
Overview

This unit defines the national standards of occupational competence for monitoring parking areas and the equipment used in those areas. These areas could be either display parking, or barrier and pay parking. This unit therefore sets the standards for you to: -

1. Patrol designated parking areas (Element PKC 6.1)
2. Deal with irregularities in parking areas (Element PKC 6.2)
3. Maintain the operation of parking control equipment (Element PKC 6.3)

You should be able to patrol the parking areas for which you have a responsibility and recognise situations that need to be addressed such as insecure or abandoned vehicles, children or animals left in vehicles, or suspicious behaviour. You should be able to take appropriate action to deal with these or any other type of incident in parking areas. During your patrols, you should be able to make sure that parking control equipment is working properly, such as pay machines, ticket machines and access control equipment.

You must know and understand the limits of your responsibility when patrolling parking areas, dealing with irregularities and maintaining the operation of parking control equipment.

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Monitor parking areas

Performance criteria

You must be able to:

Patrol designated parking areas

- P1 confirm the details of the areas that you are required to patrol
- P2 cover your designated areas fully, in line with your organisation's policies, procedures and guidelines
- P3 check the operation of parking control **equipment** at the specified frequency and times
- P4 complete checks within car parking areas and report **faults**
- P5 follow your instructions regarding recording details of your patrols and what you observe during these patrols
- P6 take account of any special instructions you are given related to patrolling parking areas

Deal with irregularities in parking areas

You must be able to:

- P7 correctly recognise **irregular situations** in parking areas
- P8 respond to irregular situations appropriately in line with your organisation's policies and procedures
- P9 maintain your own health and safety and that of others at all times
- P10 call for **assistance** immediately when you need it and follow any instructions you are given promptly and correctly
- P11 report and record accurately and legibly **details** of irregular situations in line with your organisation's policies and procedures

Maintain the operation of parking control equipment

You must be able to:

- P12 ensure, at specified frequency and times, that parking control **equipment** is working as required
- P13 correctly identify when equipment is **faulty or damaged**
- P14 take the correct **action** to rectify faults and damage
- P15 recognise when you need to get specialist help to maintain the operation of equipment
- P16 maintain access to parking following your instructions
- P17 record and report accurately and legibly the **details** of faults and damage to parking control equipment

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Knowledge and understanding

You need to know and understand:

Patrol designated parking areas

- K1 current relevant legislation, regulations, codes of practice and guidelines relating to monitoring parking areas
- K2 the patrol allocations and areas that you might be given
- K3 the local geography of your patrol areas
- K4 what details you need to know about your patrols and from whom or where to get these
- K5 the instructions and guidelines you will need to follow when patrolling parking areas
- K6 what details you should record related to your patrols
- K7 the limits of your responsibility and authority when patrolling parking areas

Deal with irregularities in parking areas

You need to know and understand:

- K8 current relevant legislation, regulations, codes of practice and guidelines relating to monitoring parking areas
- K9 the types of irregularities that could occur in parking areas and how to recognise them
- K10 how to deal with irregular situations
- K11 the limits of your responsibility and authority in relation to dealing with irregularities
- K12 the purpose and functions of emergency and breakdown services and how to call them
- K13 information required for descriptions of suspicious persons and vehicles
- K14 how to communicate effectively, particularly in an emergency
- K15 how to report and record details of irregularities

Maintain the operation of parking control equipment

You need to know and understand:

- K16 current relevant legislation, regulations, codes of practice and guidelines relating to monitoring parking areas
- K17 the equipment and parts that require inspection
- K18 how to inspect and test parking control equipment
- K19 basic fault rectification
- K20 how to maintain access to parking
- K21 the limits of your responsibility and authority and when to call for assistance
- K22 reporting procedures
- K23 work schedules and instructions

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Additional Information

Scope/range related to performance criteria

Patrol designated parking areas

1. **equipment:** pay on foot machines; pay and display machines; meters; access control; signs; help points, no parking cones
2. **faults:** lifts; lift intercoms; fire access; lights; no parking cones

Deal with irregularities in parking areas

3. **irregular situations:** insecure vehicles; abandoned vehicles; children left in vehicles and animals left in vehicles; persons behaving suspiciously; fuel leaks from vehicles; litter; spillages; persons trapped in lifts
4. **assistance:** emergency and breakdown services; from people within your organisation; from people outside your organisation; specialists
5. **details:** location; time; date; descriptions of vehicles; descriptions of people; descriptions of situations; details of witnesses; light levels; weather conditions; when and to whom reported

Maintain the operation of parking control equipment

6. **equipment:** pay on foot machines; pay and display machines; meters; access control; signs
7. **faults and damage:** jammed or malfunctioning equipment; broken parts; wrong time and date; depleted stocks; vandalised equipment; power loss
8. **action** that you take: repair the equipment yourself; get specialist help
9. **details:** location; time; date; descriptions of faults and damage; when and to whom reported

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Suite Parking Control Occupations

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