges including the independent appeals service (England and Wales only) - avoiding the use of terminology implying action is being taken under statutory authority 	
2. Know the procedure for issuing parking tickets on private land and the requirements for supporting evidence		2.1 Explain the reasons for issuing parking tickets on private land in relation to <ul style="list-style-type: none"> • Breach of contract • Trespass • Byelaws • Protection of Freedoms Act (England and Wales only) 2.2 Describe the procedure for issuing and serving parking tickets on private land 2.3 Explain the purpose and types of supporting evidence required in relation to	

	<p>issuing a parking ticket</p> <p>2.4 List the methods of accepting payment, the location of payment sites and procedures for the issue of receipts</p> <p>2.5 State the types of follow up procedures which can be undertaken to enforce parking tickets and obtain payment</p> <p>2.6 Describe the procedures in place for dealing with complaints, challenges or appeals in relation to the issue of parking tickets</p> <p>2.7 State the types of records and documents to be kept</p>
<p>3. Understand the circumstances when parking tickets should not be issued</p>	<p>3.1 Describe the circumstances for not issuing a parking ticket for the following vehicles:</p> <ul style="list-style-type: none"> - Livery vehicles used for operational fire, police or ambulance purposes - Vehicles that have had an immobilisation device removed less than 30 minutes before and which are in the same position - Vehicles being used by a doctor or other health worker (such as midwife or district nurse) who is on an emergency call at the address under control and the vehicle is displaying a BMA badge or authorised Health Emergency badge - Vehicles displaying a valid disabled (blue) badge when the landowner provides a concession for disabled people - Vehicles that have paid for parking and visibly display a payment ticket but have overstayed the "paid-for" time displayed on the ticket by a reasonable agreed grace period unless they are committing some other breach of the regulations after the reasonable "grace" period has run out <p>3.2 Describe the Disabled Persons Blue Badge Scheme and its implications for private car parks including a landowner's discretion to grant concessions</p>
<p>4. Know how to record the necessary information for vehicle identification</p>	<p>4.1 Identify vehicle registration marks including:</p> <ul style="list-style-type: none"> - Standard UK - Foreign

	<ul style="list-style-type: none"> - Diplomatic - Trade Plates - Military Vehicles <p>4.2 Identify vehicle manufacturers and vehicle makes</p> <p>4.3 Identify the information held on a tax disc</p> <p>4.4 Explain the importance of recording tax disc information</p>
<p>5. Understand the principles of car park management</p>	<p>5.1 Explain the purpose of car park layout and signage</p> <p>5.2 Describe the different types of payment systems and procedures used in car parks</p> <p>5.3 Explain the reason for patrolling and monitoring car parks on private land</p> <p>5.4 State the types of equipment and resources used to operate car parks on private land</p> <p>5.5 Explain the obligation of the private landowner in relation to health and safety</p> <p>5.6 Explain the obligation of the private landowner (and/or their agent) in relation to the protection of people and property in car parks on private land</p> <p>5.7 Identify what constitutes an emergency procedure</p> <p>5.8 Describe the procedures for dealing with unusual situations</p>
<p>6. Understand working practices in the parking profession</p>	<p>6.1 State the obligations to self and others under current Health and Safety legislation</p> <p>6.2 Describe Lone Worker provisions</p> <p>6.3 Identify risks associated with parking enforcement</p> <p>6.4 State control measures associated with identified risks, including recording and reporting requirements</p> <p>6.5 Identify standard communications terminology</p>

	<p>6.6 Describe appropriate standards of conduct for parking enforcement officers carrying out parking control and enforcement on private land</p> <p>6.7 Explain the principles of equality and diversity</p> <p>6.8 Explain the importance of presenting a positive image to the public</p> <p>6.9 Explain the components of effective customer service in parking enforcement activities</p>
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Title:		Roles and responsibilities of CCTV parking and traffic enforcement officers operating under traffic management legislation	
Level:	2	Unit Ref	R/505/7001
Credit value:	5	GLH	40
Learning outcomes		Assessment criteria	
<i>The learner will:</i>		<i>The learner can:</i>	
1. Understand current parking legislation in relation to your role as a CCTV Parking and Traffic Enforcement Officer		1.1 Explain the difference between civil and criminal parking enforcement 1.2 State the impact of current legislation and codes of practice relating to parking and traffic enforcement using CCTV 1.3 State the 12 guiding principles that system operators should adopt 1.4 State the impact of data protection legislation and codes of practice in relation to the viewing and release of images captured by CCTV 1.5 Define a Civil Enforcement Area, a Special Enforcement Area and a Controlled Parking Zone	
2. Understand the types of CCTV equipment and how they operate		2.1 Describe how each of the following is used and operated: - Cameras - Screens and system controls - Different recording systems - Recording devices - Storage and retrieval systems 2.2 Explain the distinction between type approved equipment and other equipment 2.3 State the equipment checks needed to ensure equipment is fully operational and synchronised	
3. Understand the procedures to be used to record, store, use and dispose of images of contraventions		3.1 Identify the specific contraventions to be recorded on CCTV and where applicable in relation to: - Parking - Moving Traffic - Bus Lanes 3.2 Identify the minimum evidence to be	

	<p>recorded to support the issue of Penalty Charge Notices</p> <p>3.3 Describe the procedures to be followed for reporting non-traffic incidents</p> <p>3.4 State how images and related documentation are kept secure</p> <p>3.5 State the circumstances when recorded images would be passed to another agency</p> <p>3.6 Describe the authorisation process to pass recorded images to a third party.</p> <p>3.7 Describe the process for the disposal of recorded images</p>
<p>4. Know parking and traffic exemptions and their application</p>	<p>4.1 State parking exemptions and their application for:</p> <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 <p>4.2 Describe the Disabled Person's Blue Badge Scheme including concessions</p>
<p>5. Know how to record the necessary information for vehicle identification</p>	<p>5.1 Identify vehicle registration marks including:</p> <ul style="list-style-type: none"> - Standard UK - Foreign - Diplomatic - Trade Plates - Military Vehicles <p>5.2 Identify vehicle manufacturers and vehicle makes</p> <p>5.3 Identify vehicle manufacturers and vehicle makes</p> <p>5.4 Define a 'permitted vehicle' as it relates to buses and taxis using bus lanes</p>
<p>6. Understand the procedure for issuing Penalty Charge Notices and supporting evidence requirements</p>	<p>6.1 State the procedures for issuing and serving a CCTV enforced Penalty Charge Notice</p> <p>6.2 Explain the purpose and types of supporting evidence required in relation to a Penalty Charge Notice</p>

	<p>6.3 State the stages in processing Penalty Charge Notices</p> <p>6.4 Describe the impact of own work on the processing of Penalty Charge Notices</p> <p>6.5 Describe the consequences of not capturing evidential quality images on the Penalty Charge Notice process</p> <p>6.6 State the purpose of the representation and appeals process</p>
<p>7. Understand working practices in the parking profession</p>	<p>7.1 State the obligations to self and others under the current Health and Safety legislation</p> <p>7.2 Describe Lone Worker provisions</p> <p>7.3 Identify risks associated with parking enforcement using CCTV</p> <p>7.4 State the control measures associated with identified risks, including recording and reporting requirements</p> <p>7.5 Identify standard communications terminology</p> <p>7.6 Describe the health and safety guidance relating to good ergonomic practice and use of visual display units</p> <p>7.7 Describe standards of conduct for CCTV parking and traffic enforcement officers</p> <p>7.8 Explain the principles of equality and diversity</p>

Title:	Roles and responsibilities of parking attendants operating under road traffic act 1991 legislation (Scotland)		
Level:	2	Unit Ref	Y/505/7002
Credit value:	5	GLH	40
Learning outcomes		Assessment criteria	
<i>The learner will:</i>		<i>The learner can:</i>	
1. Understand the background to current parking legislation		1.1 Explain the difference between civil and criminal parking enforcement 1.2 Explain the impact of road traffic act 1991 legislation and the role of the Parking Attendant 1.3 Define a Special Parking Area, and a Controlled Parking Zone 1.4 Describe the purpose of on-street and off-street (car parks) Traffic Orders 1.5 Explain the purpose of space marking out and signage	
2. Understand how to apply contravention codes		2.1 Describe the difference between permitted parking and restricted parking 2.2 Explain the meaning of the following restrictions according to contravention codes: <ul style="list-style-type: none"> - On Street - Off Street (including car parks) 2.3 Explain the reason for “observation periods” 2.4 Explain the reason for differential parking charges	
3. Understand parking exemptions and their application		3.1 Describe the purpose of parking exemptions 3.2 Explain the circumstances when the following general exemptions are to be applied: <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 	

	<ul style="list-style-type: none"> - Opening and closing barriers or gates <p>3.3 Describe the Disabled Persons Blue Badge Scheme including exemptions for Disabled Persons Badge holders</p>
4. Know how to record the necessary information for vehicle identification	<p>4.1 Identify vehicle registration marks including:</p> <ul style="list-style-type: none"> - Standard UK - Foreign - Diplomatic - Trade Plates - Military Vehicles <p>4.2 Identify vehicle manufacturers and vehicle makes</p> <p>4.3 State the information held on a tax disc</p> <p>4.4 Explain the importance of recording tax disc information accurately</p>
5. Know the procedure for issuing Penalty Charge Notices and the requirements for supporting evidence	<p>5.1 Explain the purpose and types of supporting evidence required in relation to a Penalty Charge Notice.</p> <p>5.2 Explain the uniform and identification requirements of a Parking Attendant for serving a Penalty Charge Notice</p> <p>5.3 Explain the procedure for serving a Penalty Charge Notice by a Parking Attendant</p>
6. Know what happens after a Penalty Charge Notice is served and the stages of the appeals process	<p>6.1 State the stages in processing a Penalty Charge Notice</p> <p>6.2 Explain how motorists can challenge Penalty Charge Notices</p>
7. Understand safe and effective working practices	<p>7.1 State the obligations to self and others under current Health and Safety legislation</p> <p>7.2 Describe Lone Worker provisions</p> <p>7.3 Identify risks associated with parking enforcement</p> <p>7.4 State control measures associated with identified risks, including recording and reporting requirements</p> <p>7.5 Identify standard communications terminology</p> <p>7.6 Describe correct standards of conduct for Parking Attendants</p>

	7.7 Explain the principles of equality and diversity
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Title:		Roles and responsibilities of parking enforcement officers carrying out parking control and enforcement on private land (Scotland & Northern Ireland)	
Level:	2	Unit Ref	H/505/7018
Credit value:	3	GLH	21
Learning outcomes		Assessment criteria	
<i>The learner will:</i>		<i>The learner can:</i>	
1. Understand the current legal framework which applies to parking on private land		1.1 Explain the rights and responsibilities of landowners and their operators to apply parking restrictions and charges on private land in relation to: <ul style="list-style-type: none"> - the boundaries of the land subject to parking control and enforcement - conditions or restrictions on parking control and enforcement operations - any restrictions on types of vehicles subject to parking control and enforcement - the content, placing and maintenance of notices and signs in relation to parking control and enforcement - notification of parking tickets - the authorisation to take legal action to recover charges due from drivers - information about complaints, appeals and challenges - avoiding the use of terminology implying action is being taken under statutory authority 	
2. Understand the procedure for issuing parking tickets on private land and the requirements for supporting evidence		2.1 Explain the reasons for issuing parking tickets on private land in relation to <ul style="list-style-type: none"> • Breach of contract • Trespass • Byelaws 2.2 Explain the procedure for issuing and serving parking tickets on private land 2.3 Explain the purpose and types of supporting evidence required in relation to issuing a parking ticket	

	<p>2.4 State the methods of accepting payment, the location of payment sites and procedures for the issue of receipts</p> <p>2.5 State the types of follow up procedures which can be undertaken to enforce parking tickets and obtain payment</p> <p>2.6 Explain the procedures in place for dealing with complaints, challenges or appeals in relation to the issue of parking tickets</p> <p>2.7 State the types of records and documents to be kept</p>
<p>3. Understand the circumstances when parking tickets should not be issued</p>	<p>3.1 Explain the reasons for not issuing a parking ticket for the following vehicles:</p> <ul style="list-style-type: none"> - Livered vehicles used for operational fire, police or ambulance purposes - Vehicles that have had an immobilisation device removed less than 30 minutes before and which are in the same position - Vehicles being used by a doctor or other health worker (such as midwife or district nurse) who is on an emergency call at the address under control and the vehicle is displaying a BMA badge or authorised Health Emergency badge - Vehicles displaying a valid disabled (blue) badge when the landowner provides a concession for disabled people - Vehicles that have paid for parking and visibly display a payment ticket but have overstayed the “paid-for” time displayed on the ticket by a reasonable agreed grace period unless they are committing some other breach of the regulations after the reasonable “grace” period has run out <p>3.2 Describe the Disabled Persons Blue Badge Scheme and its implications for private car parks including landowner’s discretion to grant concessions</p>
<p>4. Understand how to record the necessary information for vehicle identification</p>	<p>4.1 Identify vehicle registration marks including:</p> <ul style="list-style-type: none"> - Standard UK - Foreign - Diplomatic

	<ul style="list-style-type: none"> - Trade Plates - Military Vehicles 4.2 Identify vehicle manufacturers and vehicle makes 4.3 Identify the information held on a tax disc 4.4 Explain the importance of recording tax disc information
<p>5. Understand the principles of car park management</p>	<ul style="list-style-type: none"> 5.1 Explain the purpose of car park layout and signage 5.2 Explain the different types of payment systems and procedures used in car parks 5.3 Explain the reason for patrolling and monitoring car parks on private land 5.4 State the types of equipment and resources used to operate car parks on private land 5.5 Explain the obligation of the private landowner in relation to health and safety 5.6 Identify what constitutes an emergency procedure 5.7 Explain the obligation of the private landowner in relation to the protection of people and property in car parks on private land 5.8 Describe the procedures for dealing with irregular situations
<p>6. Understand safe and effective working practices</p>	<ul style="list-style-type: none"> 6.1 State the obligations to self and others under current health and safety legislation 6.2 Describe Lone worker provisions 6.3 Identify risks associated with parking enforcement 6.4 State the control measures associated with identified risks, including recording and reporting requirements 6.5 Identify standard communications terminology 6.6 Explain the importance of presenting a positive image to the public 6.7 Explain the components of

	<p>effective customer service in parking enforcement activities</p> <p>6.8 Describe standards of conduct for parking enforcement officers in private land car parks</p> <p>6.9 Explain the principles of equality and diversity</p>
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