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| Unit Title: | Administer statutory parking and traffic appeals |
| OCR unit number: | 16 |
| Level: | 3 |
| Credit value: | 6 |
| Guided learning hours: | 42 |
| Unit reference number: | R/506/1923 |

Unit aim and purpose

This unit aims to develop the knowledge and skills required to administer statutory parking and traffic appeals. Upon completion of this unit, learners will have an understanding of the administration of statutory parking and traffic appeals. Learners will be able to apply this knowledge when preparing case evidence for statutory parking and traffic appeals, investigating cases, and contesting statutory parking and traffic appeals.

| Learning Outcomes | Assessment Criteria | Additional Guidance |
|--|--|---|
| The Learner will: 1 Understand the administration of statutory parking and traffic appeals | The Learner can: 1.1 Explain the requirements, rules and constraints of relevant legislation, codes of practice and the Data Protection Act 1.2 Explain the grounds on which someone may appeal and on which they may file a statement of truth 1.3 Explain the evidence needed to carry out an investigation 1.4 Explain how to validate | Relevant legislation should include chosen explanations from, <ul style="list-style-type: none"> • Traffic Management Act 2004 • Data Protection Act 1998 • Protection of Freedoms Act 2012 • Road Traffic Regulation Act 1984 • Road Traffic Act 1991 • Consumer law • Equalities law Plus any other legislation relevant to the organisation Codes of practice: <ul style="list-style-type: none"> • Approved Operator Scheme (AOS) private land Statement of Truth: a signed written statement to verify that the information contained within a set of documents is true |

| Learning Outcomes | Assessment Criteria | Additional Guidance |
|---|--|---|
| | <p>information for statutory parking and traffic appeals</p> <p>1.5 Explain the requirements for preparing and presenting a case summary</p> <p>1.6 Explain the preparations and codes of conduct relating to attending a hearing for statutory parking and traffic appeals</p> <p>1.7 Describe the actions needed to close a case and refund fees</p> <p>1.8 Explain who needs to be informed of the outcomes of a statutory appeal and why</p> <p>1.9 Explain the features of specialist software to process and record statutory appeals</p> <p>1.10 Explain the potential consequences of not acting within the given deadline</p> <p>1.11 Explain when and why an appeal may be referred by an adjudicator to an independent person to consider mitigation</p> <p>1.12 Explain the actions needed to reactivate the recovery process after the failure of statutory parking and traffic appeals</p> | <p>Specialist software such as:</p> <ul style="list-style-type: none"> • Customer Relationship Management (CRM) database • Microsoft Access • Bespoke software <p>Recovery process - this is used to prepare a Warranty of Execution to recover costs using external debt recovery agencies/bailiffs</p> |
| <p>2 Be able to prepare case evidence for statutory parking and traffic appeals</p> | <p>2.1 Record the receipt of statutory appeal notifications or revocation orders</p> <p>2.2 Confirm that the information is accurate and consistent</p> <p>2.3 Notify the right person of any discrepancies</p> <p>2.4 Meet the requirements of the deadline</p> | |
| <p>3 Be able to investigate cases for statutory appeals</p> | <p>3.1 Confirm that the information supplied is accurate, valid and reliable</p> <p>3.2 Obtain additional evidence where gaps are identified</p> <p>3.3 Refer cases beyond their own level of authority to the right person</p> | |

| Learning Outcomes | Assessment Criteria | Additional Guidance |
|--|---|--|
| | 3.4 Make and record decisions in statutory appeal cases on the basis of the evidence provided 3.5 Keep the adjudicator and appellant or respondent informed of progress and outcomes 3.6 Adhere to organisational policies and procedures, and legal and ethical requirements when investigating cases for statutory appeals | Where possible, adherence to organisational policies and procedures and legal and ethical requirements should be confirmed by a line manager or experienced colleague |
| 4 Be able to contest statutory parking and traffic appeals | 4.1 Prepare a case summary in accordance with organisational guidelines and codes of practice 4.2 Collate, label and present documentation in the format required by the appeals service 4.3 Respond promptly to requests for further information 4.4 Inform everyone who needs to know of the outcomes of a statutory appeal 4.5 Keep accurate records of information and decisions made | |

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: | CFASPA3 | <ul style="list-style-type: none"> Administer statutory parking and traffic 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 .