

Unit Title:	Administer parking dispensations
OCR unit number	257
Sector unit number	J/601/2647
Level:	2
Credit value:	4
Guided learning hours:	14

Unit purpose and aim

This unit is about the skills, knowledge and understanding required to administer dispensations.

Learning Outcomes	Assessment Criteria	Exemplification
<p>The Learner will:</p> <p>1. Understand the organisational and legal context for administering parking dispensations</p>	<p>The Learner can:</p> <p>1.1 Describe the services that they are responsible for</p> <p>1.2 Clarify the limits and scope of their responsibilities and authority in providing services</p> <p>1.3 Explain the organisation's policies, procedures and constraints that affect services in their area of responsibility</p> <p>1.4 Explain how to apply the organisation's policies, procedures and constraints that affect services in their area of responsibility</p> <p>1.5 Describe the current legislation, Traffic Regulation Orders and other regulations that apply</p> <p>1.6 The requirements of the Data Protection Act and its implications for own role</p> <p>1.7 Describe the specialist software used by the organisation for the issue of permits, season tickets, suspensions, dispensations / waivers and blue badges</p>	<p>Learning outcomes 1, 2 and 3 must be assessed using methods appropriate to the assessment of knowledge and understanding. A holistic approach to assessment should be adopted so that one piece of evidence covers more than one learning outcome and several assessment criteria and where appropriate, can be evidenced across units.</p>

	<p>1.8 Explain how to use the specialist software used by the organisation for the issue of permits, season tickets, suspensions, dispensations / waivers and blue badges</p>	
<p>2. Understand the processes involved in administering parking dispensations</p>	<p>2.1 Explain the criteria, policy and procedures in relation to permits, season tickets, suspensions, dispensations / waivers and blue badges</p> <p>2.2 Clarify the range of checks that are relevant to applications</p> <p>2.3 Explain how and when to carry out the range of checks that are relevant to applications</p> <p>2.4 Clarify the organisation's anti-fraud policies and procedures</p> <p>2.5 Explain how to operate the organisation's anti-fraud policies and procedures</p> <p>2.6 Describe the evidence required to support an application for a permit, season tickets, suspension, dispensation / waiver or blue badge</p> <p>2.7 Explain the payment and refund processing within the organisation</p> <p>2.8 Explain how to communicate effectively with customers and other relevant departments</p> <p>2.9 Clarify the importance of the audit trail of controlled stationary</p> <p>2.10 Explain how to update and maintain records as necessary</p>	
<p>3. Be able to receive and process applications for parking dispensations</p>	<p>3.1 Advise customers on criteria for eligibility</p> <p>3.2 Review applications and supporting evidence against published criteria</p>	

	<p>3.3 Seek additional evidence from the customer if required</p> <p>3.4 Carry out relevant checks in accordance with organisational procedures</p> <p>3.5 Where necessary, seek opinions from appropriate medical professionals</p> <p>3.6 Handle supporting documentation securely and in line with current legislation or relevant terms and conditions</p> <p>3.7 Make a decision to approve or decline the application</p>	
4. Be able to issue documentation for parking dispensations	<p>4.1 Communicate the decision to the customer, return documentation where necessary and issue appropriate paperwork</p> <p>4.2 Maintain appropriate records including renewals</p> <p>4.3 Process payments and handle refunds in line with organisational procedures</p> <p>4.4 Communicate the decision or information to other relevant departments</p>	Assessment should be planned to maximise the opportunities for the candidate to demonstrate their ability to administer parking dispensations.

Assessment

This unit is centre assessed and externally verified. Your assessor will use a range of assessment methods which may include:

- observation of performance in the work environment
- examination work products
- questioning the learner
- discussing with the learner
- use of others (witness testimony)
- looking at learner statements
- recognising prior learning

Evidence requirements

A range of evidence should be gathered to cover the Learning Outcomes and Assessment Criteria. Examples may include:

- Records of existing procedures identifying suggested changes
- Correspondence outlining suggestions for change
- Completed tasks where new procedure has been used

- Correspondence requesting support ie training of self or others
- Correspondence where clarification has been requested
- Records of feedback on changes in own work as a result of the change
- Records of suggestions for further change/actions

National Occupational Standards (NOS) mapping/signposting

This unit is based on the Council for Administration (CfA) NOS

NOS can be viewed on the CfA website at <http://www.cfa.uk.com> or the Occupational standards directory at www.ukstandards.co.uk.

Functional skills signposting

This section indicates where candidates may have an opportunity to develop their functional skills.

Link to functional skills standards <http://www.qcda.gov.uk/15565.aspx>

Functional Skills Standards					
English		Mathematics		ICT	
Speaking and Listening	✓	Representing		Use ICT systems	✓
Reading	✓	Analysing		Find and select information	✓
Writing	✓	Interpreting		Develop, present and communicate information	✓

Resources

Access to a working environment with associated equipment and resources

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 .