

Optional Unit:

Process Penalty Charge Notices and Respond Appropriately to Challenges, Representations and Appeals: (4 credits)

- Understand contraventions, enforcement areas and differential charging
- State parking exemptions and their application.
- Know the stages in processing a Penalty Charge Notice issued under the Traffic Management Act 2004. (TMA)
- Know how to respond appropriately to a Challenge against a PCN and a representation against a Notice to Owner. (NTO)
- Be able to administer appeals against a Notice of Rejection.
- Be able to administer parking and traffic debt recovery.

Progression

Candidates can progress onto Team Leading Level 2, Management Level 3 (both accredited by the Institute of Leadership & Management), Business Administration Level 2 or 3 or Customer Service Level 2 or 3.

Contact Us

please contact our business development team on
020 8918 7272

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Award in Notice Processing City and Guilds level 3 (QCF)

Helping your employees develop their
business skills

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This qualification is aimed at the 10,000 individuals working in office based parking roles. There are currently no qualifications available in this particular sector of the parking industry.

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 at a time to suit your business. This award will take 5 days to complete and we can be flexible with delivery dates. Our account managers will be happy to discuss delivery times and optional pathways.

Course Content

- Candidates must achieve 6 credits in total for the full award
- Unit assessment methods – multiple choice examination

Mandatory Units:

- Introduction to Notice Processing and Information Management.

Optional Units:

- Notice Processing Requirements for Parking Enforcement on Private Land.
- Process Penalty Charge Notices and Respond Appropriately to Challenges, Representations and Appeals.

Learning outcomes of each unit:

Mandatory unit:

Introduction to Notice Processing and Information Management:

- Understand the roles of key organisations involved in private and public sector parking enforcement.
- Understand the background to current parking legislation.
- Understand the role of the Notice Processor.
- Know how to record accurately the necessary information for vehicle identification.
- Understand key tools to aid communication.
- Understand the concept and key principles of equality and diversity.
- Understand the Data Protection Act. (DPA)
- Understand the Freedom of Information Act. (FOI)
- Know how to process incoming correspondence.
- Understand how to process payments.
- Understand how to carry out audit activities.

Optional unit:

Notice Processing Requirements for Parking Enforcement on Private Land:

- Understand how the principles of contract law relate to car park signage and enforcement.
- Know how to respond to appeals and complaints in relation to parking notices.
- Understand the recommendations made in the 'British Parking Association Approved Operator Scheme Code of Practice'. (AOS)
- Understand the civil debt recovery process.
- Understand legislation which has a bearing on Notice Processing for Parking Notices.