

ASTPAR5.4.1

Assist in the recovery of the non-payment of parking charges



Overview

This standard is about assisting in the recovery of the non-payment of parking charges, and taking the correct actions to meet these requirements. It includes handling documentation effectively, corresponding with debtors, following relevant procedures and maintaining accurate and up to date records.

There is one element:

- 1 Assist in the recovery of the non-payment of parking charges

Target group

This standard is recommended for those whose responsibilities include assisting in the recovery of the non-payment of parking charges.

This standard has been developed by the British Parking Association.

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Performance criteria

- You must be able to:*
- P1 identify and review all relevant information regarding the non-payment, including the details of any information issued to and received from the debtor
 - P2 identify and assess relevant available information regarding the circumstances of the case to determine grounds for adjusting the debt or for adjudication, and take the relevant consequent actions, in line with your organisation's procedures
 - P3 confirm that all relevant evidence is available and address any gaps, where necessary
 - P4 confirm that no payment has yet been made by the debtor, and where payment has been made take the appropriate actions to verify the details and progress the case
 - P5 confirm that all relevant procedures have been followed, and address carefully any gaps
 - P6 register the debt in line with your organisation's procedures
 - P7 ensure that the debtor is notified correctly of their debt and of the consequences of any continued non-payment
 - P8 progress cases of non or part-payment, in line with your organisation's requirements
 - P9 refer cases promptly to the relevant authority, where required, providing them with all necessary information
 - P10 close cases correctly where required payments are made
 - P11 maintain accurate and up to date records, in line with your organisation's requirements
 - P12 maintain confidentiality and data protection at all times in line with your organisation's procedures

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Knowledge and understanding

You need to know and understand:

Legislative, regulatory and organisational requirements

- K1 legal, regulatory and organisational procedures relating to the recovery of the non-payment of parking charges, and their impact for your area of operations
- K2 legislation, policies and procedures relating to data protection, health and safety, diversity and their impact for your area of operations
- K3 the role of your organisation and its activities in recovering the non-payment of parking charges
- K4 the limits of your authority and responsibility, and the actions to take if these are exceeded

Requirements particular to assisting in the recovery of the non-payment of parking

You need to know and understand:

- K5 information relevant to cases of non-payment of parking charges, and the actions appropriate to obtaining these
- K6 your organisation's procedures for identifying whether payments have been received
- K7 your organisation's procedures for registering debts
- K8 circumstances affecting whether a debt might be adjusted or, where relevant, referred for adjudication and the information appropriate to assessing these
- K9 the importance of reviewing circumstances affecting whether a debt might be adjusted or referred for adjudication, and the actions to take where these occur
- K10 the authorities to which cases of non-payment might be referred, and how to do this
- K11 your organisation's procedures for closing cases
- K12 your organisation's requirements and procedures for maintaining records relating to cases of non-payment

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