

# WAMITAB Level 1 Award in Parking Enforcement Principles

*Guided Learning Hours: 34*

*Total Qualification time: 36*

*Qualification Code: 603/5100/7*

*Private Land Pathway: PEP1a,408,423*

*Civil Enforcement Pathway: PEP1b,409,433*



*Version 1, August 2019*

## About WAMITAB and this Qualification Handbook

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### About WAMITAB

WAMITAB is an awarding organisation and charity that develops qualifications for those working in resource management and recycling; cleaning; street cleansing; facilities management; and parking from operative through to management level.

Since it was formed in 1989, WAMITAB has evolved in line with the convergence between the sectors with a clear focus on promoting and supporting environmental sustainability. With over 120 qualification pathways and 70 quality assured centres, WAMITAB offers an unrivalled specialist network to support staff development.

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### Equal Opportunities

WAMITAB supports the principles of equal opportunities and we are committed to meeting these principles in the provision of all our qualifications and assessments. We firmly believe that all learners and stakeholders are therefore entitled to receive equal treatment irrespective of age, sex, race, marital status, religion, disability or sexual orientation.

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### The Purpose of this Qualification Handbook

Welcome to your WAMITAB Qualification Handbook. This will help you to complete your WAMITAB Level 1 Award in Parking Enforcement Principles. It contains:

- The units you need to achieve to complete your qualification.
  - Information about your responsibilities as a candidate.
  - Reference information covering each learning outcome and assessment criteria.
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## Candidate Information

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**Name**

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**WAMITAB Candidate Number**

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**Registration Date**

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**Enrolment Date**

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**Centre Name**

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**Centre Address**

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**Centre Contact**

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**Tutor Name**

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## Contents

About WAMITAB and this Qualification Handbook.....	2
Candidate Information.....	3
Frequently Asked Questions .....	5
Useful Words.....	8
Unit Terms.....	10
Mandatory Units .....	12
PEP1a: Introduction to Parking Control and Enforcement on Private Land .....	13
PEP1b: Introduction to Civil Parking Enforcement .....	14

## Frequently Asked Questions

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### **What is a qualification?**

A qualification is nationally recognised, based on National Occupational Standards and gained in the workplace. Achieving your qualification demonstrates that you can work to the standards expected by employers in your industry.

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### **What is the objective of this qualification?**

Develop the knowledge needed to work as a parking enforcement officer in the private or public parking industry throughout the UK.

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### **Who is it for?**

- New entrants to the parking industry
  - Experienced workers seeking a formal qualification
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### **What are the entry requirements of this qualification?**

This qualification is open entry. This means that learners interested in undertaking the WAMITAB Level 1 Award in Parking Enforcement Principles do not require any other qualifications or levels of attainment in order to take this qualification.

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### **What job role could this qualification lead to or support?**

This qualification could have significant benefits for the parking workforce as it will act as a gateway for opportunities for career progression or further education by building the confidence of employees and demonstrating that their skills have value.

The UK parking profession employs approximately 82,000 people (with 87% of these people employed in the private sector) in a wide range of occupations, compared to 569,000 people across Europe. This qualification is ideal for those employed in the following job roles:

- Civil Enforcement Officers
- Parking Attendants

Effective traffic and parking management is essential to support the sustainable growth of the UK economy as there are currently 34.5 million licensed vehicles on the roads (Juggins, 2013). Most of these vehicles spend more than 90% of the time in a car park, on the side of the road, at a station or in a garage (Juggins, 2013).

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## **What do I need to achieve?**

To achieve this qualification, you will need to select a pathway and complete the relevant unit.

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## **What is a unit?**

The units of a qualification describe what you must be able to do and understand to perform work activities competently in your job role.

- Learning outcomes: Describe what tasks you will be able to do as a result of learning.
- Assessment criteria: Describe what activities you will need to do and what you must know to complete each task.

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## **What is an approved WAMITAB Centre?**

You will gain your qualification through an approved WAMITAB Centre. It may be your place of work, a local college or training provider. Assessment of your qualification will be carried out at your place of work and the centre is responsible for the administration. Centre staff will therefore:

- Register you with WAMITAB.
- Provide a candidate registration number.
- Apply for your certificate when you have completed your qualification or units.

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## **How long will it take?**

There is no time limit set by WAMITAB for you to complete your qualification. However, your centre may also have some requirements that they will explain to you.

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## **Who will help me achieve my qualification?**

The following people at the approved WAMITAB centre will help you to achieve your qualification.

### **Your Tutor**

The tutor is the person you will have the most contact with as you work towards your qualification. They will provide the training.

### **External Quality Assurer**

An external quality assurer is employed by WAMITAB to ensure that your centre meets the required national standards for quality and assessment.

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## **What are my responsibilities as a candidate?**

As a candidate you will need to:

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- Provide your centre with your personal details so they can register you with WAMITAB.
  - Undertake training provided by the Centre.
  - Take a test which will help you demonstrate your knowledge.
  - Comply with health and safety law and regulations.
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### **What steps will I need to take to complete my qualification?**

1. **Planning:** your trainer will tell you about the mandatory units of the qualification and will help you to select relevant optional units.
  2. **Training:** you will complete a training course which will provide you with the knowledge to undertake the qualification test.
  3. **Feedback:** your trainer will provide regular feedback on your progress and will arrange for your test when they consider that you are ready.
  4. **Achievement:** once you have passed the test, your centre will apply for your WAMITAB certificate.
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### **What are the evidence requirements for this qualification?**

You will be required to undertake a Multiple Choice Question (MCQ) test. This means that for each question you will be given a number of answers and you have to select the one which you consider correct. The pass mark for the test is 70%.

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### **Where do I go if I need more information about my qualification and assessments?**

- your tutor
  - your qualification workbook
  - WAMITAB (01604 231950/ [www.wamitab.org.uk/info.admin@wamitab.org.uk](http://www.wamitab.org.uk/info.admin@wamitab.org.uk))
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## Useful Words

### Approved Centre

WAMITAB Centres are training organisations that have met our strict quality standards and have been approved to deliver our qualifications to learners. They include private providers, colleges of further education, employers and prisons.

### Assessment Criteria

These specify the standard that you are expected to meet to demonstrate that you have achieved the Learning Outcome. Assessment criteria are detailed enough to allow judgments to be made about your competence.

### Assessor

A person who works with the Approved Centre to assess your competence against the standards set within the qualification. Assessors are qualified and experienced in the subject of the qualification you are registered for, and have the skills to plan and carry out your assessments. They will make judgments of your competence, based on the evidence you provide, and give feedback.

### Competence

Competence, in relation to the qualification, describes your ability to consistently be able to undertake work activities, know and understand work-related tasks as per the requirements set out in the standards.

### Evidence

You need to collect evidence to prove that you are competent as required by the standards set in the units of the qualification. There are different types of evidence, ranging from an assessor observing your work, question and answers, assignments and tests. Evidence can also be presented using photographs, audio and video files. Each unit gives guidance as to what is expected and acceptable evidence. Evidence must be authentic and your own work.

### External Quality Assurer

This is an expert employed by WAMITAB to monitor, review and advise Approved Centres. The External Quality Assurer regularly visits the Approved Centre to check that all assessments are carried out correctly, to the same standard, and that all paperwork is maintained accurately and consistently. External Quality Assurers are qualified and experienced in the subject of the qualification that you are registered for. They therefore have the skills to check that the Approved Centre is operating properly and has all of the systems in place to deliver the qualification.

### **Internal Quality Assurer**

A person who works with the Approved Centre to make sure that the assessment is carried out correctly, and that all administration of the assessment is properly managed. Internal Quality Assurers are qualified and experienced in the subject of the qualification that you are registered for, and have the skills to verify the work of the assessor for accuracy, quality and consistency.

### **Learner**

A person who is registered to work towards achievement of a qualification – i.e. you!

### **Learning Outcome**

These set out what you will be expected to know, understand or be able to do. Each learning outcome relates to one or more assessment criteria, and together they set a clear assessment standard for each unit.

### **Portfolio**

This is a place where you will collect evidence to demonstrate your competence. A portfolio could be either hard-copy or electronic, but this will need to be agreed with the Approved Centre in advance. The evidence held in your portfolio must be your own work, and be clearly referenced to the units of the qualification.

### **Unit – Mandatory and Optional**

Units form the building blocks of all qualifications that are nationally regulated. Units are small chunks of learning that focus on specific aspects of knowledge, skills and understanding. Mandatory units are those that you must achieve, and Optional units offer a range of subjects that you may choose between.

### **Vocational**

A qualification is vocational when it relates directly to the skills, knowledge and understanding required to undertake a specific or broad job role.

### **WAMITAB**

An Awarding Organisation for a wide range of qualifications in waste management and recycling, cleaning and street cleansing, facilities management and parking. WAMITAB is responsible for ensuring the on going quality of the delivery and assessment of qualifications, and issues certificates to learners upon completion. We have over 25 years of experience developing and quality assuring qualifications, training and course materials

## Unit Terms

### Analyse

Look at something (for example a process) and use given classifications or principles to gain a further understanding.

### Apply

Put something into action – a “doing” task which requires “real” evidence from a workplace scenario.

### Compare

Look at the characteristics of an item or activity and note the similarities and differences. This is more often used at level 1 and 2.

### Critically Compare

Look at the characteristics of an item or situation, note the similarities and differences and their respective positive and negative aspects. In some cases, this can include the use of the comparison in context as the basis for decision making. This is generally used at level 3 and above.

### Demonstrate

A doing verb which requires you to actually do what the assessment criteria requires. You will have to provide evidence of which clearly shows you applying your knowledge and skills to meet the requirements of the assessment criteria. The evidence for this can involve getting someone to take a picture of you completing the task or discussing the task with an assessor and recording the discussion using documentation, video, etc. Remember that it is not enough to just write about it unless the task requires this type of written evidence.

### Describe

Provide a vivid picture of what it is by using imagery, adjectives and adverbs to make the subject easy to understand. It may also convey an idea or fact.

### Determine

To find out or decide. This may involve research, following a set of procedures or carrying out a series of calculations to find a solution.

### Develop

Build a process or activity or understanding either from scratch or using an existing product to create something workable.

**Differentiate/ Distinguish**

Look at the characteristics of an item or situation/ activity and explain the differences.

**Evaluate/Justify**

You must look at whatever the required content/process is and suggest other relevant, significant or possible outcomes. It is the process of exploring, checking and suggesting a likely outcome with reasons.

**Explain**

Provide a comprehensible answer that shows an understanding of the content/process mentioned. Your answer should include: what it is, how it works, what it looks like, what it does, how it happens, why it happens and any relevant reasons.

**Identify**

For most assessment criteria this requires the learner to list and describe what is required or relevant to produce an outcome, or requires the learner to make choices to achieve a particular aspect of their job. At levels 4, 5 and 6 this would require the learner to say what is available, make the choice and then to explain or justify why the choice was made.

**Implement**

Putting something into practice after the development process has taken place. This ensures that the product/process is actually employed and/or used by self and others during work activities.

**List**

Produce a number of relevant items which apply to the question. Further description is not required.

**Manage**

After a development process ensure that the product/process works using relevant management techniques.

**Recognise**

Be aware of, familiar with and able to identify an activity or product.

# Qualification Standards

### PEP1a: Introduction to Parking Control and Enforcement on Private Land

Learning Outcome	Assessment Criteria
1. Know the current legal framework under which parking may be enforced on private land.	1.1 Define 'private land' in relation to parking enforcement.
	1.2 State the legislation that applies to parking on private land.
	1.3 List the circumstances that may lead landowners and their enforcement officers to apply parking restrictions and charges on private land.
2. Know the procedure for issuing parking tickets on private land and the requirements for supporting evidence.	2.1 List the reasons for issuing parking tickets on private land.
	2.2 State the procedure for issuing and serving parking tickets on private land.
	2.3 List the types of supporting evidence required in relation to issuing a parking ticket.
	2.4 State the types of records and documents to be kept.
3. Know the circumstances when parking tickets should not be issued.	3.1 Identify the vehicle types which may be exempt from parking restrictions.
	3.2 Describe the circumstances in which the identified vehicles should not be issued with a parking ticket.
	3.3 Define the term 'period of consideration' for vehicles which have overstayed their paid parking limit.
	3.4 Define the term 'grace period' for vehicles which have overstayed their paid parking limit.
4. Know how to record the necessary information for vehicle identification	4.1 Identify vehicle registration marks including: <ul style="list-style-type: none"> <li>• Standard UK</li> <li>• Foreign</li> </ul>
	4.2 Identify vehicle make
5. Know the principles of car park management	5.1 List the different types of equipment, payment systems and procedures used in car parks
	5.2 State the reason for patrolling and monitoring car parks on private land
6. Know how to work safely	6.1 State the obligation of the parking operator and/or occupier in relation to health and safety
	6.2 Describe types of safety information provided by employers to employees.
	6.3 Describe where to find safety information.
	6.4 State the differences between lone working and team working.
	6.5 List the factors that could make parking enforcement more dangerous.
	6.6 State the control measures used to reduce the risks associated with parking enforcement.
	6.7 State the NATO phonetic alphabet.
7. Know the requirements for conduct, public image and customer service.	7.1 Describe standards of conduct for parking enforcement officers carrying out parking control and enforcement on private land.
	7.2 State the importance of presenting a positive image to the public.
	7.3 Describe the components of effective customer service in parking enforcement activities.

### PEP1b: Introduction to Civil Parking Enforcement

Learning Outcome	Assessment Criteria
1. Know the current legal framework for civil parking enforcement.	1.1 Define 'civil enforcement'.
	1.2 State the legislation that applies to civil parking enforcement.
	1.3 Describe the role of the civil enforcement officer.
	1.4 Identify space markings and signage.
2. Know the terminology for parking enforcement.	2.1 Define 'permitted parking'.
	2.2 Define 'restricted parking'.
	2.3 Define 'parking contravention'.
	2.4 Define 'observation periods'.
	2.5 Define 'parking exemption'.
	2.6 Define 'penalty charge notice'.
3. Know parking exemptions and their application.	3.1 Describe the purpose of parking exemptions.
	3.2 Identify the general exemptions which apply in civil parking enforcement.
	3.3 Describe the disabled persons blue badge scheme.
4. Know how to record the necessary information for vehicle identification.	4.1 Identify vehicle registration marks including: <ul style="list-style-type: none"> <li>• Standard UK</li> <li>• Foreign</li> </ul>
	4.2 Identify vehicle make
5. Know the procedure for issuing penalty charge notices and supporting evidence requirements.	5.1 Describe the purpose of a penalty charge notice.
	5.2 List the types of supporting evidence required in relation to a penalty charge notice.
	5.3 Describe the procedure for serving a penalty charge notice by: <ul style="list-style-type: none"> <li>• A civil enforcement officer.</li> <li>• Post.</li> </ul>
6. Know how to work safely.	6.1 Describe types of safety information provided by employers to employees.
	6.2 Describe where to find safety information.
	6.3 State the differences between lone working and team working.
	6.4 List the factors that could make civil enforcement more dangerous.
	6.5 State the control measures used to reduce the risks associated with civil enforcement.
	6.6 State the NATO phonetic alphabet.
7. Know the requirements for conduct, public image and customer service.	7.1 Describe standards of conduct for civil enforcement officers.
	7.2 State the importance of presenting a positive image to the public.
	7.3 Describe the components of effective customer service in civil enforcement activities.



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