

# ASTPKC4

## Deal with information relating to parking control



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### Overview

This unit defines the national standard of occupational competence for dealing with information related to parking control. This information could be written or verbal, and includes using telecommunications. This unit therefore sets the standard for you to: -

1. Collect and pass on written information (Element PKC 4.1)
2. Pass on information verbally (Element PKC 4.2)

You should be able to collect all the information that you need in your work, as well as information that other people require from you. This information would come from a number of sources, such as notebooks or witness statements and could be confidential, which means you should pass on information to only those people who are authorised to have it. Methods of passing on written information include paper- and computer-based systems. Methods of passing on information verbally include face-to-face, telephone and radio.

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### Performance criteria

#### Collect and pass on written information

*You must be able to:*

- P1 collect and record the **information** relevant to parking control that is required by yourself and others
- P2 accurately and clearly record the information you collect in **approved formats**
- P3 maintain the confidentiality of information you collect in line with your organisation's policies and procedures
- P4 store documentation in line with your organisation's policies and procedures
- P5 pass on written information to relevant authorised persons, using appropriate **methods** and within the agreed timescales

#### Pass on information verbally

*You must be able to:*

- P6 use appropriate **methods** and approved procedures when you talk to other people
- P7 maintain the confidentiality of **information** you pass on in line with your organisation's policies and procedures
- P8 pass on information only to people who are authorised to receive it
- P9 pass on accurate information in a way that is clear and easily understood
- P10 confirm the person to whom you pass on information understands that information
- P11 promptly acknowledge the information you receive and act upon it in line with your organisation's policies and procedures
- P12 make sure **any communication equipment** you use is working properly
- P13 take prompt action to **overcome difficulties** in passing on information in line with your organisation's policies and procedures

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### Knowledge and understanding

*You need to know and understand:*

#### Collect and pass on written information

- K1 current relevant legislation, regulations, codes of practice and guidelines relating to dealing with information
- K2 what written information is required by others
- K3 the approved formats for information that you pass on to others
- K4 how and why it is important to collect information relevant to your duties
- K5 the procedures for passing on written information
- K6 how and why it is important to maintain the confidentiality of information
- K7 what to do if required information is not available
- K8 Where and how to get help and other possible sources of information

#### Pass on information verbally

*You need to know and understand:*

- K9 current relevant legislation, regulations, codes of practice and guidelines relating to dealing with information
- K10 the appropriate methods of communication available to you
- K11 your organisations approved procedures for communication with others
- K12 how and why it is important to maintain the confidentiality of information
- K13 how to pass on information only to people who are authorised to receive it
- K14 how to pass on information that is clear and accurate
- K15 the methods of confirming that the person to whom you pass on information understands that information
- K16 how and why it is important to promptly acknowledge the information you receive and act upon it in line with your organisation's policies and procedures
- K17 how to make sure the communication equipment you use is working properly
- K18 which prompt action to take to overcome difficulties in passing on information following approved procedures
- K19 the phonetic alphabet and standard radio terminology

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### Additional Information

#### Scope/range related to performance criteria

##### Collect and pass on written information

1. **approved formats:** pocket-book entries; daily diaries; witness statements; electronic; other methods specific to your own organisation
2. **information** relating to: tests you carry out; work activities; vehicles; incidents; personnel; weather conditions, waivers, suspensions
3. **methods** of passing on written information: paper-based; hand-held computer; computer terminal

##### Pass on information verbally

4. **methods** of talking with other people: face-to-face; by telephone; by radio
5. sources of **information:** pocket book entries; daily diary entry; witness statements; electronic; waivers; suspensions; other methods specific to your own organisation
6. **communication equipment:** mobile telephone; fixed-base telephone; radio
7. **overcome difficulties:** language differences, failure of communication equipment

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**Suite** Parking Control Occupations

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