

OCR unit number:	15
Level:	3
Credit value:	5
Guided learning hours:	31
Unit reference number:	F/506/1920

This unit aims to develop the knowledge and skills required to administer parking traffic challenges, representations and civil parking appeals. Upon completion of this unit, learners will have an understanding of the administration of parking and traffic challenges. Learners will be able to process the receipt of, and respond to, challenges, representations and Civil Parking Notice appeals.

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Learning Outcomes	Assessment Criteria	Additional Guidance
	<p>1.6 Explain the types of internal evidence needed to support reliable decisions for the administration of parking and traffic challenges</p> <p>1.7 Explain when and why it may be appropriate to reactivate the enforcement process</p>	
2 Be able to process the receipt of challenges, representations and CPN appeals	<p>2.1 Record the receipt of written challenges, representations and CPN appeals</p> <p>2.2 Confirm that the information is complete, accurate, consistent and valid</p> <p>2.3 Decide whether to allow or uphold the appeal against recognised eligibility criteria</p> <p>2.4 Provide accurate advice and information on the progress and outcome of the case</p>	<p>Eligibility criteria could relate to:</p> <ul style="list-style-type: none"> • Carrying out works • Unloading goods/materials • Funerals • Blood transfusion services • Health screening • Domestic removals • Disabled
3 Be able to respond to challenges, representations and CPN appeals	<p>3.1 Confirm that the information is complete, accurate, consistent and valid</p> <p>3.2 Suspend the enforcement process while cases are being investigated</p> <p>3.3 Obtain additional evidence where gaps are identified</p> <p>3.4 Seek appropriate advice on cases beyond their level of authority</p> <p>3.5 Refer cases beyond their level of authority to the right person</p> <p>3.6 Inform customers of the decision and possible courses of action they can take within the agreed timescale</p> <p>3.7 Adhere to organisational policies and procedures, and legal and ethical requirements when responding to challenges, representations and CPN appeals</p>	<p>Obtaining additional evidence must be done in accordance with legal and regulatory requirements and in accordance with the policies of the authority</p> <p>The agreed timescale will be specific to the relevant authority</p> <p>Where possible, adherence to organisational policies and procedures, and legal and ethical requirements should be confirmed by a line manager or experienced colleague.</p>

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.

Occupational standards	Unit number	Title
Business & Administration (2013) National Occupational Standards:	CFASPA2	<ul style="list-style-type: none">Administer parking and traffic challenges, representations and parking charge notice appeals

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.