

## ASTPAR6.3.2

### Control and manage the receipt of payment for parking related charges



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#### Overview

This standard is about controlling and managing the receipt of payment for parking related charges. Such charges are primarily those incurred as a result of parking infringements. It involves processing payments received, checking and updating these against records held, and referring cases of non-payment to the relevant authority.

There is one element:

- 1 Control and manage the receipt of payment for parking related charges

#### Target group

This standard is recommended for those whose responsibilities include controlling and managing the receipt of payment for parking related charges.

This standard has been developed by the British Parking Association.

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#### Performance criteria

- You must be able to:*
- P1 review the details regarding payments received, including those of the payee
  - P2 confirm that all required details are provided and address any gaps or discrepancies promptly and correctly
  - P3 confirm that the payment received is correct, including the amount, nature of the payment and date received, addressing any discrepancies in line with your organisation's procedures
  - P4 identify the account into which the payments are to be made, and progress the payment promptly, in line with your organisation's procedures
  - P5 identify, where relevant, circumstances requiring refunds of payments made, and progress these in line with your organisation's procedures
  - P6 confirm receipt of payments to the payment source, providing a record of receipts where appropriate and in line with your organisation's procedures
  - P7 monitor payment schedules, and identify and take prompt and correct actions to address instances of late, under or non-payment, in line with your organisation's procedures
  - P8 refer cases of non-payment, underpayment or appeal to the relevant authority, where required, providing them with all of the necessary information
  - P9 ensure that all relevant people are informed promptly of payments made and payment progress, in line with your organisation's procedures
  - P10 store payments securely, where relevant
  - 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 the control and management of receipt of payment for parking related 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 services in controlling and managing the receipt of payment for parking related charges
- K4 your role, and the limits of your authority and responsibility, and the actions to take if these are exceeded

#### Requirements relating to the control and receipt of payment for parking related

*You need to know and understand:*

- K5 the range of parking charges managed by your organisation, and why these charges are made
- K6 the methods of payment available and your organisation's procedures for processing payments for parking related charges
- K7 the details required regarding payments made, including those relating to the payee and the circumstances of the charge, and the actions appropriate to addressing any gaps or discrepancies in these
- K8 your organisation's procedures for ensuring payments are secured safely
- K9 the circumstances in which refunds, in total or in part, might be made, and how to process such refunds
- K10 the types of permits used for parking, and suspensions and waivers that may be applicable to the payments required for parking related charges
- K11 your organisation's procedures for addressing instances of late or non-payment, including those for referral, where relevant
- K12 the parties to which cases of underpayment, non-payment, or appeal should be referred, and your organisation's procedures for this
- K13 organisations with which information relating to the payment of charges might be exchanged, the nature of this information and the reasons for exchanging it, and how to do this
- K14 your organisation's requirements and procedures for maintaining up to date and accurate information regarding the payment of charges, and associated requirements towards maintaining confidentiality

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