

ASTPAR5.5.1

Follow your organisation's policy in response to the fraudulent use of parking permits and tickets



Overview

This standard is about responding to cases involving the fraudulent use of parking permits and tickets. It includes gathering all of the necessary and available information relevant to the suspected fraudulent use, and taking the appropriate action to prevent further fraud, as well as progressing action against the individual(s) concerned, in line with your organisation's procedures.

There is one element:

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Target group

This standard is recommended for those whose responsibilities include countering the fraudulent use of parking permits and tickets, and progressing action where individual cases of fraud are suspected/identified.

This standard has been developed by the British Parking Association.

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Performance criteria

You must be able to:

- P1 identify all relevant details of cases where the fraudulent use of parking permits and tickets is suspected or identified
- P2 verify that all necessary information regarding the potential or actual fraud is available and correct, taking the appropriate steps to address any gaps or uncertainties
- P3 progress the relevant activities towards addressing the potential or actual fraudulent use of permits and tickets in line with your level of responsibility and your organisation's procedures
- P4 refer cases to the relevant authority, where necessary, ensuring that all relevant information is provided together with your reasoned recommendations regarding any further action
- P5 ensure that all relevant information is made available for any subsequent investigation or enquiry
- P6 report immediately to appropriate people where information is missing or incomplete, or where a breach in protocol is discovered
- P7 make appropriate information and knowledge available to those who need it and who are entitled to have it
- P8 present information clearly, concisely, accurately, and in a manner that promotes understanding
- P9 show integrity, fairness and consistency in your decision making
- P10 gather and manage information effectively, efficiently, ethically and lawfully
- P11 maintain accurate and up to date records, in line with your organisation's requirements

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Knowledge and understanding

You need to know and understand:

Legislative, regulatory and organisational requirements

- K1 legal, regulatory and organisational requirements relating to responding to the fraudulent use of parking permits and tickets, 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 the parking services which it provides
- K4 the rights and responsibilities of the alleged perpetrator of the fraudulent use of permits and tickets
- K5 the limits of your authority and responsibility, and the actions to take if these are exceeded

Requirements relating to responding to cases of fraudulent use of permits and tickets

You need to know and understand:

- K6 what constitutes a fraudulent use of parking permits and tickets in your organisation
- K7 your organisation's parking permit and ticket fraud response procedures, including the reporting lines to be followed
- K8 the information required to confirm and progress cases involving the fraudulent use of parking permits and tickets
- K9 those cases requiring referral to other internal, and/or external authorities, and the procedures for progressing such referrals
- K10 actions towards preventing the furtherance of the fraudulent use of parking permits and tickets, and how to progress these
- K11 the importance of maintaining confidentiality to prevent any subsequent investigation being compromised
- K12 the information required of any subsequent investigation or enquiry

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Developed by Asset Skills

Version number 1

Date approved May 2010

Indicative review date May 2012

Validity Current

Status Original

Originating organisation British Parking Association

Original URN PAR5.5.1

Relevant occupations Health, Public Services and Care; Public Services; Elementary Occupations; Elementary Security Occupations

Suite Parking Sector

Key words parking, stakeholders, processes, information, organisation, users
