
Overview

This standard is about the provision of administrative services for:

- parking challenges
- parking representations
- parking charge notice appeals to the operator
- parking charge notice appeals through an Independent Appeals Service (IAS) for parking on private land.

A parking charge notice means any parking or traffic notice issued in relation to any contravention or infringement of contract or trespass under current legislation.

This standard is for all employees who are involved in the provision of administrative services for parking challenges, representations and parking charge notice appeals.

**Performance
criteria**

**Register receipt of challenges, representations, parking charge notice appeals
to the operator and parking charge notice appeals through an IAS**

- You must be able to:
- P1 respond promptly to a customer's initial enquiry with accurate advice
 - P2 record that you have received the written challenge, representation, parking charge notice appeal to the operator or parking charge notice appeal through an IAS
 - P3 make sure you have the information you need to understand the customer's case
 - P4 check the details of the documentation you have received for accuracy, consistency and validity
 - P5 inform a customer of the courses of action that may be taken if the documentation submitted as part of a challenge, representation, parking charge notice appeal to the operator or parking charge notice appeal through an IAS fails to meet requirements
 - P6 inform a customer when their situation does not fall within recognised criteria for cancellation, and also inform them of the subsequent courses of action they may take
 - P7 comply with organisational, self-regulatory and legal requirements

**Respond to challenges, representations, parking charge notice appeals to the
operator and parking charge notice appeals through an IAS**

- You must be able to:
- P8 collate evidence for response to the challenge, representation, parking charge notice appeal to the operator or parking charge notice appeal through an IAS
 - P9 if necessary, take prompt action to suspend the enforcement process while the case is being investigated
 - P10 make sure all internal records are accurate, reliable, valid and up-to-date
 - P11 review the documentation to make sure there is sufficient evidence, and decide whether you need additional evidence
 - P12 where necessary, obtain the additional items of evidence needed
 - P13 refer any matter which is beyond the limits of your responsibility to the appropriate person
 - P14 review all evidence and make a decision

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- P15 inform the customer, in writing and within agreed timescales, of your decision and the courses of action that they can take
 - P16 when appropriate, reactivate the enforcement process
 - P17 keep copies of all correspondence and update records
 - P18 comply with organisational, self-regulatory and legal requirements

**Knowledge and
understanding**

**You need to know
and understand:**

- K1 the services that you are responsible for and the limits and scope of your responsibilities and authority in providing these services
- K2 your organisation's policies, procedures and constraints that affect services in your area of responsibility and how to apply them
- K3 the current legislation and codes of practice relating to parking that apply when you are dealing with a challenge, representation, parking charge notice appeal to the operator or parking charge notice appeal through an IAS
- K4 the requirements of the Data Protection Act and its implications for your role
- K5 the specialist software used by your organisation for the recording and processing of challenges, representations, parking charge notice appeals to the operator and parking charge notice appeals through an IAS, and how to use it
- K6 how to access and use the sources of information that you need to deal with challenges, representations, parking charge notice appeals to the operator and parking charge notice appeals through an IAS
- K7 how to interpret the documents that are used in parking control administration in relation to dealing with challenges, representations, parking charge notice appeals to the operator and parking charge notice appeals through an IAS
- K8 how to communicate effectively with customers so that you can be clear about the nature of their enquiry and can explain to customers the courses of action available to them
- K9 the information that is needed to consider a challenge, representation, parking charge notice appeal to the operator or parking charge notice appeal through an IAS, and why this is the case
- K10 the recognised criteria for cancellation
- K11 why it is important to record receipt of a challenge, representation, parking charge notice appeal to the operator or parking charge notice appeal through an IAS
- K12 how to identify evidence that is reliable, valid and sufficient
- K13 what information and evidence has to be provided by the customer and how to check that it is valid

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- K14 the range of internal evidence that is needed to support a reliable decision, and where to obtain it
 - K15 how to clarify the details of the customer's challenge, representation, parking charge notice appeal to the operator or parking charge notice appeal through an IAS through oral or written questioning
 - K16 the limits of your responsibility in investigating a challenge,
 - K17 representation, parking charge notice appeal to the operator or parking charge notice appeal through an IAS, and who to refer matters outside of your authority to
 - K18 how to identify and obtain evidence that you have not been provided with
 - K19 how to make decisions that are supported by the evidence and comply with current legal and organisational requirements
 - K20 the courses of action that a customer can take once a decision has been made, and the consequences of taking those courses of action
 - K21 who to inform of the outcomes of an independent appeal and why
 - K22 the courses of action that are available to the appellant
 - K23 the courses of action that are available to the respondent
 - K24 what actions to take to reactivate the recovery process

Additional information

Skills

You will apply the following skills:

1. accuracy
2. analysis
3. communicating
4. decision-making
5. evaluating
6. interpersonal skills
7. letter writing
8. listening
9. managing time
10. negotiating
11. organising
12. presenting yourself
13. problem solving
14. questioning
15. quality checking
16. recording
17. researching
18. using technology

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