

Vehicle Removal Pathway

- Identify parking or traffic contraventions.
- Issue parking charge notices relating to parking or traffic conventions.
- Carry out vehicle removal operations.
- Complete documents for removal of vehicles.
- Collect and process parking payments at the point of service.
- Recognise and manage conflict within the parking control environment.

Progression

Candidates can progress onto Team Leading Level 2, Management Level 3, Business Administration Level 2 or 3 or the Level 3 Award in Notice Processing.

Contact Us

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Controlling Parking Areas Level 2 Certificate

Helping your employees achieve a
recognised qualification

Controlling Parking Areas

Level 2

Helping your employees to achieve a recognised qualification

The Level 2 Certificate in Controlling Parking Areas (QCF) allows people working in parking control to gain a qualification that recognises competence in their day-to-day work.

The qualification recognises their skills, knowledge and understanding as well as promoting good working practices. It also helps them to gain transferable skills, for example in customer care, conflict management and IT skills.

Delivery and Costs

As part of the course we offer appropriate individual information, advice and guidance to candidates. The course can be delivered on your premises and at times to suit you and your team. Our account managers will be happy to discuss funding available, delivery times and optional pathways.

Course Content

Candidates are required complete 4 mandatory units equivalent to 11 credits plus at 3 optional units from one of the following pathways. To achieve the award candidates must complete the required units for their selected pathway. Candidates must achieve a minimum of 17 credits for the whole qualification.

Mandatory Units

- Reduce risks to health and safety in the workplace.
- Give customers a positive impression of yourself and your organisation.
- Carry out start and end of working procedures within the parking control environment.
- Deal with information relating to controlling parking areas.

Barrier and Pay Station Control Pathway

- Monitor parking areas.
- Operate a car park manual pay station.
- Collect and process parking payments at the point of service.
- Operate computer controlled barrier parking systems.
- Recognise and manage conflict within the parking control environment.
- Monitor areas using CCTV systems.

CCTV Enforcement Pathway

- Maintain CCTV recording media libraries and preserve potential evidence.
- Identify parking or traffic contraventions.
- Recognise and manage conflict within the parking control environment.
- Carry out parking and traffic enforcement using CCTV.
- Maintain the operational performance of CCTV systems.
- Issue parking charge notices relating to parking or traffic conventions.
- Monitor areas using CCTV systems.

Display Parking Control Pathway

- Maintain CCTV recording media libraries and preserve potential evidence.
- Issue parking charge notices relating to parking or traffic conventions.
- Identify parking or traffic contraventions.
- Monitor parking areas.
- Use hand-held computer equipment on patrols of parking areas.
- Recognise and manage conflict within the parking control environment.
- Monitor areas using CCTV systems.
- Maintain the operational performance of CCTV systems.

Vehicle Immobilisation Pathway

- Identify parking or traffic contraventions.
- Issue parking charge notices relating to parking or traffic conventions.
- Complete documents for immobilising and de-immobilising vehicles.
- Apply and remove vehicle immobilisation devices.
- Collect and process parking payments at the point of service.
- Recognise and manage conflict within the parking control environment.