
Overview

This standard is about the provision of administrative services for the issue of parking permits, suspensions and dispensations, including waivers and blue badges.

This standard is for all employees involved in the provision of administrative services for the issue of parking permits, suspensions and dispensations, including waivers and blue badges.

**Performance
criteria****Receive and process applications**

- You must be able to:
- P1 advise customers on criteria for eligibility
 - P2 review applications and supporting evidence against published criteria
 - P3 seek additional evidence from the customer if required
 - P4 carry out relevant checks in accordance with organisational and legislative procedures
 - P5 where necessary, seek opinions from appropriate medical professionals
 - P6 handle supporting documentation securely and in line with current legislation or relevant terms and conditions
 - P7 make a decision to approve or decline the application

Issue documentation

- You must be able to:
- P8 communicate the decision to the customer, return documentation where necessary and issue appropriate paperwork
 - P9 maintain appropriate records including renewals
 - P10 process payments and handle refunds in line with organisational procedures
 - P11 communicate the decision or information to other relevant departments

Knowledge and understanding**You need to know and understand:**

- K1 the services that you are responsible for and the limits and scope of your responsibilities and authority in providing these services
- K2 your organisation's policies, procedures and constraints that affect services in your area of responsibility and how to apply them
- K3 the current legislation, regulations and codes of conduct that apply
- K4 the requirements of the Data Protection Act and its implications for your role
- K5 the criteria, policy and procedures in relation to permits, season tickets, suspensions, dispensations / waivers and blue badges
- K6 the range of checks that are relevant to applications and how and when to carry them out
- K7 your organisation's anti-fraud policies and procedures and how to operate them
- K8 the specialist software used by your organisation for the issue of permits, season tickets, suspensions, dispensations / waivers and blue badges and how to use it
- K9 the evidence required to support an application for a permit, season tickets, suspension, dispensation / waiver or blue badge
- K10 understanding of payment and refund processing within your organisation
- K11 how to communicate effectively with customers and other relevant departments
- K12 the importance of the audit trail of controlled stationary
- K13 how to update and maintain records as necessary

Additional information

Skills

You will apply the following skills:

1. accuracy
2. analysis
3. communicating
4. decision-making
5. evaluating
6. interpersonal skills
7. letter writing
8. listening
9. managing time
10. negotiating
11. organising
12. presenting yourself
13. problem solving
14. questioning
15. quality checking
16. recording
17. researching
18. using technology

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