

ASTPAR6.1.1

Provide information and advice regarding parking provision



Overview

This standard is about providing information and advice regarding parking provision and taking the correct actions to meeting these requirements. It involves establishing the type of information that may be required, determining the format of the information and advice, and ensuring that the information provided is accurate and up to date.

There is one element:

- 1 Provide information and advice regarding parking provision

Target group

This standard is recommended for those whose responsibilities include providing information and advice regarding parking provision.

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 the range of individuals who may require access to information and advice regarding parking provision
 - P2 establish the type of information and advice that may be required
 - P3 assess and determine the required format(s) of the information to be available
 - P4 use appropriate forms and styles of communication, suited to the needs and abilities of individuals
 - P5 ensure that the relevant information is accessible readily in the format and location which is appropriate for those seeking it
 - P6 confirm, where relevant, that the individual understands the information provided, encouraging questions
 - P7 identify, where necessary, other organisations to which individuals could be referred to for information and advice required, and provide the relevant details correctly
 - P8 ensure that the information provided is accurate and up to date
 - P9 liaise with other organisations, where required, and exchange information where relevant
 - P10 work within your own level of authority and refer to relevant others where appropriate

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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 the provision of information and advice regarding parking provision, 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 services relating to the provision of information and advice regarding parking provision
- K4 the limits of your authority and responsibility, and the actions to take if these are exceeded

Requirements relating to providing information and advice regarding parking provision

You need to know and understand:

- K5 the range of individuals who may require access to information and advice regarding parking provision
- K6 the type of information and advice that may be required regarding parking provision
- K7 where to source information that may be required, and how to access this in line with your organisation's procedures
- K8 different styles and forms of communication that may be appropriate when providing information to meet the needs of those requiring information and advice
- K9 how to listen actively, use questions effectively and confirm that the individual has understood the information provided
- K10 the importance of maintaining accurate and up to date information and advice regarding parking provision, and your organisation's procedures for doing this
- K11 organisations with which information might be exchanged, the nature of this information and the reasons for exchanging it, and how to do this
- K12 the type of information that is available for exchange or sharing in line with data protection legislation

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