

<b>Unit Title:</b>	<b>Administer parking and traffic debt recovery</b>
OCR unit number:	17
Level:	3
Credit value:	5
Guided learning hours:	35
Unit reference number:	T/506/1932

## Unit aim and purpose

This unit aims to develop the knowledge and skills required to administer parking and traffic debt recovery. Upon completion of this unit, learners will have an understanding of the parking and traffic debt recovery process and learners will be able to apply this knowledge when administering the parking and traffic debt recovery process.

Learning Outcomes	Assessment Criteria	Additional Guidance
<b>The Learner will:</b> 1 Understand the parking and traffic debt recovery process	<b>The Learner can:</b> 1.1 Explain the requirements, rules and constraints of <b>relevant legislation, codes of practice</b> and the Data Protection Act  1.2 Explain the criteria, policy and procedures relating to debt recovery 1.3 Analyse the role of the Traffic Enforcement Centre and magistrates' court in the debt recovery process 1.4 Explain the requirements of debt recovery documentation 1.5 Explain the features and benefits of different investigation techniques 1.6 Explain who needs to be informed of the outcomes of the debt recovery process and why 1.7 Explain the actions to be taken at each stage of the debt recovery process 1.8 Explain the potential consequences of an inadequate audit trail 1.9 Explain the actions needed to close a debt recovery case	<b>Relevant legislation</b> could include: <ul style="list-style-type: none"> <li>the Traffic Signs Regulations and General Directions</li> <li>Traffic Management Act</li> </ul> The <b>codes of practice</b> will be specific to the authority

Learning Outcomes	Assessment Criteria	Additional Guidance
2 Be able to administer the parking and traffic debt recovery process	2.1 Monitor the quality of the data to be registered at the Traffic Enforcement Centre or magistrates' court 2.2 Serve debt recovery documentation in accordance with organisational policy and relevant legislation 2.3 Prepare case evidence in accordance with organisational policy and relevant legislation 2.4 Make decisions on the basis of the evidence within the limits of their own authority 2.5 Inform everyone who needs to know of the progress and outcomes of the case 2.6 Monitor the performance of debt recovery agents 2.7 Take prompt action in the event of problems arising in the debt recovery process 2.8 Keep accurate and up-to-date records of actions and decisions taken 2.9 <b>Adhere to organisational policies and procedures, and legal and ethical requirements</b> when administering the parking and traffic debt recovery process	Where possible adherence to <b>organisational policies and procedures, and legal and ethical requirements</b> should be confirmed by a line manager or experienced colleague

## Assessment

This unit is internally assessed by centre staff and externally verified by OCR Assessors.

## Guidance on assessment

Skills CFA Assessment Strategy Competence units (S/NVQ)

## National Occupational Standards (NOS) mapping/signposting

The mapping in the table below provides an indication of where evidence might be available for assessment against some of the knowledge and understanding contained in the national occupational standards (NOS). It does not claim to guarantee that evidence will meet the NOS.

NOS can be viewed on the relevant Sector Skills Council's website or the Occupational standards directory at [www.ukstandards.co.uk](http://www.ukstandards.co.uk).

Occupational standards	Unit number	Title
Business & Administration (2013) National Occupational Standards:	CFASPA4	<ul style="list-style-type: none"> <li>Administer parking and traffic debt recovery</li> </ul>

## Additional information

---

For further information regarding administration for this qualification, please refer to the OCR document '*Admin Guide: Vocational Qualifications*' (A850) on the OCR website [www.ocr.org.uk](http://www.ocr.org.uk) .