

ASTPKC7

Operate manual pay stations



Overview

This unit defines the national standard of occupational competence for operating barrier and pay parking areas. This unit therefore sets the standards for you to: -

1. Prepare to operate a manual pay station (Element PKC 7.1)
2. Operate a manual pay station (Element PKC 7.2)
3. Close down a manual pay station (Element PKC 7.3)

The unit covers opening pay stations, getting all your equipment and supplies ready, collecting fees for parking, maintaining the security, safety and tidiness of the pay station, and finally closing down the pay station. You will have to be able to deal with customers, giving information about fees, parking regulations and any specific details of your parking local area. You should also be able to close your pay station and the access points, either at the end of your duty, or during shifts.

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Performance criteria

You must be able to:

Prepare to operate a manual pay station

- P1 open your pay station , access and egress points following your organisation's policies, procedures and instructions
- P2 get ready all the **equipment and supplies** you need for duty
- P3 complete all the required documentation accurately and legibly
- P4 maintain your pay station in a clean, tidy and secure condition in line with your organisation's policies, procedures and instructions
- P5 give **information** to appropriate **persons** in line with your organisation's policies, procedures and instructions
- P6 give clear and accurate advice and information to customers and appropriate persons in a polite and courteous manner

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You must be able to:

- P7 ask for and get the correct valid **fees** from customers for parking according to laid down tariffs, charges and procedures
- P8 give customers valid receipts and correct change where necessary
- P9 give clear and accurate **advice and information** to customers in a polite and courteous manner, including what to do about lost or faulty tickets and insufficient funds
- P10 handle and balance income correctly and pass it on to the appropriate persons, in line with your organisation's policies and procedures
- P11 store income correctly and pass it on to the appropriate persons, in line with your organisation's policies and procedures
- P12 maintain your pay station in a clean, tidy and secure condition, to the required standard
- P13 maintain the security of your pay station throughout your working shift in line with your organisation's policies, procedures and instructions
- P14 complete any relevant paperwork to record each transaction

Close down a manual pay station

You must be able to:

- P15 close your pay station and access points in line with your organisation's policies, procedures and instructions, including temporary and mid-shift closures
- P16 return and secure all **equipment and supplies** at their correct locations
- P17 handle and store income correctly and pass it on to the appropriate persons, in line with your organisation's policies and procedures
- P18 store income correctly and pass it on to the appropriate persons, in line with your organisation's policies and procedures
- P19 complete all the required documentation accurately and legibly
- P20 maintain your pay station in a clean, tidy and secure condition, to the

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required standard

- P21 give **information** to appropriate persons in line with your organisation's policies, procedures and instructions
- P22 give clear and accurate advice and information to customers in a polite and courteous manner

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Knowledge and understanding

You need to know and understand:

Prepare to operate a manual pay station

- K1 current relevant legislation, regulations, codes of practice and guidelines relating to operating a manual pay stations
- K2 how to open up pay stations, access and egress points
- K3 the instructions and your organisation's policies and procedures for getting pay stations ready for operation
- K4 how to set up your pay station
- K5 how and where to get the equipment and supplies you need to operate a pay station
- K6 the required standards of cleanliness and tidiness of pay stations and how to meet these standards
- K7 how to maintain the security of your pay station

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You need to know and understand:

- K8 current relevant legislation, regulations, codes of practice and guidelines relating to operating a manual pay station
- K9 how to calculate parking tariffs and charges
- K10 how to deal with lost and faulty tickets and insufficient funds for payment
- K11 the procedures for handling all types of payment, including part- and non-payment, electronic transactions and giving receipts
- K12 the required standards of cleanliness and tidiness of pay stations and how to meet these standards
- K13 how to maintain the security of your pay station
- K14 the geography of your car park, including different types of parking areas and local area
- K15 the parking regulations and restrictions relevant to your car park areas
- K16 how to complete relevant paperwork to record each transaction

Close down a manual pay station

You need to know and understand:

- K17 current relevant legislation, regulations, codes of practice and guidelines relating to operating a manual pay station
- K18 how to close down pay stations and access points
- K19 your organisation's policies, procedures and instructions for closing pay stations
- K20 your organisation's policies, procedures and instructions for handling and balancing cash relating to your role
- K21 how and where to return equipment and supplies you close down a pay station
- K22 the required standards of cleanliness, tidiness and security of pay stations and how to meet these standards

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Additional Information

Scope/range related to performance criteria

Prepare to operate a manual pay station

1. **equipment and supplies:** till; ticket stock; paperwork; cash float; banking and cash handover supplies; season tickets forms; marketing and advertising leaflets
2. **information,** relating to: statistics; paperwork; tariffs; transactions; permit holders; season tickets
3. **persons** to whom you give information: customers; management; contractors; permit & season ticket holders; emergency services

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4. fees received by: cash; cheques; credit card; pre-paid tickets; vouchers; concessionary tickets; other valid documents
5. **advice and information** that you might give to customers: car park opening hours; tariffs; types of parking concessions and permit sales; different parking areas (long term, disabled); main local landmarks nearby; routes away from the car park area
Element: PKC 7.3 Element
Title: Close down a manual pay station

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6. **equipment and supplies:** till; ticket stock; paperwork; payments received
7. **information,** relating to: statistics; paperwork; tariffs; transactions; permit holders; season tickets
8. **persons** to whom you give information: customers; management; work colleagues

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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 PKC7

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

Suite Parking Control Occupations

Key words Manual pay stations, Operations