



CIWM

Qualifications

Version 1, December 2021

Qualification Code: 601/1941/X

CIWM Code: NPA3, NPB3, NPC3, NPD3

Maximum Guided Learning Hours: 38

Total Qualification Time: 53

CIWM (WAMITAB) Level 3 Award in Notice Processing

Together, we stand for
a world beyond waste

About CIWM and this Handbook

About CIWM

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

As the leading professional body for resource and waste professionals, CIWM (Chartered Institution of Wastes Management) is the voice of the sector and represents over 5,500 individuals in the UK and overseas.

CIWM has a unique understanding of the sector. Our professional knowledge and trusted reputation enables us to inform and influence legislation and policy, playing a vital part in shaping the future role and reputation of the sector.

Equal Opportunities

CIWM 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.

The Purpose of this Qualification Handbook

Welcome to your CIWM Qualification Handbook. This will help you to complete your qualification. 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.

Candidate Information

Name

CIWM Learner Number

Registration Date

Enrolment Date

Centre Name

Centre Address

Centre Contact

Tutor Name

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Frequently Asked Questions

What is a regulated qualification?

A regulated qualification demonstrates that you have the knowledge, skills and/or understanding to meet the standards expected by employers in your industry. Your qualification is recognised by CIWM and one or more of the educational regulators across the UK.

What is the objective of this qualification?

This qualification has been specifically developed for those who work or want to work in an office based parking role within the UK private or public parking industry. You will develop the knowledge and skills required for employment and progression within this vital industry.

Who is it for?

- New entrants to the industry
- Experienced workers seeking a formal qualification

What are the entry requirements of this qualification?

This qualification is open entry. This means that learners interested in undertaking this qualification do not require any other qualifications or levels of attainment in order to take this qualification.

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:

- Notice Processors
- Notice Processing Officers

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).

What do I need to achieve?

To achieve this qualification, you will need to complete the mandatory unit and select an optional pathway.

Mandatory Units

Introduction to Notice Processing and Information Management (L3NP1)

NPA3 Optional Group 1 (England, Wales & Northern Ireland)

Process Penalty Charge Notices and Respond Appropriately to Challenges, Representations and Appeals (L3NP2)

NPB3 Optional Group 2 (Scotland only)

Process Penalty Charge Notices and Respond Appropriately to Challenges, Representations and Appeals (L3NP3)

NPC3 Optional Group 3 (England & Wales)

Notice Processing Requirements for parking enforcement on Private Land (L3NP4)

NPD3 Optional Group 4 (Scotland & Northern Ireland)

Notice Processing Requirements for parking enforcement on Private Land (L3NP5)

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.

What is a CIWM (WAMITAB) Qualifications Centre?

You will gain your qualification through a CIWM (WAMITAB) Qualifications 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 CIWM.
- Provide a registration number.

- Apply for your certificate when you have completed your qualification or units.

How long will it take?

You have two years to complete your qualification from the date of registration, but your centre may have some requirements that they will explain to you.

Who will help me achieve my qualification?

The following people at the CIWM (WAMITAB) Qualifications Centre will help you to achieve your qualification:

What are my responsibilities as a learner?

You will need to:

- Provide your centre with your personal details so they can register you with CIWM.
- Participate in any training provided.
- Undertake the assessment.
- Comply with health and safety law and regulations.

How is this qualification assessed?

The following list represents a range of possible assessment methods but it is not exhaustive or prescriptive, and Centres may use any suitable method of assessing candidates' performance.

Case Studies - There are numerous types of case study that can be used, in a variety of environments, and all should allow the candidate to replicate a real-life scenario and produce appropriate outcomes.

Replication / Simulation - Replication or simulation of a business scenario can be a practical and effective tool for establishing skills and understanding where naturally occurring evidence is unavailable or infrequent. This is typically the 'last resort' option for assessment but is warranted where certain considerations apply;

- Health and safety considerations
- Infrequently occurring activities
- Activities that would cause serious inconvenience or loss to an employer
- Equality of access

Where centres use such an approach, the replication should offer a realistic working environment where the skills to be assessed are normally employed. Simulations can have high realism and authenticity but the utility may be poor.

Presentations - Candidates may present the results of some elements of their work to the assessor or to a wider audience. Questions asked by the audience can provide a further opportunity to test understanding. Presentations can also demonstrate competence in areas where communication skills are being assessed but it is important to ensure that assessment is strictly in accordance with the requirements of the standards, and that a candidate's lack of presentational skills are not allowed to influence the assessment of outcomes to which they are not relevant.

Assignments - Candidates may undertake assignments either individually or as part of a group. The evidence from an individual assignment can readily be assessed but where group assignments are used the assessor should only accept evidence that can be attributed directly to candidates.

Time-Constrained Tests - Time-constrained tests may be used for the assessment of the outcomes. Such tests should be taken under supervised examination conditions using either conventional or technology-based techniques. These could include short answer or essay questions.

- Unseen, closed-book, examinations have a high utility and very high authenticity but poor realism.
- Open-book examinations improve on realism by making available standard reference sources for candidates to consult. Where this is used, expectations about what constitutes a satisfactory level or performance must be raised accordingly.
- Pre-circulated case studies with unseen examinations allow candidates three to six weeks to consider a case study in their own time and make notes. These notes may be taken into the examination room and referred to by the candidate when answering the unseen examination questions.

Work-Related Technical Projects

A work-related technical project could be acceptable for assessment provided that the employer requirements match the Learning Outcomes for the Unit. The project should be based on current issues relating to the work of the individual and be in line with employer needs. In addition to the formal assessment process, an important element of the assessment would be employer feedback on the project.

Assessment in the Workplace

The candidate's normal work activities may be able to provide evidence of at least some of the required outcomes and as a method

of assessment has a high utility, at least as far as the candidate is concerned.

- Direct assessor observation where a required outcome can be covered by workplace observation there is no reason why it should not be. As an assessment method this rates highly not only for utility but also for realism and authenticity.
- Normal outputs from work activities in the form of reports, minutes of meetings, etc may also be used to provide evidence. While this scores highly for utility and realism, appropriate steps must be taken to ensure authenticity, especially where reports, etc are produced by a team.

If these methods are used there must be a written statement by the assessor listing the outcomes demonstrated and the criteria used to assess effective performance.

Professional Discussion - Provides a holistic approach to assessing knowledge and understanding and is useful in determining not only what and how a candidate is performing, but also their analytical and decision-making abilities. As an assessment method, it can be one of the best ways of testing the validity and reliability of a candidate's evidence. However, it is important to bear in mind that professional discussion it is not a question-and-answer session and does not replace other stated methods of assessing candidate performance; rather it is a useful addition to an overall methodology. This should be done in three phases:

- **Planning the discussion:** The assessor needs to be clear about the purpose of using professional discussion and the required outcomes in the early stages of planning.
- **Facilitating and assessing the discussion:** The assessor's role is to manage the process in order to allow their candidate to prove their knowledge and understanding in a supported environment but without the assessor constantly directing and leading the conversation. During the discussion, the assessor may use a number of techniques to ensure the discussion remains focused and effective – i.e. periodically summarising points covered, questioning to probe for more information or to clarify certain points of discussion.
- **Recording Evidence:** A record of the discussion should be produced to show how the assessment criteria have been covered. There are various options for recording professional discussion; audio or video taping or paper based logging. If using an audio/video tape, it is important to agree this with the learner first to ensure they are comfortable with this method of recording. Whatever recording method is selected, the assessor needs to ensure that the evidence resulting from discussion is clearly referenced to the appropriate assessment criteria. This is important to enable effective verification.

Oral Examination - There is no single blueprint for oral examinations, but standardisation of the interview procedure is needed to ensure reliability and validity (Brown, 2001:12) whilst there also needs to be protection against the content of the questioning being compromised after the first students leave the examination.

As such, CIWM expects that this method of assessment is used primarily to overcome literacy issues which may disadvantage those learners who would otherwise be required to sit a form of written examination. As with Professional Discussion, A record of the discussion should be produced to show how the assessment criteria have been covered and the assessor needs to ensure that the evidence resulting from discussion is clearly referenced to the appropriate assessment criteria. This is important to enable effective verification.

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

- Your tutor/assessor
- Your qualification workbook
- CIWM

Useful Words

Instructional verbs	Definition
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.
Awarding Organisation	To have a qualification recognised in the UK it must be accredited through an awarding body. These organisations are regulated by Ofqual in England, Qualifications Wales, CCEA in Northern Ireland and SQA in Scotland to ensure that you receive a high quality, recognised qualification upon completion of the course.
CIWM	An Awarding Organisation for a wide range of qualifications in waste management and recycling, cleaning and street cleansing, facilities management, and parking. CIWM 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.
CIWM (WAMITAB) Qualifications Centre	These 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.
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.
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.
Multiple Choice Tests	A form of assessment where learners are asked to select the best possible answer from the list provided.
Tutor	A person employed to instruct an individual or small group on a particular topic. Tutors that deliver knowledge and understanding qualifications and units should have relevant competence and experience in the subject that they are delivering and have experience of delivering vocational learning.
Units – Mandatory and Optional	Units form the building blocks of all qualifications that are nationally regulated on the Qualification Credit Framework. 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.

Unit Terms

Instructional verbs	Definition
Assess	To offer a reasoned judgement of the standard, quality of situation or ability informed by relevant facts.
Define	Provide a generally recognised or accepted definition.
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.
Differentiate	To look at the characteristics of an item or situation/activity and explain the differences.
Evaluate	To 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	To provide a comprehensive answer that shows an understanding of the content/process mentioned. The 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	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 Level 4, this would require the learner to say what is available, make the choice and then to explain or justify why the choice was made.
List	To produce a number of relevant items which apply to the question. Further description is not required.
Name	To name something.
State	To express something definitely or clearly in speech or writing.
Summarise	To give a brief statement in your own words of the main points.

SECTION 1 – Mandatory Unit Group

Unit L3NP1: Introduction to Notice Processing and Information Management

Level: 2			Evidence Type	Results	Comments
Learning Outcome	Assessment Criteria	Indicative Content			
1. Understand the roles of key organisations involved in public regulated parking and managing parking on private land	1.1 Name the key organisations in parking enforcement	You should be able to name the key organisations in parking enforcement.			
	1.2 Define the roles of the key organisations within parking enforcement	You should be able to define the roles of the key organisations identified in 1.1.			
	1.3 Identify the key differences between public and private sector parking enforcement and processing	You should be able to list and briefly describe the key differences between public and private sector parking enforcement and processing.			
	1.4 Explain the key differences between enforcement agent and debt recovery companies	You should be able to explain the key differences between enforcement agent and debt recovery companies.			
2. Understand the background to current parking legislation	2.1 Explain how the introduction of civil parking legislation impacted on parking enforcement	You should be able to explain how the introduction of civil parking legislation impacted on parking enforcement.			
	2.2 List legislation under which parking on public regulated land is currently enforced	You should be able to list the legislation under which parking on public regulated land is currently enforced.			
	2.3 List legislation under which parking on private land is managed	You should be able to list the legislation under which parking on private land is managed.			
3. Understand the role of the Notice Processor	3.1 Describe the role of the Notice Processor	You should be able to describe the role of a Notice Processor. Think about: <ul style="list-style-type: none"> • Duties • Responsibilities 			

	3.2 State the importance of having an appeal process	You should be able to clearly express the importance of having an appeal process.			
	3.3 State the importance of good customer service	You should be able to clearly express the importance of good customer service. Think about: <ul style="list-style-type: none"> • What customer service is. • Why it is important. 			
	3.4 State how to manage conflict situations	You should be able to clearly express how to manage conflict situations. Think about: <ul style="list-style-type: none"> • What is meant by conflict. • What conflict situations you would encounter. • How you would manage these situations. 			
4. Know how to record accurately the necessary information for vehicle identification	4.1 Identify vehicle registration marks, including: <ul style="list-style-type: none"> • Standard UK • Foreign • Diplomatic • Trade Plates • Military Vehicles 	You should be able to list and briefly describe the different vehicle registration marks, including: <ul style="list-style-type: none"> • Standard UK • Foreign • Diplomatic • Trade Plates • Military Vehicles 			
	4.2 Identify vehicle makes, vehicle manufacturers	You should be able to list and briefly describe: <ul style="list-style-type: none"> • Vehicle manufacturers • Vehicle makes 			
	4.3 Identify vehicle classes	You should be able to list and briefly describe vehicle classes.			
	5.1 Explain the purpose of the phonetic alphabet	You should be able to explain the purpose of the NATO phonetic alphabet.			

5. Understand key tools to aid communication	5.2 State the phonetic alphabet	You should be able to clearly express the NATO phonetic alphabet.			
	5.3 Explain the importance of recording information received from callers against relevant cases	You be able to explain why it is important to record information received from callers against relevant cases.			
	5.4 Explain the importance of equal opportunities and diversity	You should be able to explain why equal opportunities and diversity are important.			
6. Understand the key principles of equality and diversity	6.1 Explain the difference between prejudice and discrimination	You should be able to explain the difference between prejudice and discrimination.			
	6.2 Identify relevant legislation covering the areas of equality and diversity	You should be able to list and briefly describe relevant legislation covering the areas of equality and diversity.			
	6.3 Explain the importance of non-discriminatory practices	You should be able to explain why non-discriminatory practices are important.			
	6.4 Identify social and diversity issues Notice Processors deal with	You should be able to list and briefly describe the social and diversity issues that Notice Processors deal with.			
	6.5 Explain the individual's responsibilities for equality and diversity	You should be able to explain an individual's responsibilities for equality and diversity.			
	6.6 Explain organisational responsibilities for equality and diversity	You should be able to explain organisational responsibilities for equality and diversity.			
	6.7 Identify methods used to tackle diversity and inclusion issues	You should be able to list and briefly describe methods used to tackle diversity and inclusion issues.			

7. Understand the General Data Protection Regulation (GDPR)	7.1 State the basic principles of the GDPR	You should be able to clearly express the basic principles of GDPR.			
	7.2 Define what constitutes: <ul style="list-style-type: none"> • Personal data • Sensitive personal data 	You should be able to define: <ul style="list-style-type: none"> • Personal data • Sensitive personal data 			
	7.3 Explain how personal data is managed in the following situations: <ul style="list-style-type: none"> • Speaking to the customer/stakeholder • Passing information to third parties • Storing, protecting and destroying personal data • Writing response letters to motorists 	You should be able to explain how personal data is managed in the following situations: <ul style="list-style-type: none"> • Speaking to the customer/stakeholder • Passing information to third parties • Storing, protecting and destroying personal data • Writing response letters to motorists 			
8. Understand the Freedom of Information Act (FOI)	8.1 State the organisations that are required to comply with Freedom of Information requests	You should be able to clearly express the organisations that are required to comply with Freedom of Information requests.			
	8.2 Identify requests under Freedom of Information Act	You should be able to list and briefly describe requests under Freedom of Information Act.			
	8.3 Explain what information is exempt from Freedom of Information requests	You should be able to explain what information is exempt from Freedom of Information requests.			
	8.4 State the timescales for responding to Freedom of Information requests	You should be able to clearly express the timescales for responding to Freedom of Information requests.			
9. Know how to process incoming correspondence	9.1 Describe ways in which audit trails and evidence can be preserved when receiving and processing incoming correspondence from motorists	You should be able to describe the ways in which audit trails and evidence can be preserved when receiving and processing			

		incoming correspondence from motorists.			
	9.2 Identify correspondence and payments which are invalid and need to be returned to the motorist	You should be able to list and briefly describe correspondence and payments which are invalid and need to be returned to the motorist.			
	9.3 Identify the nature of an incoming item of correspondence and classify it correctly for further processing action	You should be able to list and briefly describe the nature of incoming correspondence and how to classify it correctly for further processing action.			
	9.4 Identify items of evidence submitted by motorists, which need to be returned to the motorist	You should be able to list and briefly describe items of evidence submitted by motorists, which need to be returned to the motorist.			
	9.5 Explain the benefits of recording incoming and outgoing Correspondence against a case record on the IT system	You should be able to explain the benefits of recording incoming and outgoing correspondence against a case record on the IT system.			
10. Understand how to process payments	10.1 Explain the importance of security when processing payments	You should be able to explain the importance of security when processing payments.			
	10.2 Describe ways of working that minimise fraud	You should be able to describe the ways of working that minimise fraud.			
	10.3 Explain why it is important for payment records to be accurate and complete	You should be able to explain why it is important for payment records to be accurate and complete.			
	10.4 Identify data necessary to reconcile payments	You should be able to list and briefly describe the data necessary to reconcile payments.			

	10.5 Identify actions to be taken when payments do not reconcile	You should be able to list and briefly describe the actions to be taken when payments do not reconcile.			
	10.6 Explain the importance of timeliness when processing payments	You should be able to explain why timelines are important when processing payments.			
11. Understand how to carry out audit activities	11.1 Explain the importance of reconciling issued notices against uploaded notices	You should be able to explain why it is important to reconcile issued notices against uploaded notices.			
	11.2 Describe the importance of auditing the following: <ul style="list-style-type: none"> • Missing parking notices • Unallocated payments • VQ4/VQ5 responses • Statutory documentation generated/printed/posted • DVLA mismatches 	You should be able to describe why it is important to audit: <ul style="list-style-type: none"> • Missing parking notices • Unallocated payments • VQ4/VQ5 responses • Statutory documentation generated/printed/posted • DVLA mismatches 			

SECTION 2 – Optional Unit Group 1 (NPA3)

Unit L3NP2: Process Penalty Charge Notices and Respond Appropriately to Challenges, Representations and Appeals (England and Wales)

Level: 3			Evidence Type	Results	Comments
Learning Outcome	Assessment Criteria	Indicative Content			
1. Understand contraventions and enforcement areas	1.1 State the contravention codes for on-street and off-street parking	You should be able to clearly express the contravention codes for on-street and off-street parking.			
	1.2 Explain the reason for 'observation periods'	You should be able to explain the reason for observation periods.			
	1.3 Describe the difference between permitted parking and prohibited parking	You should be able to describe the difference between permitted parking and prohibited parking.			
	1.4 Define a Civil Enforcement Area (CEA), a Special Enforcement Area (SEA) and a Controlled Parking Zone (CPZ)	You should be able to define: <ul style="list-style-type: none"> • Civil Enforcement Area • Special Enforcement Area • Controlled Parking Zone 			
2. Understand parking exemptions and their application	2.1 State parking exemptions and their application for: <ul style="list-style-type: none"> • Royal mail, military, utility and emergency vehicles • Loading and unloading • Getting in and out of a vehicle • Vehicles prevented from moving due to circumstances beyond the driver's control • Opening and closing barriers or gates 	You should be able to clearly express the parking exemptions for: <ul style="list-style-type: none"> • Royal mail, military, utility and emergency vehicles • Loading and unloading • Getting in and out of a vehicle • Vehicles prevented from moving due to circumstances beyond the driver's control • Opening and closing barriers or gates 			

	2.2 Explain the Disabled Badge Scheme, including exemptions for disabled persons blue badge holders	You should be able to explain the Disabled Badge Scheme, including exemptions for disabled persons blue badge holders.			
	2.3 Explain the use of Traffic Orders	You should be able to explain the use of Traffic Orders.			
	2.4 Identify the purpose and content of a Traffic Order	You should be able to list and briefly describe: <ul style="list-style-type: none"> • The purpose of a Traffic Order • The content of a Traffic Order 			
3. Know the stages in processing a Penalty Charge Notice issued under Traffic Management Act 2004 (TMA)	3.1 State which fields are legal requirements on a penalty charge notice (PCN)	You should be able to clearly express the fields which are legal requirements on a PCN.			
	3.2 Explain the key stages in processing a penalty charge notice (PCN) served to the person appearing to be in charge of the vehicle	You should be able to explain the key stages in processing a PCN served to the person appearing to be in charge of a vehicle.			
	3.3 Explain the circumstances in which a penalty charge notice (PCN) can be served by post	You should be able to explain the circumstances in which a PCN can be served by post.			
	3.4 Explain the key stages in processing a penalty charge notice (PCN) issued by post	You should be able to explain the key stages in processing a PCN issued by post.			
	3.5 State the timescales applicable for the issue of statutory notices	You should be able to clearly express the timescales applicable to the issue of statutory notices.			
	3.6 Explain the effects of payment or part payment at each stage	You should be able to explain the effects of payment or part payment at each stage.			
	3.7 Identify the information contained within statutory notices	You should be able to identify the information contained within statutory notices.			

4. Know how to respond appropriately to a Challenge against a PCN and a Representation against a Notice to Owner (NTO)	4.1 Differentiate between a Challenge and a Representation	You should be able to explain the difference between a challenge and a representation.			
	4.2 Identify the minimum information required to respond to a Challenge	You should be able to list and briefly describe the minimum information required to respond to a challenge.			
	4.3 State who may make Representations against a Notice to Owner (NTO)	You should be able to clearly express who may make representations against a NTO.			
	4.4 Identify the types of supporting evidence that could be provided	You should be able to list and briefly describe the types of supporting evidence that could be provided.			
	4.5 State where exemptions can apply to PCNs being Challenged	You should be able to clearly express where exemptions can apply to PCNs being challenged.			
	4.6 List the minimum information to be contained within a Notice of Rejection	You should be able to list the minimum information contained within a Notice of Rejection.			
	4.7 State the timescales for responding to Challenges and Representations	You should be able to clearly express the timescales for responding to challenges and representations.			
	4.8 Describe the courses of action open to the motorist after a Notice of Rejection	You should be able to describe the courses of action open to the motorist after a Notice of Rejection.			
	4.9 Explain why all points raised by a motorist should be addressed when responding to Challenges and Representations	You should be able to explain why all points raised by a motorist should be addressed when responding to Challenges and Representations.			
	4.10 List the grounds for appeal for parking contraventions	You should be able to list the grounds for appeal for parking contraventions.			

	4.11 Explain the difference between statutory grounds for representation and mitigation	You should be able to explain the difference between statutory grounds for representation and mitigation.			
5. Understand how to administer Appeals against a Notice of Rejection	5.1 Explain the role and powers of an adjudicator	You should be able to explain the role and powers of an adjudicator.			
	5.2 Evaluate if sufficient evidence exists to contest the Appeal	You should be able to evaluate if sufficient evidence exists to contest the appeal.			
	5.3 Explain circumstances where a case would not be contested	You should be able to explain the circumstances where a case would NOT be contested.			
	5.4 List the information that must be included when compiling a case file for the adjudicators	You should be able to list the information that must be included when compiling a case file for the adjudicators.			
	5.5 State when information must be disclosed to the appellant prior to the appeal hearing	You should be able to clearly express when information must be disclosed to the appellant prior to the appeal hearing.			
	5.6 Explain circumstances in which an adjudicator may award costs against the issuing authority	You should be able to explain circumstances in which an adjudicator may award costs against the issuing authority.			
	5.7 Describe the process to be followed after the adjudicator's decision	You should be able to describe the process to be followed after the adjudicator's decision.			
6. Understand how to administer parking and traffic debt recovery	6.1 Explain the debt and warrant registration process	You should be able to explain the debt and warrant registration process.			
	6.2 Evaluate if a case is eligible for debt registration with the traffic enforcement centre	You should be able to evaluate if a case is eligible for debt registration with the traffic enforcement centre.			

	6.3 Identify the information required to register a debt	You should be able to list and briefly describe the information required to register a debt.			
	6.4 Describe the authority of the enforcement agent in recovery of debt	You should be able to describe the authority of the enforcement agent in debt recovery.			
	6.5 List circumstances when a case could be closed	You should be able to list circumstanced when a case could be closed.			
	6.6 Identify the debt recovery statutory documentation to be served	You should be able to list and briefly describe the debt recovery statutory documentation to be served.			
	6.7 List the grounds under which a Witness Statement may be filed	You should be able to list the grounds under which a witness statement may be filed.			
	6.8 Explain the effect of filing a Witness Statement for each ground	You should be able to explain the effect of filing a witness statement for each ground.			
	6.9 Explain the out of time Witness Statement process	You should be able to explain the out of time witness statement process.			

SECTION 3 – Optional Unit Group 2 (NPB3)

Unit L3NP3: Process Penalty Charge Notices and Respond Appropriately to Challenges, Representations and Appeals (Scotland)

Level: 3			Evidence Type	Results	Comments
Learning Outcome	Assessment Criteria	Indicative Content			
1. Understand contraventions and enforcement areas	1.1 State the contravention codes for on-street and off-street parking	You should be able to clearly express the contravention codes for on-street and off-street parking.			
	1.2 Explain the reason for 'observation periods'	You should be able to explain the reason for observation periods.			
	1.3 Describe the difference between permitted parking and prohibited parking	You should be able to describe the difference between permitted parking and prohibited parking.			
	1.4 Define a Special Parking Area (SPA) and a Controlled Parking Zone (CPZ)	You should be able to define: <ul style="list-style-type: none"> • Special Enforcement Area • Controlled Parking Zone 			
2. Understand parking exemptions and their application	2.1 State parking exemptions and their application for: <ul style="list-style-type: none"> • Royal mail, military, utility and emergency vehicles • Loading and unloading • Getting in and out of a vehicle • Vehicles prevented from moving due to circumstances beyond the drivers control • Opening and closing barriers or gates 	You should be able to clearly express the parking exemptions for: <ul style="list-style-type: none"> • Royal mail, military, utility and emergency vehicles • Loading and unloading • Getting in and out of a vehicle • Vehicles prevented from moving due to circumstances beyond the driver's control • Opening and closing barriers or gates 			

	2.2 Explain the Disabled Badge Scheme, including exemptions for disabled persons blue badge	You should be able to explain the Disabled Badge Scheme, including exemptions for disabled persons blue badge holders.			
	2.3 Explain the use of Traffic Orders	You should be able to explain the use of Traffic Orders.			
	2.4 Identify the purpose and content of a Traffic Order	You should be able to list and briefly describe: <ul style="list-style-type: none"> • The purpose of a Traffic Order • The content of a Traffic Order 			
3. Know the stages in processing a Penalty Charge Notice (PCN) issued under the Road Traffic Act 1991 (RTA 91)	3.1 State which fields are legal requirements on a Penalty Charge Notice (PCN)	You should be able to clearly express the fields which are legal requirements on a PCN.			
	3.2 Explain the key stages in processing a Penalty Charge Notice (PCN)	You should be able to explain the key stages in processing a PCN.			
	3.3 State the timescales applicable for the issue of statutory notices	You should be able to clearly express the timescales applicable to the issue of statutory notices.			
	3.4 Explain the effects of payment or part payment at each stage	You should be able to explain the effects of payment or part payment at each stage.			
	3.5 Identify the information contained within statutory notices	You should be able to identify the information contained within statutory notices.			
4. Know how to respond appropriately to a Challenge against a Penalty Charge Notice (PCN) and a Representation against a Notice to Owner (NTO)	4.1 Differentiate between a Challenge and a Representation	You should be able to explain the difference between a challenge and a representation.			
	4.2 Identify the minimum information required to respond to a Challenge	You should be able to list and briefly describe the minimum information required to respond to a challenge.			
	4.3 State who may make Representations against a Notice to Owner (NTO)	You should be able to clearly express who may make representations against a NTO.			

	4.4 Identify the types of supporting evidence the motorist and the parking attendant could provide	You should be able to list and briefly describe the types of supporting evidence that could be provided.			
	4.5 State where exemptions can apply to Penalty Charge Notices (PCNs) being Challenged	You should be able to clearly express where exemptions can apply to PCNs being challenged.			
	4.6 List the minimum information to be contained within a Notice of Rejection	You should be able to list the minimum information contained within a Notice of Rejection.			
	4.7 Describe the courses of action open to the motorist after a Notice of Rejection	You should be able to describe the courses of action open to the motorist after a Notice of Rejection.			
	4.8 Explain why all points raised by a motorist should be addressed when responding to Challenges and Representations	You should be able to explain why all points raised by a motorist should be addressed when responding to Challenges and Representations.			
	4.9 List the grounds for appeal for parking contraventions	You should be able to list the grounds for appeal for parking contraventions.			
	4.10 Explain the difference between statutory grounds for representation and mitigation	You should be able to explain the difference between statutory grounds for representation and mitigation.			
5. Understand how to administer Appeals against a Notice of Rejection	5.1 Explain the role and powers of an adjudicator	You should be able to explain the role and powers of an adjudicator.			
	5.2 Evaluate if sufficient evidence exists to contest the Appeal	You should be able to evaluate if sufficient evidence exists to contest the appeal.			
	5.3 Explain circumstances where a case would not be contested	You should be able to explain the circumstances where a case would NOT be contested.			

	5.4 List the information that must be included when compiling a case file for the adjudicators	You should be able to list the information that must be included when compiling a case file for the adjudicators.			
	5.5 State when information must be disclosed to the appellant prior to the appeal hearing	You should be able to clearly express when information must be disclosed to the appellant prior to the appeal hearing.			
	5.6 Explain circumstances in which an adjudicator may award costs against the issuing authority	You should be able to explain circumstances in which an adjudicator may award costs against the issuing authority.			
	5.7 Describe the process to be followed after the adjudicator's decision	You should be able to describe the process to be followed after the adjudicator's decision.			
6. Understand how to process Penalty Charge Notices (PCNs) through to the Sheriff Officer	6.1 Evaluate if a case is eligible for action to recover the charge through Sheriff Officers	You should be able to evaluate if a case is eligible for action to recover the charge through Sheriff Officers.			
	6.2 Explain the process Sheriff Officers are required to follow before sending a warrant	You should be able to explain the process Sheriff Officers are required to follow before sending a warrant.			
	6.3 List circumstances when a case could be closed	You should be able to list circumstances when a case could be closed.			

SECTION 4 – Optional Unit Group 3 (NPC3)

Unit L3NP4: Notice Processing Requirements for parking enforcement on Private Land (England and Wales)

Level: 3			Evidence Type	Results	Comments
Learning Outcome	Assessment Criteria	Indicative Content			
1. Understand how the principles of contract law and trespass relate to car park signage and enforcement	1.1 Describe the legislation which applies to Notice Processing for Parking Notices	You should be able to describe the legislation which applies to notice processing for parking notices.			
	1.2 Explain what is required to be displayed on signs in order for a contract to be established	You should be able to explain what is required to be displayed on signs in order for a contract to be established.			
	1.3 Explain the principles in law which allow private parking companies and landowners to carry out parking enforcement on private land	You should be able to explain the principles in law which allow private parking companies and landowners to carry out parking enforcement on private land.			
	1.4 Identify breaches of contract which could result in parking enforcement taking place	You should be able to list and briefly describe breaches of contract which could result in parking enforcement taking place.			
	1.5 Explain the impact of incorrectly worded signs on the enforcement and recovery process	You should be able to explain the impact of incorrectly worded signs on the enforcement and recovery process.			
	1.6 Explain the difference between “driver” and “keeper” within the contract between the supplier and consumer	You should be able to explain the difference between “driver” and “keeper” within the contract between the supplier and consumer.			

	1.7 State the need for calculating the actual loss incurred by a breach of contract	You should be able to clearly express the need for calculating the actual loss incurred by a breach of contract.			
2. Understand the recommendations made in the Accredited Trade Associations' Codes of Practice	2.1 Describe the purpose of the Approved Operator Scheme (AOS) Code	You should be able to describe the purpose of the Approved Operator Scheme (AOS) Code.			
	2.2 Describe the purpose of the Approved Operator Scheme (AOS)	You should be able to describe the purpose of the Approved Operator Scheme (AOS).			
	2.3 List the requirements which must be met by the car park operator and/or landowner before parking enforcement may commence on private property	You should be able to list the requirements which must be met by the car park operator and/or landowner before parking enforcement may commence on private property.			
	2.4 Explain the recommended lifecycle for a Parking Notice	You should be able to explain the recommended lifecycle of a parking notice.			
	2.5 List the recommended information required on a Parking Notice which is issued to a vehicle (Notice to Driver) or posted to the keeper (Notice to Keeper)	You should be able to list the recommended information required on a Parking Notice which is issued to a vehicle (Notice to Driver) or posted to the keeper (Notice to Keeper).			
	2.6 List the recommended information required on a first letter to the registered keeper in pursuance of Parking Notice	You should be able to list the recommended information required on a first letter to the registered keeper in pursuance of Parking Notice.			
	2.7 Explain the importance of inviting the keeper to disclose details of the driver	You should be able to explain why it is important to invite the keeper to disclose details of the driver.			

	2.8 Explain the purpose of sending out a Reminder Letter	You should be able to explain the purpose of sending out a reminder letter.			
	2.9 Explain the purpose of the Final Notice to the registered keeper	You should be able to explain the final notice to the registered keeper.			
	2.10 State the recommended information the final notice should contain	You should be able to clearly express the recommended information a final notice should contain.			
	2.11 Explain the importance of gathering evidence in support of a Parking Notice	You should be able to explain why it is important to gather evidence in support of a parking notice.			
	2.12 Explain the requirements which need to be met in order to allow the DVLA to release registered keeper details of vehicles for private car park enforcement	You should be able to explain the requirements which need to be met in order to allow the DVLA to release registered keeper details of vehicles for private car park enforcement.			
	2.13 Explain the importance of having clear complaints, dispute resolution and appeals processes, available to the public	You should be able to explain why it is important to have a clear: <ul style="list-style-type: none"> • Complaints process • Dispute resolution process • Appeals process 			
3. Know how to respond to appeals and complaints in relation to parking notices and an independent appeals service	3.1 List items of supporting evidence which need to be checked against the parking notice while evaluating an appeal	You should be able to list items of supporting evidence which need to be checked against the parking notice while evaluating an appeal.			
	3.2 Explain the purpose of supporting evidence	You should be able to explain the purpose of supporting evidence.			
	3.3 List examples of supporting evidence	You should be able to list examples of supporting evidence.			

	3.4 State the reasons why all points raised by a motorist should be addressed, when responding to a written appeal	You should be able to clearly express why all points raised by a motorist should be addressed, when responding to a written appeal.			
	3.5 Explain the benefits of responding quickly to a motorist's letter and communicating any delays	You should be able to explain the benefits of responding quickly to a motorist's letter and communicating any delays.			
	3.6 Explain the requirements of an independent appeals service	You should be able to explain the requirements of an independent appeals service.			
	3.7 Explain the role and powers of an assessor	You should be able to explain the role and powers of an assessor.			
	3.8 Evaluate if sufficient evidence exists to contest the appeal	You should be able to evaluate if sufficient evidence exists to contest the appeal.			
	3.9 Explain circumstances where a case would not be contested	You should be able to explain circumstances where a case would NOT be contested.			
	3.10 List the information that must be included when compiling a case file for the assessors	You should be able to list the information that must be included when compiling a case file for the assessors.			
	3.11 State when information must be disclosed to the appellant prior to the appeal hearing	You should be able to clearly express when information must be disclosed to the appellant prior to the appeal hearing.			
	3.12 Describe the process to be followed after the assessor's decision	You should be able to describe the process to be followed after the assessor's decision.			
	4.1 Summarise the debt collection agency recovery process	You should be able to summarise the debt collection agency recovery process.			

4. Understand the civil debt recovery process	4.2 Explain the steps which must be taken before registering a civil claim	You should be able to explain the steps which must be taken before registering a civil claim.			
	4.3 Explain the civil court claim process	You should be able to explain the civil court claim process.			
	4.4 Identify stages of the Parking Notice lifecycle where direct payments from the motorist may be refused	You should be able to list and briefly describe the stages of the Parking Notice lifecycle where direct payments from the motorist may be refused.			
	4.5 Evaluate cases to determine suitability for court proceedings	You should be able to evaluate cases to determine suitability for court proceedings.			
5. Understand legislation which has a bearing on Notice Processing for Parking Notices	5.1 State the basic principles of the Protection of Freedoms Act, including in relation to your role: <ul style="list-style-type: none"> Part 3, Chapter 2 (vehicles left on land) Schedule 4 (recovery of unpaid parking charges) 	You should be able to clearly express the basic principles of the Protection of Freedoms Act, including in relation to your role: <ul style="list-style-type: none"> Part 3, Chapter 2 (vehicles left on land) Schedule 4 (recovery of unpaid parking charges) 			
	5.2 Explain what constitutes driver liability	You should be able to explain what constitutes driver liability.			
	5.3 Explain how to obtain registered keeper details	You should be able to explain how to obtain registered keeper details.			
	5.4 Explain how to obtain driver details	You should be able to explain how to obtain driver details.			
	5.5 Explain how to pursue the keeper of the vehicle if no driver details are forthcoming	You should be able to explain how to pursue the keeper of the vehicle if no driver details are forthcoming.			
	5.6 Differentiate between a driver and a hirer of a vehicle	You should be able to explain the difference between a driver and a hirer of a vehicle.			

	5.7 Identify the documents that appear in Schedule 4	You should be able to list and briefly describe the documents that appear in Schedule 4.			
	5.8 Explain the rules in The Administration of Justice Act 1970, Section 40, which must be considered when pursuing motorists for payment of a Parking Notice under breach of contractual terms and conditions	You should be able to explain the rules in The Administration of Justice Act 1970, Section 40, which must be considered when pursuing motorists for payment of a Parking Notice under breach of contractual terms and conditions.			
	5.9 Summarise the definition of an “unfair term” in a contract as defined by the: Unfair Terms in Consumer Contracts Regulations (1999) – (Statutory Instrument 1999 No. 2083)	You should be able to summarise the definition of an “unfair term” in a contract as defined by the: Unfair Terms in Consumer Contracts Regulations (1999) – (Statutory Instrument 1999 No. 2083).			

SECTION 5 – Optional Unit Group 4 (NPD3)

Unit L3NP5: Notice Processing Requirements for parking enforcement on Private Land (Scotland)

Level: 3			Evidence Type	Results	Comments
Learning Outcome	Assessment Criteria	Indicative Content			
1. Understand how the principles of contract law relate to car park signage and enforcement	1.1 Summarise the reasons why car park signs are required to establish a contract with the motorist	You should be able to summarise the reasons why car park signs are required to establish a contract with the motorist.			
	1.2 Explain what is required to be displayed on signs in order for a contract to be established	You should be able to explain what is required to be displayed on signs in order for a contract to be established.			
	1.3 Explain the principles in law which allow private parking companies and land owners to carry out parking enforcement on private land	You should be able to explain the principles in law which allow private parking companies and land owners to carry out parking enforcement on private land.			
	1.4 Identify breaches of contract which could result in parking enforcement taking place	You should be able to list and briefly describe the breaches of contract which could result in parking enforcement taking place.			
	1.5 Explain the impact of incorrectly worded signs on the enforcement and recovery process	You should be able to explain the impact of incorrectly worded signs on the enforcement and recovery process.			
	1.6 Explain the difference between "driver" and "keeper" within the contract between the supplier and consumer	You should be able to explain the difference between "driver" and "keeper" within the contract between the supplier and consumer.			

	1.7 State the need for calculating the actual loss incurred by a breach of contract	You should be able to clearly express the need for calculating the actual loss incurred by a breach of contract.			
2. Understand the recommendations made in the Accredited Trade Associations' Codes of Practice	2.1 Describe the purpose of the Approved Operator Scheme (AOS) Code	You should be able to describe the purpose of the Approved Operator Scheme (AOS) Code.			
	2.2 Describe the purpose of the Approved Operator Scheme (AOS)	You should be able to describe the purpose of the Approved Operator Scheme (AOS).			
	2.3 List the requirements which must be met by the car park operator and/or land owner before parking enforcement may commence on private property	You should be able to list the requirements which must be met by the car park operator and/or landowner before parking enforcement may commence on private property.			
	2.4 Explain the recommended lifecycle for a Parking Notice	You should be able to explain the recommended lifecycle of a parking notice.			
	2.5 List the recommended information required on a Parking Notice	You should be able to list the recommended information required on a Parking Notice.			
	2.6 List the recommended information required on a first letter to the registered keeper in pursuance of Parking Notice	You should be able to list the recommended information required on a first letter to the registered keeper in pursuance of Parking Notice.			
	2.7 Explain the importance of inviting the keeper to disclose details of the driver	You should be able to explain why it is important to invite the keeper to disclose details of the driver.			
	2.8 Explain the purpose of sending out a Reminder Letter	You should be able to explain the purpose of sending out a reminder letter.			

	2.9 Explain the purpose of the Final Notice to the registered keeper	You should be able to explain the final notice to the registered keeper.			
	2.10 State the recommended information the final notice should contain	You should be able to clearly express the recommended information a final notice should contain.			
	2.11 Explain the importance of gathering evidence in support of a Parking Notice	You should be able to explain why it is important to gather evidence in support of a parking notice.			
	2.12 Explain the requirements which need to be met in order to allow the DVLA to release registered keeper details of vehicles for private car park enforcement	You should be able to explain the requirements which need to be met in order to allow the DVLA to release registered keeper details of vehicles for private car park enforcement.			
	2.13 Explain the importance of having clear complaints, dispute resolution and appeals processes, available to the public	You should be able to explain why it is important to have a clear: <ul style="list-style-type: none"> • Complaints process • Dispute resolution process • Appeals process 			
3. Know how to respond to appeals and complaints in relation to parking notices	3.1 List items of supporting evidence which need to be checked against the parking notices while evaluating an appeal	You should be able to list items of supporting evidence which need to be checked against the parking notice while evaluating an appeal.			
	3.2 List examples of supporting evidence	You should be able to list examples of supporting evidence.			
	3.3 Explain the purpose of supporting evidence	You should be able to explain the purpose of supporting evidence.			
	3.4 State the reasons why all points raised by a motorist should	You should be able to clearly express why all points raised by a motorist should be addressed,			

	be addressed, when responding to a written appeal	when responding to a written appeal.			
	3.5 Explain the benefits of responding quickly to a motorist's letter and communicating any delays	You should be able to explain the benefits of responding quickly to a motorist's letter and communicating any delays.			
4. Understand the civil debt recovery process	4.1 Summarise the debt collection agency recovery process	You should be able to summarise the debt collection agency recovery process.			
	4.2 Explain the steps which must be taken before registering a civil claim	You should be able to explain the steps which must be taken before registering a civil claim.			
	4.3 Explain the civil court claim process	You should be able to explain the civil court claim process.			
	4.4 Identify stages of the Parking Notice lifecycle where direct payments from the motorist may be refused	You should be able to list and briefly describe the stages of the Parking Notice lifecycle where direct payments from the motorist may be refused.			
	4.5 Evaluate cases to determine suitability for court proceedings	You should be able to evaluate cases to determine suitability for court proceedings.			
5. Understand legislation which has a bearing on Notice Processing for Parking Notices	5.1 List the parking enforcement activities which require individuals to be licensed under the Private Security Industry Act 2001	You should be able to list the parking enforcement activities which require individuals to be licensed under the Private Security Industry Act 2001.			
	5.2 Explain the rules in The Administration of Justice Act 1970, Section 40, which must be considered when pursuing motorists for payment of a Parking Notice under breach of contractual terms and conditions	You should be able to explain the rules in The Administration of Justice Act 1970, Section 40, which must be considered when pursuing motorists for payment of a Parking Notice under breach of contractual terms and conditions.			



	5.3 Summarise the definition of an “unfair term” in a contract as defined by the: Unfair Terms in Consumer Contracts Regulations (1999) – (Statutory Instrument 1999 No. 2083)	You should be able to summarise the definition of an “unfair term” in a contract as defined by the: Unfair Terms in Consumer Contracts Regulations (1999) – (Statutory Instrument 1999 No. 2083).			
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Appendix 1: CIWM Guidance Note - Tax Disc Related Criteria

This Guidance Note has been compiled to clarify evidence requirements for Learning Outcomes and/or Assessment Criteria related directly to Tax Discs. From 1st October 2014 Tax Discs will no longer be required to be displayed on vehicles, and this will impact qualifications where learners are required to;

- State the information held on a tax disc
- Explain the importance of recording tax disc information accurately

These criteria apply in all pathways of both the Level 2 Award for Parking Enforcement Officers, and the CIWM WAMITAB Level 3 Award in Notice Processing.

From 21st October 2015, all multiple choice questions relating to these criteria were removed, and learners will no longer be tested in this area. Reference to these criteria in assignments must also be removed, and Centre's will be required to update their assignment papers. Learners will not be required to provide any other forms of evidence to demonstrate competency with these areas of the standards.

This position is to be upheld by all Centres, and for all learners, until such time as further guidance and/or amendments to the qualifications are officially made by CIWM.

Appendix 2: Qualification Structure

Learners must complete the mandatory unit and then one unit from optional groups 1 to 4 to achieve the qualification.

Mandatory Units

Ofqual Code	Title	Level	CIWM Unit Code
J/505/7514	Introduction to Notice Processing and Information Management	2	L3NP1

Optional Group 1: NPA3 (England, Wales and Northern Ireland Only)

Ofqual Code	Title	Level	CIWM Unit Code
L/505/7515	Process Penalty Charge Notices and Respond Appropriately to Challenges, Representations and Appeals	3	L3NP2

Optional Group 2: NPB3 (Scotland only)

Ofqual Code	Title	Level	CIWM Unit Code
R/505/7516	Process Penalty Charge Notices and Respond Appropriately to Challenges, Representations and Appeals	3	L3NP3

Optional Group 3: NPC3 (England and Wales Only)

Ofqual Code	Title	Level	CIWM Unit Code
Y/505/7517	Notice Processing Requirements for parking enforcement on Private Land	3	L3NP4

Optional Group 4: NPD3 (Scotland and Northern Ireland Only)

Ofqual Code	Title	Level	CIWM Unit Code
D/505/7518	Notice Processing Requirements for parking enforcement on Private Land	3	L3NP5

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