

ASTPKC13

Use hand-held IT equipment on patrols



Overview

This unit defines the national standard of occupational competence for using hand held equipment to record data while on patrol. This unit therefore sets the standard for you to:

1. Carry out start and end of duty procedures (Element PKC 13.1)
2. Enter information during patrol (Element PKC 13.2)

You should be able to make sure the equipment that you use is working properly and what to do if it is not. You should enter the details required at start and end of duties, as well as the data required while on patrol. You should also be able to corrections or amendments to data that you have entered when necessary.

ASTPKC13

Use hand-held IT equipment on patrols

Performance criteria

Carry out start and end of duty procedures

You must be able to:

- P1 enter the required details correctly to log on and log off to hand-held systems
- P2 make sure that IT **equipment** is working properly in line with your organisation's policies and procedures
- P3 rectify **problems** with equipment in line with your organisation's policies and procedures
- P4 return hand-held equipment to the correct location for downloading and or recharging after logging off
- P5 transfer information obtained from the hand- held onto the appropriate documentation in a legible and accurate manner

Enter information during patrol

You must be able to:

- P6 enter the **required information** accurately and within acceptable timescales
- P7 confirm that the information you enter is correct
- P8 make corrections as required in line with your organisation's policies and procedures
- P9 complete charge notices where required in line with your organisation's policies and procedures

ASTPKC13

Use hand-held IT equipment on patrols

Knowledge and understanding

You need to know and understand:

Carry out start and end of duty procedures

- K1 current relevant legislation, regulations, codes of practice and guidelines relating to the use of handheld IT equipment
- K2 the details you should enter when logging on and off to the system
- K3 how to test that IT equipment is working correctly and what to do if it is not
- K4 the procedure for downloading data
- K5 which document you should use to record information

Enter information during patrol

You need to know and understand:

- K6 current relevant legislation, regulations, codes of practice and guidelines relating to the use of handheld
- K7 IT equipment
- K8 the information that you have to enter
- K9 operational protocols
- K10 how to make corrections to information you have entered
- K11 the operating procedures for authorising, printing and completing parking charge notices

ASTPKC13

Use hand-held IT equipment on patrols

Additional Information

Scope/range related to performance criteria

Carry out start and end of duty procedures

1. **equipment:** computers; printers; modems; leads; paperwork; parking charge notices
2. **problems** that you might have with equipment: equipment failure; equipment not set up correctly; incorrect data

Enter information during patrol

3. **required information:** vehicle details; location; date; time; reason for data entry

ASTPKC13

Use hand-held IT equipment on patrols

Developed by Asset Skills

Version number 1

Date approved December 2007

Indicative review date December 2009

Validity Current

Status Original

Originating organisation Asset Skills

Original URN PKC13

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

Suite Parking Control Occupations

Key words Duty, Hand-held IT equipment, Patrols, procedures