



PARKING ENFORCEMENT OFFICER LEVEL 2

Learning Outcomes and Assessment Criteria

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MANDATORY UNIT:

Unit L2P1: Managing conflict in the enforcement of parking control and management

1. 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

- 3.1 describe ways in which incidents of workplace violence are reported and recorded
- 3.2 describe how post incident information can be used to prevent or reduce the risk of work related violence across the organisation



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3.3 describe how personal reflection on incidents of workplace violence can be used to:

- Provide personal learning
- Plan future activity

3.4 describe the reactions which may be experienced by a victim of a violent workplace incident

3.5 describe the support mechanisms available to a victim of a violent workplace incident

OPTIONAL PATHWAY UNIT:

Unit L2P4: Roles and responsibilities of parking enforcement officers carrying out parking control and enforcement on private land (England & Wales)

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:

- 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:

- 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 issuing a parking ticket

2.4 list the methods of accepting payment, the location of payment sites and procedures for the issue of receipts



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2.5 state the types of follow up procedures which can be undertaken to enforce parking tickets and obtain payment

2.6 describe the procedures in place for dealing with complaints, challenges or appeals in relation to the issue of parking tickets

2.7 state the types of records and documents to be kept

3. Understand the circumstances when parking tickets should not be issued

3.1 describe the circumstances for not issuing a parking ticket for the following vehicles:

- 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.

3.2 describe the Disabled Persons Blue Badge Scheme and its implications for private car parks including a landowner’s discretion to grant concessions

4. Know how to record the necessary information for vehicle identification

4.1 identify vehicle registration marks including:

- Standard UK
- Foreign
- Diplomatic
- Trade Plates
- Military Vehicles

4.2 identify vehicle manufacturers and vehicle makes

5. Understand the principles of car park management

5.1 explain the purpose of car park layout and signage

5.2 describe 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 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

5.7 identify what constitutes an emergency procedure

5.8 describe the procedures for dealing with unusual situations

6. Understand working practices in the parking profession

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 control measures associated with identified risks, including recording and reporting requirements

6.5 identify standard communications terminology

6.6 describe standards of conduct for parking enforcement officers carrying out parking control and enforcement on private land

6.7 explain the principles of equality and diversity

6.8 explain the importance of presenting a positive image to the public

6.9 explain the components of effective customer service in parking enforcement activities

Maximum Guided Learning Hours: 31

Total Credits: 5

Qualification Code: 601/1781/3



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