

Promoting and Sustaining Excellence in Parking for All

‘Routes into work’ materials

Pack 2 : Two week training course

Job title : Parking Support Officer

Purpose : To provide 60 hours of modular learning to JobCentre Plus giving an insight into job opportunities and career development options within the parking sector and the opportunity to develop their employability skills

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Two week training course

1 Guidance

General information

The two week training course provides the selected trainees with an insight into the different types of job opportunities and career development options that are available within the parking sector. It also provides information regarding qualifications that are available to those working within parking, including those specific to Parking Support Officers. The course comprises 60 hours of modular learning designed to support JCP clients in the development of their communication and employability skills.

Materials for the two week training course have been developed by Asset Skills and the British Parking Association in conjunction with employers from the sector and are available free of charge for use in supporting training programmes. The 'Routes into work' programme is designed to help employers to fill vacancies in a variety of support worker roles with job-ready recruits. The Training course plan provides a general background to employment in the parking sector, and prepares participants for their work role and the three week trial in the workplace. The course offers trainees a flexible 60 hour modular design over the duration of 10 days of learning, and it is recommended that the timing of the modules is determined through discussion between the employer and the trainer. The programme combines parking-specific modules with others which impart those general employability skills identified by employers. It is recognised that these materials are generic to the whole parking sector, and would therefore benefit from being tailored to be relevant to information specific to the employer offering work trial/placement and/or potential vacancies.

Trainees

Trainees entering this course will have already been selected as suitable for work within the parking sector through the screening of the selection event. However, they may be anxious about coping with the training course and work trial, and the training sessions should therefore be designed to reassure, build confidence and encourage a positive attitude. To achieve this, trainers might consider it appropriate to adopt the use of group activities, such as practical exercises, discussion and role play. This will be in addition to the requirement for the course to impart the knowledge and develop the skills needed to enable trainees to be seen as 'job ready', and prepared as entrants who might operate effectively within the job role of Parking Support Officers.

The programme and materials aim to be accessible to trainees of mixed abilities, offering them opportunities to assess and improve their literacy, language and numeracy throughout the two week course, work trial and into employment, as well as to build knowledge of the skills required to work in the parking sector.

The materials which support the delivery of the two week training course include the following documents:

- Training course outline
- Training course plan
- Employability checklist

- Handouts
- Workbook for participants

2 *Training course outline (pages 6 – 7)*

The training course outline provides an overview of what might be addressed over the duration of the two week course. It might therefore be used by the trainer as a starting point when entering into discussions with the employer. In this way it could be used as a baseline from which to consider the adaptations needed to enable the course to be tailored to address employer specific requirements.

Additionally, the training course outline can be offered to trainees as a handout on Day One of the course, so they are fully informed about what they will be doing during the two week course.

3 *Training course plan (pages 8 – 17)*

The 'Training course plan' describes the modules which might be used to structure the ten days comprising the two week training course. As referred to above, it is acknowledged that these are generic materials, and as such they would benefit from being tailored to information specific to any employer involved. The programme sets out the content for each day, detailing the day's focus, suggested course coverage, and possible activities.

It is intended that the roles and responsibilities described within Day Two of the training course be discussed and agreed between the employer and the trainer prior to undertaking the course. Once agreed, the content of the roles and responsibilities of all of those involved in the two week training course will be clear, and the document might be used as a handout for trainees on Day Two.

An additional handout to support trainees in preparing for an interview is also described within Day Four of the training plan. It is intended that this handout will assist trainees in their understanding of the different ways to prepare for an interview, prior to undertaking a mock interview during the course.

4 *Employability checklist (page 18)*

The 'Employability checklist' details the basic requirements for employment within the parking sector, and describes those skills, behaviours and attitudes which might be considered as required by prospective employers. The aim of the checklist is to ensure that on Day Three of the course, trainees are able to use the checklist to self-assess and thereby become aware of what they may need to develop or improve to become 'job-ready'. It is intended therefore that the '*Employability checklist*' is used with trainees to indicate suitability, through identifying:

- those criteria which are met by the trainee. This will enable the trainee to have confidence in being able to demonstrate certain skills, behaviours and/or attributes to their prospective employer,

'Routes into work' materials : Parking Support Officer

- those criteria which are not met by the trainee. This will highlight those areas where the trainee will need support in order for them to successfully complete the course, and therefore be deemed to be 'job-ready'.

However, it is acknowledged that a trainee may not meet all of the criteria upon initial recruitment onto the 'Routes into work' course. Indeed, it is intended that the training course and work trial provides trainees with the potential to develop the right skill set. The checklist has therefore been designed as a tool to also enable trainers to identify those criteria where they may need to support the trainee to enable them to successfully complete the course.

Appendix A : Handouts (pages 19 – 50)

A set of 22 handouts and/or worksheets have been prepared within a separate folder to assist in supporting tutors with a framework of learning materials throughout the two week training course. For ease of reference, the front cover of the Handouts folder includes a contents table which numbers each handout, describes the title and indicates the page number(s) where the handout can be found.

In order to clarify where each handout may be utilised, the 'Training course plan' refers to a specific handout in italic text alongside the day and the activity to which it relates. For example, on Day 1, the first handout is entitled '*Handout 1: Training plan introduction p.19*' and is relevant to activity '**1.1 Introduction to the course**'. In this way the italic text indicates the following:

- the number of the handout,
- the title of the handout,
- the page number where it can be found within the set of Handout materials.

Appendix B : Workbook for participants (pages 51 – 62)

A workbook for participants is presented in a separate folder, and comprises evidence of the activities and achievements which a participant has completed successfully over the duration of the two week course and three week work trial. Each section of the workbook is based on the training sessions. Additionally it can be utilised during the work placement as it provides an induction checklist of the areas which might be covered. It is intended that the workbook should only be completed after discussion with the tutor and/or supervisor, to indicate that competence has been achieved. At the end of the work trial the employer and tutor will provide a statement at the end of the workbook, as a form of testimonial of achievement.

The workbook can therefore be used as evidence of the skills and experience the participant has developed, and presents a clear picture of what has been achieved. This can provide a useful record for job applications, interviews and for writing a CV. Above all, it will demonstrate to a prospective employer those skills which have been developed, and which are relevant to the workplace.

Appendix C : Signposting to NOS and QCF units (pages 63 – 65)

This is an information document for training providers, and describes those NOS and QCF units which may have relevance to the learning demonstrated during the pre-entry programme.

Young people who complete the learning programme and three week work trial as part of the 'Routes into Work' initiative for the parking sector will have been introduced to the role of a 'Parking Support Officer'. This entry-level role may cover a number of actual job-titles according to what this role is called in particular employer organisations. However, the role will include providing administrative support across a number of parking activities.

The knowledge and skills developed by young people completing the programme and work trial are likely to overlap with the requirements of a number of parking National Occupational Standards (NOS), and their associated Qualifications and Credit Framework (QCF) units. These NOS and QCF units were used to inform the content of the 'Routes into Work' initiative.

Having progressed the programme and work trial, a young person might use the resulting outcomes, such as a workbook, towards evidencing related requirements within particular NOS/QCF units. Where the NOS/QCF units are included as components within qualifications, then the young person might use such outcomes towards evidencing relevant skills/knowledge.

Training course outline	
Week 1	Parking Support Officer : Two week training course
Day 1	Introduction to the course <ul style="list-style-type: none"> • Health and safety & domestic arrangements • Structure of the course • Understanding the parking sector • Being at work
Day 2	Employer information (<i>specific to the organisation offering a vacancy</i>) <ul style="list-style-type: none"> • Structure of the organisation • Roles and responsibilities • Role of parking services • Terms and conditions of employment • The role of a Parking Support Officer
Day 3	Self assessment of employability skills <ul style="list-style-type: none"> • Literacy, numeracy and communication skills • Thinking skills • Personal qualities • Working with others
Day 4	Self-management <ul style="list-style-type: none"> • Making best use of time • Problem solving • Preparing for an interview • Mock interviews
Day 5	Teamwork <ul style="list-style-type: none"> • Review of mock interview • Understand the benefits of team working • Honesty, mistakes and feedback • Diversity and equality • Application forms • Review of the week
Activities <ul style="list-style-type: none"> <li style="width: 50%;">• Group and individual work <li style="width: 50%;">• Guest visitors <li style="width: 50%;">• Videos <li style="width: 50%;">• Workshop demonstrations <li style="width: 50%;">• Self assessment checks <li style="width: 50%;">• Mock interview <li style="width: 50%;">• Quizzes <li style="width: 50%;">• Reviews of progress 	

Training course outline	
Training course outline (continued)	
Week 2	Parking Support Officer : Two week training course
Day 6	<p>Skills check review</p> <p>Information technology</p> <ul style="list-style-type: none"> • Terminology • Keyboard and mouse skills • Word processing • Email • Spreadsheets • Data management
Day 7	<p>Careers in parking</p> <ul style="list-style-type: none"> • Background to parking terminology, e.g. Penalty Charge Notices • Company visit • Feedback on company visit
Day 8	<p>How to present a positive image of yourself</p> <ul style="list-style-type: none"> • CV writing • What skills do you need to develop for the role of Parking Support Officer? • Creating your own CV
Day 9	<p>Self-assessment</p> <ul style="list-style-type: none"> • How to be presentable? • How to improve your communication skills? • How to improve your numeracy skills? • How to improve your literacy skills?
Day 10	<p>Planning for work trial/placement</p> <ul style="list-style-type: none"> • Individual skills practice and coaching • Approaches to use when observing others • Preparation for work trial/placement • Review of the week
<p>Activities</p> <ul style="list-style-type: none"> <li style="width: 50%;">• Group and individual work <li style="width: 50%;">• Discussions <li style="width: 50%;">• Company visit <li style="width: 50%;">• Practice sessions and skills revision <li style="width: 50%;">• Self assessment checks <li style="width: 50%;">• CV writing <li style="width: 50%;">• Skills checkers <li style="width: 50%;">• Reviews of progress 	

Parking Support Officer : Training course plan	
Week 1	
Day 1 : Introduction to the course	
1.1	Introduction to the course (<i>Handout 1 : Training plan introduction p.19</i>) <ul style="list-style-type: none">• Health and safety<ul style="list-style-type: none">- fire exits- evacuation routes- assembly points• Domestic arrangements<ul style="list-style-type: none">- toilets- refreshments• Structure of the course<ul style="list-style-type: none">- course aims and outcomes- attendance requirements- outline of the 2 week course (<i>Handout 2 : Training course outline p.20 - 21</i>)
1.2	The parking sector <ul style="list-style-type: none">• Range of tasks performed within 'Parking Services'• Background to employer's organisation• Watch video of work in the parking sector• The role of the parking sector in managing traffic effectively
1.3	Being at work <ul style="list-style-type: none">• How to make a good first impression• The skills employers are looking for• Preparation before the work trial/placement<ul style="list-style-type: none">- look at website of the organisation- look at websites for any parking services related activity- consider the skills the trainee might offer
1.4	Review of Day 1 & preview of Day 2
Possible activities <ul style="list-style-type: none">• Videos• Website search• Group and individual work	

Parking Support Officer : Training course plan

Day 2 : Employer information

(specific to the organisation offering a vacancy)

2.1	Structure of the employer's organisation – Big Picture <ul style="list-style-type: none">• What are the aims of the organisation?• How many staff are employed overall?• Where is the organisation located? Are there several sites?• Does the organisation provide services other than parking?
2.2	Roles and responsibilities <ul style="list-style-type: none">• Be clear about the roles and responsibilities for all of those involved in the 2 week course : (<i>Handout 3 : Roles and responsibilities p.22</i>)<ul style="list-style-type: none">- for the employer- for the trainee- for the trainer
2.3	Role of parking services (<i>Handout 4 : Perceptions of parking p.23</i>) <ul style="list-style-type: none">• How many people are employed within parking services?• What are the typical activities carried out by those within parking services?• Guest visitor
2.4	The role of a Parking Support Officer (<i>Handout 5 : Work related activities p.24</i>) <ul style="list-style-type: none">• What is the role of a Parking Support Officer?• What are the types of tasks performed by a Parking Support Officer?• What is the working environment like?• Will the trainee be working with the public?
2.5	Terms and condition of employment (<i>Handout 6 : Parking and the workplace p.25 - 26</i>) Health, safety and environmental protection Roles, responsibilities and reporting
2.6	Review of Day 2 and preview of Day 3

Possible activities

- Guest visitor
- Workshop demonstration
- Group and individual work

Parking Support Officer : Training course plan

Day 3 : Self assessment of employability skills

- 3.1** **What are the skills the employer is looking for?** (*Handout 7 : Parking – what is involved? p.27*)
- Feedback from employer
 - Explain the purpose of the Employability checklist for the trainee. Discuss each skill, behaviour and attitude being described within the checklist (*Handout 8 : Employability skills checklist p.28*)
 - the trainee is to tick each box only where they consider they can demonstrate that they have the skill, behaviour and/or attitude being described
 - those boxes ticked provide a summary of the skills, behaviours and/or attitudes which the trainee can offer to the employer
 - those boxes not ticked indicate where certain skills, behaviours and/or attitudes need to be developed and/or improved
- 3.2** **Literacy, numeracy and communication skills**
- The trainees could complete an assessment of their skills to plan future action (*Handout 9 : Skills planner p.29 - 30*)
 - which skills need to be addressed in order for the trainee to be 'job ready'
 - Alternatively, the tutor may opt to carry out a basic skills assessment test here
- 3.3** **What other skills may interest an employer?**
- Thinking skills
 - What does this mean?
 - Try out a thinking skills activity
 - Does the trainee show an aptitude for thinking skills?
 - Personal qualities
 - Which personal qualities would be of benefit to an employer?
 - What can the trainee offer?
 - Personal goals and ambition
 - Ability to work with others
 - has the trainee any experience of this from school, social activities, voluntary or community work?
- 3.4** **Review of Day 3 and preview of Day 4**

Possible activities

- Self assessment checks
- Review of progress
- Group and individual work
- Thinking skills game

Parking Support Officer : Training course plan

Day 4 : Self management

- 4.1 Making best use of time**
- Timekeeping
 - punctuality
 - Time management
 - planning the day's work
 - the importance of prioritising certain activities
 - ways to manage workload to meet deadlines
 - don't be worried about asking others for help, it may save time in the long run
- 4.2 Problem solving** (*Handout 10 : Solving problems p.31*)
- How to prevent problems before they happen
 - projecting the right image to the public
 - be keen to learn from others
 - Try out a problem solving activity
 - how to gather and evaluate information
 - the benefits of sharing ideas and strategies with others
 - the importance of listening to others
 - the 'feel good' factor in solving the problem
 - the importance of good communication
 - How to learn from your mistakes
 - see your learning as development, and a process of getting better
 - practice the new learning or write it down so you remember next time
- 4.3 Preparation for an interview** (*Handout 11 : Interview preparation p.32*)
- Preparation : Before the interview
 - Appearance
 - Questions
 - What you can offer
 - Role play an interview
- 4.4 Review of Day 4 and preview of Day 5**

Possible activities

- Group and individual work
- Problem solving activity
- Mock interview worksheet
- Mock interview role play

Parking Support Officer : Training course plan	
Day 5 : Teamwork	
5.1	Review of mock interview (<i>Handout 12 : After the mock interview p.33</i>)
5.2	<p>Understand the benefits of team working</p> <ul style="list-style-type: none"> • Try out a teamworking activity (<i>Handout 13 : Team task p.34</i>) <ul style="list-style-type: none"> - making sure you have all the information - the importance of everyone needing to contribute - the different skills people can bring, e.g. creativity, IT, seeing things through to completion etc <p>Recognise your role within a team</p> <ul style="list-style-type: none"> • How is a team effective? • What are the skills you can offer?
5.3	<p>Honesty, mistakes and feedback</p> <ul style="list-style-type: none"> • Importance of honesty in all aspects of work environment <ul style="list-style-type: none"> - providing and relaying information - owning up to mistakes - cash handling • Confidentiality and data protection • Recap on Day 4, i.e. accepting feedback and ways to develop
5.4	<p>Diversity and equality</p> <ul style="list-style-type: none"> • How to work within a culturally diverse team • Policies and procedures within the workplace
5.5	<p>Application forms (<i>Handout 14 : Application forms p.35 - 37</i>)</p> <ul style="list-style-type: none"> • What information do you need to provide to complete an application form well? • Practise completing application forms
5.5	Review of Week 1 and preview of Week 2
Activities	
<ul style="list-style-type: none"> • Teamworking activity • Group and individual work • Self assessment checks • Reviews of progress 	

Parking Support Officer : Training course plan

Week 2

Day 6 : Information technology

It is recommended that, prior to this day's learning, the employer indicates to the trainer those IT skills which would be required upon entrance to the role of Parking Support Officer within their organisation. This would enable the trainer to support the trainees in developing relevant IT skills, prior to the three week work trial/placement.

Dependent upon the information provided above, the trainees might be guided/choose to self select those IT skills where they consider they need further development. The IT skills to be developed might include those listed below:

- | | |
|------------|--|
| 6.1 | Review of skills (<i>Handout 15 : Skills checker p.38 – 39</i>) |
| 6.2 | IT policies and terminology (<i>Handout 16 : Parking and IT p.40</i>) <ul style="list-style-type: none">• Email and internet policies and procedures• IT terminology |
| 6.3 | Keyboard and mouse skills |
| 6.4 | Word processing <ul style="list-style-type: none">• Using a spellchecker• How to write a letter, e.g. respond to a letter of complaint• Page layout• Using templates for correspondence• Making notes |
| 6.5 | Email <ul style="list-style-type: none">• Using address book• Attachments |
| 6.6 | Spreadsheets/Excel <ul style="list-style-type: none">• Inputting and amending data |
| 6.7 | Data management <ul style="list-style-type: none">• Data entry and retrieval• Keeping records up to date• Storing information and naming files |
| 6.8 | Review of Day 6 and preview of Day 7 |

Possible activities

- IT suite, to practice IT skills relevant to each individual

Parking Support Officer : Training course plan

Day 7 : Careers in parking

7.1	Background to parking services (<i>Handout 17 : Site visit prior to work placement p.41 – 42</i>) <ul style="list-style-type: none">• Terminology (<i>Handout 18 : Glossary of parking terms p.43 – 44</i>)<ul style="list-style-type: none">- Penalty Charge Notice (PCN)- Driver and Vehicle Licensing Agency (DVLA)- off street and on street parking- permits, season tickets, dispensations, waivers, blue badges• Careers in parking (<i>Handout 18 : Careers in parking p.45</i>)
7.2	Company visit <ul style="list-style-type: none">• Opportunity to begin to find out about parking services, and to:<ul style="list-style-type: none">- know the directions and methods of transport to get to the site- find out the layout of the site, e.g. reception and office environment, toilets, tea/coffee making facilities, lunchtime arrangements- meet those staff working alongside the trainee and trainer- make a first impression- ask questions- find out what activities might be expected of the trainee- be clear about the daily timetable, e.g. hours of work, break times, lunch times- know what to bring with you on your first day
7.3	Feedback on company visit (<i>Handout 19 : Review after site visit p.46</i>) <ul style="list-style-type: none">• Discuss the visit<ul style="list-style-type: none">- What went well?- Any concerns?- What needs to be considered in preparation for the 3 week work trial/placement?- Plan ahead!
7.4	Review of Day 7 and preview of Day 8

Possible activities

- Company visit

Parking Support Officer : Training course plan

Day 8 : How to present a positive image of yourself

8.1	Writing a curriculum vitae (CV) (<i>Handout 20 : Writing a CV p.47 - 48</i>) <ul style="list-style-type: none">• How to set out a CV• What information to include• Begin to word process a CV
8.2	What skills does the trainee need to develop to be considered for the role of Parking Support Officer? <ul style="list-style-type: none">• Verbal communication skills• Written communication skills• Professional telephone manner• How to carry out routine tasks efficiently<ul style="list-style-type: none">- mail receipt and dispatch- filing and retrieving information- photocopying- sending faxes
8.3	Creating your own CV <ul style="list-style-type: none">• Continue with creating your own CV• Ways to tailor the CV to meet the needs of the job role and the employer
8.4	Review of Day 8 and preview of Day 9

Possible activities

- Access to IT suite, to include workshop practice in writing a CV
- Self assessment checks
- Creating and tailoring a CV

Parking Support Officer : Training course plan

Day 9 : Self assessment

- | | |
|------------|--|
| 9.1 | How to be presentable? <ul style="list-style-type: none">• Prepare what you will need the night before• Appearance<ul style="list-style-type: none">- good personal cleanliness and hygiene- dress appropriately• Timekeeping<ul style="list-style-type: none">- be early, and keep to allotted times for break and lunch• Act responsibly<ul style="list-style-type: none">- follow procedures for health and safety, office equipment etc- be polite and willing to help• Report problems promptly, and accept feedback with good grace |
| 9.2 | How to improve your communication skills? <ul style="list-style-type: none">• The trainee will need to assess their own skills level, to determine where improvement needs to be focused• Individual skills revision practice, where relevant |
| 9.3 | How to improve your numeracy skills? <ul style="list-style-type: none">• The trainee will need to assess their own skills level, to determine where improvement needs to be focused• Individual skills revision practice, where relevant |
| 9.4 | How to improve your literacy skills? <ul style="list-style-type: none">• The trainee will need to assess their own skills level, to determine where improvement needs to be focused• Individual skills revision practice, where relevant |
| 9.5 | Review of Day 9 and preview of Day 10 |

Possible activities

- Discussions
- Self assessment checks
- Practice sessions and skills revision

Parking Support Officer : Training course plan

Day 10 : Planning for three week work trial/placement

- | | |
|-------------|--|
| 10.1 | Individual skills practice and coaching <ul style="list-style-type: none">• Using self assessment checks from Day 9, continue to practice individual skills• Coaching guidance |
| 10.2 | Approaches to use when observing others <ul style="list-style-type: none">• How to observe others effectively<ul style="list-style-type: none">- listen/watch carefully- make notes- ask questions- request repeat of the activity when not sure first time around• Practice the skills observed until the activity is clearly understood by the trainee• Recap on new skills learnt, perhaps by doing the activity the next day |
| 10.3 | Preparation for work trial/placement (<i>Handout 21 : Work placement p.49</i>) <ul style="list-style-type: none">• Make a list of all the things to be taken on the first day• List the goals the trainee wishes to achieve by the end of the work trial/placement• Reflect on the self assessment checks, practice sessions and skills revision undertaken• Trainee to:<ul style="list-style-type: none">- review their progress to date- plan for the first day of their work trial/placement |
| 10.4 | Review of the 2 week training programme <ul style="list-style-type: none">• Trainee to complete an evaluation form |

Possible activities

- **Self assessment checks**
- **Practice sessions and skills revision**
- **Review of progress**

Employability checklist : Parking Support Officer

*Details of associated work related activities are described in the **Recruitment checklist (3 week work trial materials)***

Skills

Is the trainee able to:

be easily understood in face to face and telephone conversations

interact with a wide range of people

use telephone and other technology to obtain, give and receive information

pass on information in a timely and accurate way

read and follow verbal and written instructions

understand information in a written and graphical form (e.g. lists/rotas/diagrams)

write legibly and complete straightforward forms

act calmly, within the limits of their own responsibility and competence

plan and manage own work time, prioritising tasks where necessary

carry out tasks to satisfactory completion

treat others with dignity and respect

respect confidentiality

Behaviours

Is the trainee able to:

act responsibly, following agreed health and safety practices

dress appropriately for work, in line with the public image of the company

maintain good personal cleanliness and hygiene

be dependable in time keeping and approach to work

comply with policies and procedures relevant to the job role

report problems promptly as they arise, and contribute to resolving them

Attitudes and Personal Attributes

Is the trainee able to:

take pride in doing a job well

show willingness to learn about new processes and equipment

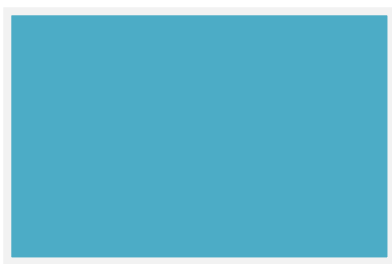
be reliable and responsible

learn from mistakes, and accept feedback from others

be flexible about times of working

respond positively to learning and development opportunities

respond constructively to change



Promoting and Sustaining Excellence in Parking for All

'Routes into work' materials

Handouts :

Two week training course

Job title : Parking Support Officer

Purpose : To support tutors in delivering the 2 week training course

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Handout 1 : Training plan introduction	
Job role	Parking Support Officer
Purpose :	To develop the skills needed to gain permanent employment in the parking sector
By gaining/ developing	<ul style="list-style-type: none"> • the employability skills required by employers • an understanding of what it is like to work in the parking sector • the language, numeracy and IT skills needed to work as a Parking Support Officer
Two week training programme	
Provides	<ul style="list-style-type: none"> • a mixture of training sessions and work placement • individual and group learning • practical skills sessions • work related language and number skills development • opportunities to practice team working skills • feedback on performance • support for other learning • planning for the work placement with prospective employer • a site visit to prospective employer • job applications, job interviews, final cv and skills profile
Three week work trial	
Provides	<ul style="list-style-type: none"> • company details • contacts and support • 3 weeks work experience • feedback from employer
Next steps	
<ul style="list-style-type: none"> • Possible job offer • Training plan • Skills profile and cv • Exit interview • Further sources of support 	

Handout 2 : Training course outline	
Week 1	Parking Support Officer : Two week training course
Day 1	<p>Introduction to the course</p> <ul style="list-style-type: none"> • Health and safety & domestic arrangements • Structure of the course • Understanding the parking sector • Being at work
Day 2	<p>Employer information (<i>specific to the organisation offering a vacancy</i>)</p> <ul style="list-style-type: none"> • Structure of the organisation • Role of parking services • Roles and responsibilities • Terms and conditions of employment • The role of a Parking Support Officer
Day 3	<p>Self assessment of employability skills</p> <ul style="list-style-type: none"> • Literacy, numeracy and communication skills • Thinking skills • Personal qualities • Working with others
Day 4	<p>Self-management</p> <ul style="list-style-type: none"> • Making best use of time • Problem solving • Thinking skills • Mock interviews
Day 5	<p>Teamwork</p> <ul style="list-style-type: none"> • Understand the benefits of team working • Recognise your role within a team • Honesty, mistakes and feedback • Diversity and equality • Review of the week
<p>Activities</p> <ul style="list-style-type: none"> <li style="width: 50%;">• Group and individual work <li style="width: 50%;">• Guest visitors <li style="width: 50%;">• Videos <li style="width: 50%;">• Workshop demonstrations <li style="width: 50%;">• Self assessment checks <li style="width: 50%;">• Mock interview <li style="width: 50%;">• Quizzes <li style="width: 50%;">• Reviews of progress 	

Handout 2 : Training course outline	
Handout 2 : Training course outline (continued)	
Week 2	Parking Support Officer : Two week training course
Day 6	Information technology <ul style="list-style-type: none"> • Terminology • Keyboard and mouse skills • Word processing • Email • Spreadsheets • Data management
Day 7	Careers in parking <ul style="list-style-type: none"> • Background to parking terminology, e.g. Penalty Charge Notices • Company visit • CV writing
Day 8	How to present a positive image of yourself <ul style="list-style-type: none"> • Feedback on company visit • What skills do you need to develop for the role of Parking Support Officer? • Creating your own cv
Day 9	Self-assessment <ul style="list-style-type: none"> • How to be presentable? • How to improve your communication skills? • How to improve your numeracy skills? • How to improve your literacy skills?
Day 10	Planning for work trial/placement <ul style="list-style-type: none"> • Individual skills practice and coaching • Approaches to use when observing others • Preparation for work trial/placement • Review of the week
Activities <ul style="list-style-type: none"> <li style="width: 50%;">• Group and individual work <li style="width: 50%;">• Discussions <li style="width: 50%;">• Company visit <li style="width: 50%;">• Practice sessions and skills revision <li style="width: 50%;">• Self assessment checks <li style="width: 50%;">• cv writing <li style="width: 50%;">• Skills checkers <li style="width: 50%;">• Reviews of progress 	

Handout 3 : Roles and responsibilities	
Pre-entry programme for Parking Support Officers	
Trainee	<ul style="list-style-type: none"> • attend the programme on a regular basis • be punctual and keep to agreed times • follow specified safety policies and procedures • act responsibly when carrying out activities to ensure the safety and well being of others • follow instructions during demonstrations and practice sessions • respect the views and needs of other participants and tutors • participate in activities to the best of their ability • respect the property of others • alert the trainers to problems and concerns
Tutor	<ul style="list-style-type: none"> • manage the training programme • conduct individual sessions • provide training materials, equipment and consumables • demonstrate skills required of the parking sector • supervise trainee use of equipment • monitor trainee progress • provide one-to-one coaching • liaise with employers and other agencies • provide individual tutorial and support to trainees • provide feedback and record progress • show respect for the views and needs of others
Employer	<ul style="list-style-type: none"> • provide a safe working environment during work trial/placement • ensure trainees have a nominated supervisor • provide an induction into the workplace and essential training • provide work experience of performing basic skills using modern equipment • give feedback on performance and support for skills development

Handout 4 : Perceptions of parking		
Pre-entry programme for Parking Support Officers		
<p>Write down 4 things you feel about working in the parking sector</p> <p>1)</p> <p>2)</p> <p>3)</p> <p>4)</p>		
<p>Indicate whether you agree with the following statements by ticking the box</p>		
Statement	Agree	Disagree
1 There are less than 10,000 people working in the parking sector.		
2 The parking sector offers a wide range of job and career opportunities.		
3 Jobs in parking services are available in the public sector only, e.g. councils		
4 The role of a Parking Support Officer is to issue parking tickets.		
5 IT skills are important to the role of a Parking Support Officer.		
6 A Parking Support Officer works in a car park.		
7 A Parking Support Officer is given training by their employer.		
8 The parking sector is becoming increasingly professional and parking qualifications are available.		

Handout 5 : Work related activities

Pre-entry programme for Parking Support Officers

The following list describes a range of work related activities typical of the role of a Parking Support Officer:

- Under the direction/instruction of a senior officer/manager provide routine general and administrative support
- Sort and distribute mail
- Present a positive personal image, contributing to a welcoming environment for customers/visitors
- Undertake reception duties, answering telephone and face to face enquiries
- Maintain manual and computerised records and management information systems
- Carry out typing, word-processing and other IT based tasks
- Receive, record, balance and issue receipts for all payments received by post, internet or telephone
- Prepare and issue parking permits
- Process Penalty Charge Notices
- Arrange orderly and secure storage of supplies
- Report inappropriate client behaviour, and convey serious incidents to the line manager, where appropriate
- Be aware of, and comply with, policies and procedures relating to equal opportunities, health and safety, security, confidentiality and data protection, reporting all concerns to an appropriate person
- Attend and participate in relevant meetings as required
- Participate in training and other learning activities and performance development as appropriate

Handout 6 : Parking and the workplace	
Pre-entry programme for Parking Support Officers	
Health, safety and environmental protection	<p>All companies will have a formal health and safety (HSE) policy document and set of procedures.</p> <p>There are some sample documents available and you will study one in detail during your work placement.</p> <p>Policies and procedures normally cover:</p> <ul style="list-style-type: none"> • your responsibility to be safe and ensure the safety of others • the company's responsibility to ensure your safety at all times • health and safety personnel • site safety procedures • safety signs and their meaning • reporting arrangements • lines of responsibility in work environment for safety • use of materials and office equipment • sources of first aid • personal action in the event of a fire • evacuation procedures and assembly points • hygiene and cleanliness in the workplace <p>We will cover all of the above during the training.</p>
Roles, responsibilities and reporting	<p>Following the company's line management and reporting system is very important.</p> <p>Each company will have its own structure and names for different people – supervisors, team leaders, line managers etc.</p> <p>The main things involved are:</p> <ul style="list-style-type: none"> • knowing who your immediate line manager is • following given instructions as requested • asking about things you don't understand before doing things • seeking help from the right person if you're not sure • reporting faulty equipment to the right person • passing on information from customers and colleagues to the right person • knowing the limits of your responsibility and not going beyond them • filling in company documents at the right time accurately • confidentiality, including data security <p>We will cover all of the above during the training.</p>

Handout 6 : Parking and the workplace	
Terms and Conditions of Employment	<p>You will have a formal contract of employment with the company which sets out the terms and conditions of employment.</p> <p>This normally covers:</p> <ul style="list-style-type: none"> • eligibility to work in the UK • working hours and overtime • timesheets • job description and work activities • holidays • sickness • code of conduct • disciplinary and grievance procedures • absence from work • retirement • termination of employment • employee relations • personal and company property • behaviour and language • training policy • personnel and record keeping • standards of performance • performance review and appraisal • period of notice <p>We will cover all of the above during the training.</p>

Handout 7 : Parking – what is involved?

Pre-entry programme for Parking Support Officers

What sort of activities do you think you will be performing when working in the parking sector?

What skills do you think you will need?

What personal qualities do you think employers are looking for?

Which of the above am I confident about?

Which of the above do I feel less confident about?

Handout 8 : Employability skills checklist

Pre-entry programme for Parking Support Officers

Details of associated work related activities are described in the **Recruitment checklist (3 week work trial materials)**

Skills

Is the trainee able to:

be easily understood in face to face and telephone conversations

interact with a wide range of people

use telephone and other technology to obtain, give and receive information

pass on information in a timely and accurate way

read and follow verbal and written instructions

understand information in a written and graphical form (e.g. lists/rotas/diagrams)

write legibly and complete straightforward forms

act calmly, within the limits of their own responsibility and competence

plan and manage own work time, prioritising tasks where necessary

carry out tasks to satisfactory completion

treat others with dignity and respect

respect confidentiality

Behaviours

Is the trainee able to:

act responsibly, following agreed health and safety practices

dress appropriately for work, in line with the public image of the company

maintain good personal cleanliness and hygiene

be dependable in time keeping and approach to work

comply with policies and procedures relevant to the job role

report problems promptly as they arise, and contribute to resolving them

Attitudes and Personal Attributes

Is the trainee able to:

take pride in doing a job well

show willingness to learn about new processes and equipment

be reliable and responsible

learn from mistakes, and accept feedback from others

be flexible about times of working

respond positively to learning and development opportunities

respond constructively to change

Handout 9 : Skills planner				
Pre-entry programme for Parking Support Officers				
<p>For each of the following skills, decide which skill you feel confident about and which you need to work on.</p> <ul style="list-style-type: none"> • Be honest and realistic • That means where you are confident then say so, as well as identifying those skills you feel you need to develop • The training will provide plenty of chances to work on the skills you need • The planner will help us to meet your individual needs 				
Functional skills				
Can you...		Confident?		
		Yes	No	Not sure
1	Understand and follow written and verbal instructions			
2	Respond to requests for information from others			
3	Follow a series of instructions in the correct order			
4	Complete basic forms			
5	Read and understand information			
6	Add, subtract, multiply and divide numbers			
7	Record information on forms			
8	Write brief notes and messages			
Working with others				
Can you...		Confident?		
		Yes	No	Not sure
1	Work in a team			
2	Follow instructions from others			
3	Engage in conversation with others including customers and fellow workers			
4	Share work between the team			
5	Accepting feedback from others (good and bad)			
6	Solve immediate problems in the team			
7	Know when to seek help from others to solve problems			

Handout 9 : Skills planner				
Attitudes and behaviours				
Can you...		Confident?		
		Yes	No	Not sure
1	Turn up on time and regularly			
2	Carry out work step by step and in the right order			
3	Accept when you have made a mistake and learn from it			
4	Take instructions from others			
5	Ask questions when you don't know or are unsure of something			
6	Be flexible about when and where you work			
7	Be willing to learn new things			
8	Check final work to make sure it is right			
Summary				
List the 3 skills you are least confident about:				
1)				
2)				
3)				
List the 3 skills you are most confident about:				
1)				
2)				
3)				
Are there any other skills you would like to learn during the training?				

Handout 10 : Solving problems

Pre-entry programme for Parking Support Officers

Solving Problems at Work

Some golden rules:

- raise problems early with the right person
- make sure you have gathered all the relevant information
- don't assume that it's your fault
- make sure you know the right person to deal with the issue
- always go through your team leader/supervisor
- never take action on your own without checking on things first
- be clear about what the problem is and what you would like to see happen
- you will still be working with the same people after the problem has been solved
- be keen to learn from others

Problem Situations – What would you do?

- 1) You are new to the parking team but seem to be getting all the hard or difficult jobs all the time. What do you do?
- 2) You are finding it difficult to input data as you don't really understand the software. What do you do?
- 3) A long standing member of the team you have just joined seems to have taken a dislike to you and is making critical comments about you. What do you do?
- 4) You are finding it difficult to keep up with the pace required. What do you do?
- 5) Office supplies that other people have used are often not recorded, making it difficult to know when to reorder. What do you do?
- 6) You think that you have been underpaid for the hours you have worked. What do you do?

Try out a problem solving activity (in groups)

Resources : newspapers with several segments (e.g. news, sports, business) separated into random page order

Each group to put the whole newspaper back into the correct page order

Handout 11 : Interview preparation	
Pre-entry programme for Parking Support Officers	
Study the job advertisement	<ul style="list-style-type: none"> • Identify the skills for which the employer is looking • Make a note of any information regarding the employer's organisation
Preparing information	<ul style="list-style-type: none"> • Look for background information about the employer's organisation and parking services, e.g. leaflets, websites, news articles. You might be asked what you know about their organisation and the work of parking services at the interview • Identify the skills you have that are relevant to the job • Identify information from your past experience which is relevant to the job, including community, social and voluntary work • Make a list of the documents and information you will need to take with you for the interview, e.g. NI card, certificates etc
Questions	<ul style="list-style-type: none"> • Make a list of the likely questions you might be asked, e.g. <ul style="list-style-type: none"> - Why did you apply for the job? - What attracted you to the job? - What relevant training or experience do you have? - What did your last job involve? • Make a note of how you might answer these questions • Be prepared for some general 'ice-breaking' questions • Make a list of any questions you wish to ask about the job
Preparing yourself on the day	<ul style="list-style-type: none"> • Check on the location of the interview and the time and mode of transport needed to get there • Plan on arriving early • Dress appropriately, and take care over your appearance and hygiene • Smile! • Sit upright and face the interviewer directly • If there is more than one interviewer face the person who is asking you the question • Don't fidget • Don't give up if you have answered one question badly. The interviewer is considering your overall performance • Remember to ask the questions you have prepared • Thank the interviewer at the end of the session

Handout 13 : Team task**Pre-entry programme for Parking Support Officers****Team performance**

This is an opportunity for you to practise your contribution to the performance of a team. The best team will be the one which:

- makes sure it has all the relevant information
- has a plan of action
- listens to each other, and considers the ideas put forward
- uses the strengths/talents of the members of the team
- takes time to check progress against the plan of action
- evaluates ways the team could improve next time

The task (outdoors) : in groups of 6

Resources: 6 lengths of guttering/half pipe, 2 buckets (one half filled with water)

Each participant in the team gets one piece of gutter or half pipe tubing. The object is to move water from bucket A along the guttering into the empty bucket B using all the lengths of guttering. The team which wins is the one with the highest water level in the bucket at point B.

You can't carry the water in bucket A to bucket B!

Plan how you will tackle the task

- Decide who will act as team leader
- Decide how to carry out the task
- Identify what you need to consider/practise
- Decide on the order of activities to be performed, and who will do them
- Agree how you will check that the task has been done well

Carry out the task

- Remember as a team to decide what went well and what went less well

Review of team performance

- Listen to the feedback on your team's performance from your tutor
- Decide how you would go about doing the task next time

Decide which team performed best

- Identify why they were the best team
- What have you learned?

Handout 14 : Application forms

Pre-entry programme for Parking Support Officers

Structure

While individual application forms vary slightly, they all seek the same basic information. Companies place great store on the first impression you make through the application form. Spending time on getting it right is essential to get to the interview stage.

Application forms usually require the following information:

- Position applied for
- Where you saw the post

Personal Details

- Title : Mr/Mrs/Ms/Miss
- Surname
- First Name
- Address
- Postcode
- Telephone Number (home and mobile)
- National Insurance Number

Qualifications

- Subjects
- Type of qualification
- Grade
- Year
- Where obtained (school etc)

Relevant Training Courses *(Include all training however short)*

- Course
- Subject
- Provider
- Length of Course
- Year

Employment history *(It's usual to begin with the latest employer first. You will need to provide a complete list with no gaps. If there are gaps please give a reason.)*

- Employer name and address
- Job held (title)
- Main duties
- Start and Finish dates
- Salary
- Reason for Leaving

Relevant knowledge, experience and skills *(This is not always required)*

- Focus on relevant experience and skills
- Don't forget to include part-time and voluntary work here – you may have more skills and experience than you think you have!

Handout 14 : Application forms

Criminal Convictions *(Any convictions must be recorded with details)*

- Some offences you do not have to declare depending upon when they happened and how serious they were. This is covered under the Rehabilitation of Offenders Act 1974
- Some jobs require automatic Criminal Record Checks before you can begin work

Talk to your tutor if you have any specific issues about this.

Health/Medical Information *(Some forms are more detailed than others)*

Most employers will ask how many days absence you have had from work due to illness in the last 12 months and may ask for some details.

You may be asked if you smoke.

There will probably be a section asking about any major health problems.

If you have a registered disability it will be important to provide details.

This will enable the employer to consider whether or not they need to make "reasonable adjustments" to the working environment – meaning changes to the place or work or equipment that will help you.

General Information

This can obviously cover a wide range of additional information that will have an influence on the job. For example whether you have a full driving licence and access to a car.

References

Two references are normally required, one usually being your last employer (indeed, some companies insist on this). The person giving a reference is called a referee.

One referee could be someone who knows you well, outside of work, and who is in a responsible position. This could be a teacher, community leader, youth club worker etc

You will need to give the full name and postal address of each referee as well as their telephone contact number. You also need to indicate the job role of the person, or state their occupation.

You will normally be asked if you are happy for the employer to contact your referees straight away, or wait until an offer of employment has been made.

Handout 14 : Application forms

Eligibility to Work *(This information is not always required)*

You might be asked to prove that you are entitled to be resident and work in the United Kingdom.

Proof of identity, national insurance number, work permits and other eligibility checks can be requested.

You might be asked to provide details about any County Court Judgements and/or Bankruptcy.

Declaration

There is normally a statement indicating that failure on your part to declare any relevant information, or give false information, could lead to dismissal if you get the job.

The final part of the form involves a signed statement that the information you have provided is true to the best of your knowledge.

You normally have to sign to give permission for the company to keep and process your information for the purposes of the application.

Summary

An application form can sound very complicated but most of it is quite routine.

You will have the chance to practise completing some typical application forms.

Handout 15 : Skills checker				
Pre-entry programme for Parking Support Officers				
<p>You are now 6 days into the training programme.</p> <p>Its time to take stock of the skills you have developed and review which ones you want to improve.</p> <p>Indicate your level of confidence in each of the following groups of skills.</p> <p>It might help to refer to the 'Skills planner' you completed on Day 3 to consider those skills where you have improved already.</p>				
Functional skills				
Can you...		Confident?		
		Yes	No	Not sure
1	Understand and follow written and verbal instructions			
2	Respond to requests for information from others			
3	Follow a series of instructions in the correct order			
4	Complete basic forms			
5	Read and understand information			
6	Add, subtract, multiply and divide numbers			
7	Record information on forms			
8	Write brief notes and messages			
Working with others				
Can you...		Confident?		
		Yes	No	Not sure
1	Work in a team			
2	Follow instructions from others			
3	Engage in conversation with others including customers and fellow workers			
4	Share work between the team			
5	Accepting feedback from others (good and bad)			
6	Solve immediate problems in the team			
7	Know when to seek help from others to solve problems			

Handout 15 : Skills checker				
Attitudes and behaviours				
Can you...		Confident?		
		Yes	No	Not sure
1	Turn up on time and regularly			
2	Carry out work step by step and in the right order			
3	Accept when you have made a mistake and learn from it			
4	Take instructions from others			
5	Ask questions when you don't know or are unsure of something			
6	Be flexible about when and where you work			
7	Be willing to learn new things			
8	Check final work to make sure it is right			
Summary				
List the 3 skills you are least confident about:				
4)				
5)				
6)				
List the 3 skills you are most confident about:				
4)				
5)				
6)				
Are there any other skills you would like to learn during the training?				

Handout 16 : Parking and IT

Pre-entry programme for Parking Support Officers

Parking is not usually associated with computers and technology - but as a Parking Support Officer it is an essential part of the job.

This is an opportunity for you to review your IT skills, to celebrate what you can do well, and to consider which aspects of your performance would benefit from improvement.

The sort of equipment you may be required to use includes:

- Photocopier, and know how to:
 - fill it with A4 and A3 paper
 - change a toner and/or image drum
 - add staples
 - clear 'stuck' paper
 - print back to back copies
 - increase/decrease size
- Fax, and know how to:
 - send a fax
 - clear 'stuck' paper
 - process a received fax
- Phone lines, and know how to:
 - transfer calls
 - put calls on hold
 - respond to queries and requests
- Computer terminals/PCs, and know how to:
 - select from menus using icons
 - use passwords and PINs
 - use touch screens
 - input data using a keyboard
 - use correct start up and shut down procedures
 - put in codes and reference numbers
 - access, read and respond to emails
 - enter and edit simple information (name, address, contact details, dates, factual information)
 - check content and correct errors
- Now review your IT skills when using a PC. Using a highlighter pen indicate which areas from those listed below where you would like help from your tutor.
 - IT terminology
 - Keyboard and mouse skills
 - Word processing
 - Email
 - Spreadsheets/Microsoft Excel
 - Data management

Handout 17: Site visit prior to work placement	
Pre-entry programme for Parking Support Officers	
<p>It will be really helpful if you can gather the following information during your visit. You may want to make notes or ask for documents and then complete the sheet afterwards.</p>	
Company details	
Company name, address and telephone number	
Company's main business activity	
Supervisor's name and contact telephone number	
Work experience	
Start and finish times over 3 weeks	
Main activities you will be performing	
Equipment and materials you will be using	
Who you will be working with	
Details of any training you will be given	
Company policies and procedures	
Terms and	

Handout 17: Site visit prior to work placement	
<p>Conditions</p> <p>Support the company will provide during 3 week placement</p> <p>Your travel plan for getting to place of work</p>	
<p>Any other comments</p> <p>What you need to do to be ready for your work placement</p>	

Handout 18 : Glossary of parking terms	
Pre-entry programme for Parking Support Officers	
The following is a list of abbreviations/terms used frequently within the parking sector, with these explained.	
Abbreviation/term	Explanation
ACPO	Association of Chief Police Officers
ANPR	Automatic Number Plate Recognition, a software system which uses images of vehicles to read their license plates, and to identify vehicles' registration details. Some systems also allow for storing an image of drivers of vehicles
AOS	Approved Operator Scheme, managed by the BPA and includes a Code of Practice designed for BPA members operating enforcement services on private land or in unregulated public car parks
BPA	British Parking Association, the largest professional association in Europe, representing organisations in the parking and traffic management sectors
CCTV	Closed Circuit Television
CEO	Civil Enforcement Officer, a person employed by a Local Authority fulfilling the role undertaken previously by a Traffic Warden/Parking Attendant in England and Wales, and having the authority to issue PCNs where vehicles are parked incorrectly
CPE	Civil Parking Enforcement, introduced via the 2004 Traffic Management Act allowing civil enforcement of decriminalised parking, such that Local Authorities can now enforce parking regulations
CPZ	Controlled Parking Zone, an area where parking is not allowed during specified times unless the vehicle is parked within designated bays
DVLA	Driver and Vehicle Licensing Agency
ECN	Excess Charge Notice, issued (under the Road Traffic Regulations Act 1994) by parking officers working for a Local Authority where payment for parking is insufficient or has expired
FPN	Fixed Penalty Notice, issued by Traffic Wardens for parking in a restricted area, non-payment, or for over-staying a time limit when parking
IPP	Institute of Parking Professionals, representing individuals engaged in the UK's parking and traffic management sectors
NOR	Notice of Rejection of Representations, issued to owners of vehicles whose representations regarding the issue of a PCN/NTO have been rejected

Handout 18 : Glossary of parking terms	
Pre-entry programme for Parking Support Officers	
Abbreviation/term	Explanation
NTO	Notice to Owner, issued to owners of vehicles which have infringed on-street parking controls and where the consequent PCN remains unpaid
Off-street parking	Parking on private land, including unregulated car parks. 'Off-street parking' is often also used to refer to regulated, as well as unregulated, car parks, i.e. literally anything that is off the street
On-street parking	Parking on a street and in regulated public car parks. As noted above, in some definitions, regulated public car parks can be referred to as 'on-street parking'.
PCN	Penalty Charge Notice, issued by CEOs where vehicles are parked incorrectly within 'on-street' parking
Park Mark	Awarded to those parking facilities meeting the requirements of the Safer Parking Scheme
Road Traffic Act 1991	Allowed Local Authorities to apply to take over responsibility for parking from the local police force
SIA	Security Industry Authority, responsible for regulating the security industry, including the use of CCTV for public surveillance, and vehicle immobilisation on private land
Safer Parking Scheme	An initiative of the Association of Chief Police Officers (ACPO) aimed at reducing crime and the fear of crime in parking facilities. Safer parking status, recognised by the award of the 'Park Mark', is awarded to those parking facilities that have met the requirements of a risk assessment conducted by the police
TMA	Traffic Management Act 2004, allowed the introduction of Civil Parking Enforcement
TMO	Traffic Management Order, the legal documents by which authorities in London can implement and enforce traffic management/parking controls under relevant national legislation
TRO	Traffic Regulation Order, the legal documents by which authorities can implement and enforce most traffic management/parking controls under relevant national legislation
TO	Traffic Order, a 'generic' term for both TMOs and TROs
Traffic Warden	A person working for the Traffic Warden Service who has responsibility, along with the police, for enforcing on-street parking controls

Handout 19 : Careers in parking
Pre-entry programme for Parking Support Officers
Parking Support Officer
<p>A Parking Support Officer is a person who provides administrative support. The Officer might be involved in assisting in the :</p> <ul style="list-style-type: none"> • processing of parking notices • issuing/renewing parking permits • identifying keepers of vehicles which infringe parking requirements • recovery of parking fines
<p>Skills requirements</p> <ul style="list-style-type: none"> • reliable and a good timekeeper • good IT skills • able to work in a team or individually • enjoys working with people
<p>Progression and qualifications available</p> <div style="text-align: center; margin-top: 20px;"> <pre> graph TD A["Parking Support Officer"] --> B["Senior Parking Support Officer Level 3 Award for Parking Notice Processors"] B --> C["Supervisor Level 3 N/SVQ Management or equivalent"] C --> D["Manager Level 4 N/SVQ Management or equivalent"] D --> E["Senior Manager / Director Level 5 N/SVQ Management or equivalent"] </pre> </div>

Handout 20 : Review after site visit	
Pre-entry programme for Parking Support Officers	
Individual review after site visit	
Did you gather all the information you need?	If NO what information do you need?
Did you meet all the people you needed to?	If NO who else do you need to meet?
Have you got all the contact details you need?	If NO which details do you need to get?
Have you got a clear idea of the work you will be doing?	What will you be doing at work?
Are all the details regarding work times clear to you?	Do you have any issues about times and place of work?
Did you meet the people you will be working with?	If NO who do you still need to meet?
Did you get details of the training you will receive?	If YES what will the training consist of?
Do you have any remaining issues or concerns about the work placement arrangements?	If YES what are they?
First impressions?	

Handout 21 : Writing a CV

Pre-entry programme for Parking Support Officers

CV means Curriculum Vitae which is Latin for the course of a life or a career. It is a brief account of your career and training prepared when applying for a job. It will contain much of the same information as in a job application form. The difference is that you are in control of what you put in and how you present it.

Sometimes employers will ask you to include your CV along with an application form. You can use your CV to search for jobs by sending it out to companies even if they have not advertised a job.

Your CV has to stand out. Therefore:

- keep the layout clear and simple
- keep it short and focused on what an employer wants to know
- make sure you keep to the main points which are relevant to employment
- help the reader to find the keywords they are looking for
- stress positive things and present yourself positively
- guide the reader to your relevant skills and experience
- be honest about your experience and what you can do
- get at least one other person to check the spelling and content

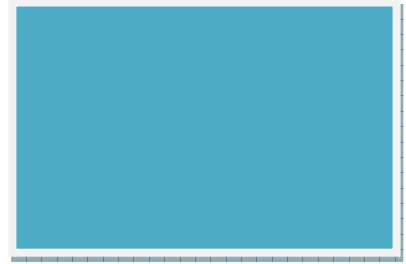
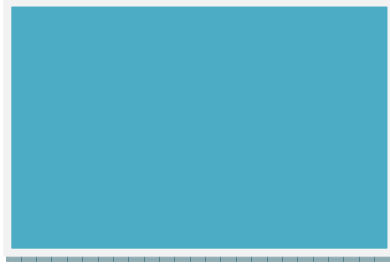
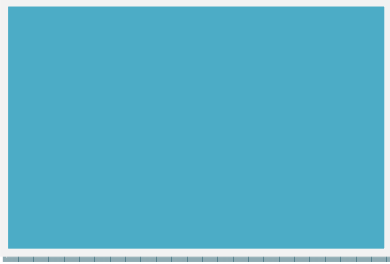
Once you have a good CV you can use it over and over again, so spending time getting it right now will help you in the future.

There are many ways of setting the information out but the main things to cover are:

Personal Details	<ul style="list-style-type: none"> • full name • date of birth • status e.g. single/married etc (optional but employers often require this) • contact address and postcode • telephone number(s)
Profile	<ul style="list-style-type: none"> • provide a brief summary about yourself, where you should aim to highlight 2 to 3 major skills and abilities • this section needs to be written so it will interest the reader, as it may be the only thing the reader will consider when deciding whether to read further detail
Work History / Skills and experience gained	<ul style="list-style-type: none"> • start this section by describing your last job first, and then work backwards in time • provide your job title, with start and finish dates, and a brief summary of what you did and the skills you used

Handout 21 : Writing a CV	
	<ul style="list-style-type: none"> • include all relevant experience
Education and Training	<ul style="list-style-type: none"> • give name of school, college etc with start and finish dates • list qualifications achieved with dates and grades • list training courses with start and finish dates and provide brief details of content and skills gained
Interests	<ul style="list-style-type: none"> • any activities and experience you have gained outside of work which will mark you out from other applicants, and offer the reader a sense of the sort of person you are. For example, <ul style="list-style-type: none"> - sports activities - voluntary work - hobbies - interests and enthusiasms
You can have a look at different layouts and then prepare your own CV	

Handout 22 : Work placement	
Pre-entry programme for Parking Support Officers	
<p>You need to plan for your work placement. Here are a few questions for you to consider:</p> <p>What do you want to get out of your 3 week placement?</p> <p>Which parts of the 3 week placement are you most looking forward to?</p> <p>Which parts are you most concerned about?</p> <p>What do think your employer is expecting from you during the 3 weeks?</p> <p>What do you need to know before you begin your work placement?</p> <p>What do you need to plan before the work placement?</p>	
<p>Remember to consider:</p>	<ul style="list-style-type: none"> • how will I get there? • how long will the journey take? • who do I report to? • have I got the right clothes? • who will be my supervisor? • how do I contact my tutor?



Promoting and Sustaining Excellence in Parking for All

‘Routes into work’ materials

Workbook for participants

Pre-entry programme for Parking Support Officers

Name :

Contents	Page
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Workbook for participants

Job role :

Parking Support Officer

Introductory notes

This workbook will help you pull together all the skills you will gain during the training and the work placement. It does not involve a lot of writing but if you complete it regularly you will have a clear picture of what you have achieved.

- As you go through each activity, or at the end of each day, take time to write down activities and achievements in the workbook
- It will build up into a full record of what you have learned
- This can be useful for job applications, interviews and for your CV
- Above all, it will demonstrate to an employer those skills which you have developed, and are relevant to those needed for the workplace
- It can also be used to help you when on work placement as it provides a checklist of the things you need to do
- Each section of the workbook is based on the training sessions
- You should talk through what you have achieved with your tutor to make sure that you tick off a skill only when you are competent in it
- Show the logbook to your supervisor at work as this will help the company structure your work placement
- Make sure that you add skills gained while in the workplace as well as on the training programme
- Don't worry if you don't start completing the logbook for a couple of days as the early part of the training is an introduction to work in the parking sector
- The work placement employer and your tutor will provide a statement at the end of the workbook as a form of testimonial
- Think about the workbook as your certificate of achievement

Workbook for participants

Training programme checklist

Tick these off as they are covered during the training programme.

Add any additional activities.

You can use this list when preparing job applications and during interviews if asked about the skills and experience you have.

- | | |
|--|---|
| • understanding the parking sector | <input style="width: 80px; height: 20px;" type="checkbox"/> |
| • roles and responsibilities | <input style="width: 80px; height: 20px;" type="checkbox"/> |
| • employability skills | <input style="width: 80px; height: 20px;" type="checkbox"/> |
| • health and safety | <input style="width: 80px; height: 20px;" type="checkbox"/> |
| • terms and conditions of employment | <input style="width: 80px; height: 20px;" type="checkbox"/> |
| • literacy skills | <input style="width: 80px; height: 20px;" type="checkbox"/> |
| • numeracy skills | <input style="width: 80px; height: 20px;" type="checkbox"/> |
| • teamwork skills | <input style="width: 80px; height: 20px;" type="checkbox"/> |
| • problem solving skills | <input style="width: 80px; height: 20px;" type="checkbox"/> |
| • IT skills | <input style="width: 80px; height: 20px;" type="checkbox"/> |
| • job applications | <input style="width: 80px; height: 20px;" type="checkbox"/> |
| • interview preparation and mock interview | <input style="width: 80px; height: 20px;" type="checkbox"/> |
| • writing a CV | <input style="width: 80px; height: 20px;" type="checkbox"/> |
| • site visit | <input style="width: 80px; height: 20px;" type="checkbox"/> |
| • careers in parking | <input style="width: 80px; height: 20px;" type="checkbox"/> |
| • work placement | <input style="width: 80px; height: 20px;" type="checkbox"/> |
| • | <input style="width: 80px; height: 20px;" type="checkbox"/> |
| • | <input style="width: 80px; height: 20px;" type="checkbox"/> |

Workbook for participants	
Daily log	
Write down a brief summary of what you did on each day. List the positive things you did. List at least one thing you would like to do better.	
Day 1	Introduction to the course <ul style="list-style-type: none"> • <i>Health and safety & domestic arrangements</i> • <i>Structure of the course</i> • <i>Understanding the parking sector</i> • <i>Being at work</i>
Summary	
Day 2	Employer information (<i>specific to the organisation offering a vacancy</i>) <ul style="list-style-type: none"> • <i>Structure of the organisation</i> • <i>Role of parking services</i> • <i>Roles and responsibilities</i> • <i>Terms and conditions of employment</i> • <i>The role of a Parking Support Officer</i>
Summary	
Day 3	Self assessment of employability skills <ul style="list-style-type: none"> • <i>Literacy, numeracy and communication skills</i> • <i>Thinking skills</i> • <i>Personal qualities</i> • <i>Working with others</i>
Summary	
Day 4	Self-management <ul style="list-style-type: none"> • <i>Making best use of time</i> • <i>Problem solving</i> • <i>Thinking skills</i> • <i>Mock interviews</i>
Summary	
Day 5	Teamwork <ul style="list-style-type: none"> • <i>Understand the benefits of team working</i> • <i>Recognise your role within a team</i> • <i>Honesty, mistakes and feedback</i> • <i>Diversity and equality</i> • <i>Review of the week</i>
Summary	

Workbook for participants	
Workbook for participants	
Daily log (continued)	
Day 6 Summary	Information technology <ul style="list-style-type: none"> • <i>Terminology</i> • <i>Keyboard and mouse skills</i> • <i>Word processing</i> • <i>Email</i> • <i>Spreadsheets</i> • <i>Data management</i>
Day 7 Summary	Careers in parking <ul style="list-style-type: none"> • <i>Background to parking terminology, e.g. Penalty Charge Notices</i> • <i>Company visit</i> • <i>Feedback on company visit</i>
Day 8 Summary	How to present a positive image of yourself <ul style="list-style-type: none"> • <i>CV writing</i> • <i>What skills do you need to develop for the role of Parking Support Officer?</i> • <i>Creating your own CV</i>
Day 9 Summary	Self-assessment <ul style="list-style-type: none"> • <i>How to be presentable?</i> • <i>How to improve your communication skills?</i> • <i>How to improve your numeracy skills?</i> • <i>How to improve your literacy skills?</i>
Day 10 Summary	Planning for work trial/placement <ul style="list-style-type: none"> • <i>Individual skills practice and coaching</i> • <i>Approaches to use when observing others</i> • <i>Preparation for work trial/placement</i> • <i>Review of the week</i>

Workbook for participants

Employability skills checklist

Tick these off when you and your tutor agree that you have the skill required.

Give one example of how you demonstrated the skill. You can use these examples during interviews, in application forms or include them in your CV.

Skills

I am able to:

be easily understood in face to face and telephone conversations

Example:

interact with a wide range of people

Example:

use telephone and other technology to obtain, give and receive information

Example:

pass on information in a timely and accurate way

Example:

read and follow verbal and written instructions

Example:

understand information in a written and graphical form (e.g. lists/rotas/diagrams)

Example:

write legibly and complete straightforward forms

Example:

act calmly, within the limits of their own responsibility and competence

Example:

plan and manage own work time, prioritising tasks where necessary

Example:

carry out tasks to satisfactory completion

Example:

treat others with dignity and respect

Example:

respect confidentiality

Example:

Workbook for participants

Behaviours

I am able to:

act responsibly, following agreed health and safety practices

Example:

dress appropriately for work, in line with the public image of the company

Example:

maintain good personal cleanliness and hygiene

Example:

be dependable in time keeping and approach to work

Example:

comply with policies and procedures relevant to the job role

Example:

report problems promptly as they arise, and contribute to resolving them

Example:

Attitudes and Personal Attributes

I am able to:

take pride in doing a job well

Example:

show willingness to learn about new processes and equipment

Example:

be reliable and responsible

Example:

learn from mistakes, and accept feedback from others

Example:

be flexible about times of working

Example:

respond positively to learning and development opportunities

Example:

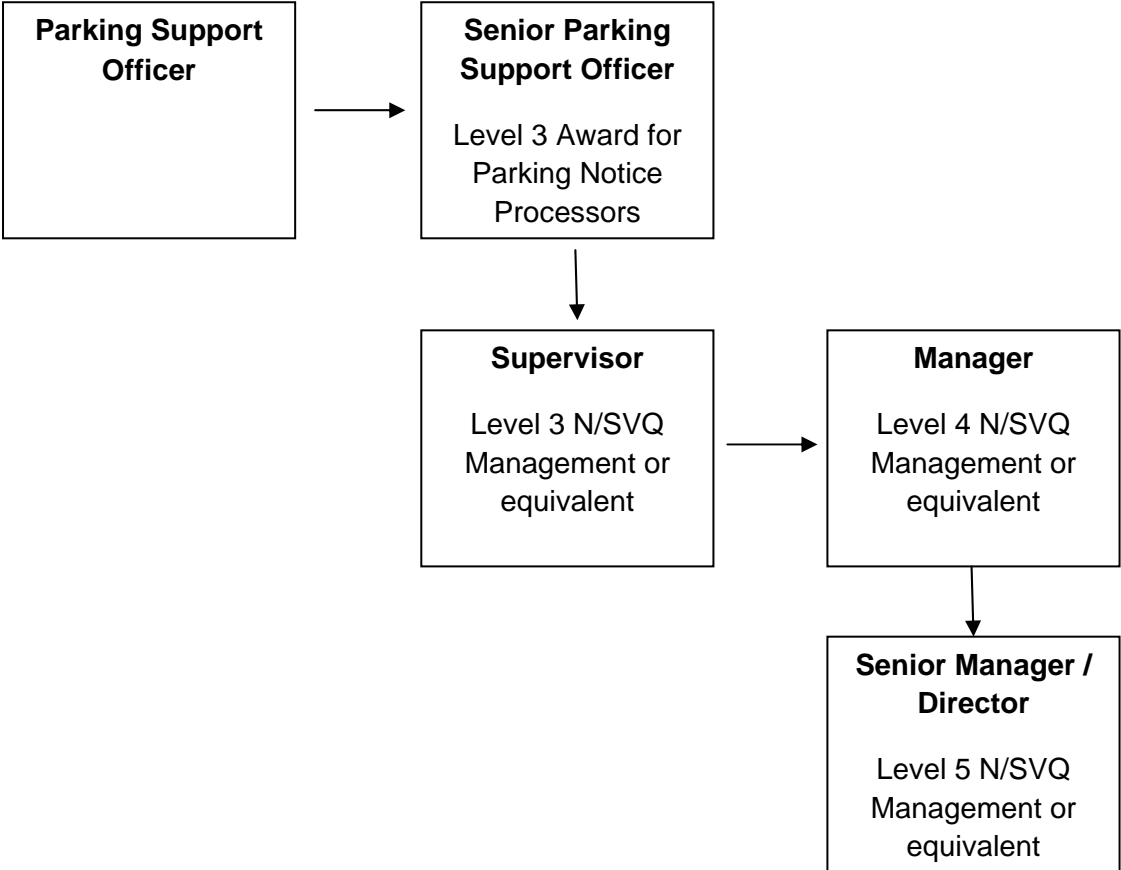
respond constructively to change

Example:

Workbook for participants	
Parking Support Officer activities experienced in work placement	
The following list describes a range of work related activities typical of the role of a Parking Support Officer. Tick the box alongside those activities which you experienced during your work placement.	
• Under the direction/instruction of a senior officer/manager provide routine general and administrative support	<input type="checkbox"/>
• Sort and distribute mail	<input type="checkbox"/>
• Present a positive personal image, contributing to a welcoming environment for customers/visitors	<input type="checkbox"/>
• Undertake reception duties, answering telephone and face to face enquiries	<input type="checkbox"/>
• Maintain manual and computerised records and management information systems	<input type="checkbox"/>
• Carry out typing, word-processing and other IT based tasks	<input type="checkbox"/>
• Receive, record, balance and issue receipts for all payments received by post, internet or telephone	<input type="checkbox"/>
• Prepare and issue parking permits	<input type="checkbox"/>
• Process Penalty Charge Notices	<input type="checkbox"/>
• Arrange orderly and secure storage of supplies	<input type="checkbox"/>
• Report inappropriate client behaviour, and convey serious incidents to the line manager, where appropriate	<input type="checkbox"/>
• Be aware of, and comply with, policies and procedures relating to equal opportunities, health and safety, security, confidentiality and data protection and security, reporting all concerns to an appropriate person	<input type="checkbox"/>
• Attend and participate in relevant meetings as required	<input type="checkbox"/>
• Participate in training and other learning activities and performance development as appropriate	<input type="checkbox"/>

Workbook for participants				
Parking Support Officer : Induction checklist				
Record of learning : Week 1 (of 3 week work placement)				
Introduction to the employer's organisation		Date	Initials	
			Learner	Supervisor
1	Profile of the organisation			
2	Terms and conditions of employment			
3	Explanation of working environment			
4	Roles, responsibilities and reporting			
5	Job role and skills needs			
6	Allocation to supervisor/manager			
7	Company contact names and numbers			
8	Policies and procedures			
Company safety procedures		Date	Initials	
			Learner	Supervisor
9	Health and safety personnel			
10	Site safety procedures, including safety signs and their meaning			
11	Safety when working with office equipment			
12	Sources of first aid assistance and equipment			
13	Personal action in the event of a fire			
14	Evacuation procedures and assembly points			
15	Reporting arrangements			
16	Lines of responsibility in the work environment			
Induction training		Date	Initials	
			Learner	Supervisor
17	Introduction to colleagues			
18	Outline to parking services provided by organisation			
19	Site layout			
20	Refreshment and toilet arrangements			
21	Dress code and hygiene			
22	Location and use of office equipment			
23	Customer care procedures			
24	Job role and allocation of work			
25	Demonstration of skills and job tasks/work shadowing			
26	Skills practice			

Workbook for participants			
Parking Support Officer : Induction checklist (continued)			
Record of learning : Week 2 (of 3 week work placement)			
Workplace experience	Date	Initials	
		Learner	Supervisor
1 Allocation to work team			
2 Nomination of supervisor/coach			
3 Explanation of tasks routinely performed in this job role			
4 Performance of tasks under supervision			
5 Regular review of progress with supervisor			
• supervisor feedback			
• additional skills training /practice			
• skills assessment			
Record of learning : Week 3 (of 3 week work placement)			
Skills development	Date	Initials	
		Learner	Supervisor
1 Reinforcement of generic job activities for parking services			
2 Further specific knowledge and skills development			
3 Development of customer service skills			
4 Final review of progress with supervisor			
• supervisor feedback			
• additional skills training /practice recommended			
• skills assessment			
Participant : statement of achievements and progress			
Signed		Date	

Workbook for participants
Careers in parking
Parking Support Officer
<p>A Parking Support Officer is a person who provides administrative support. The Officer might be involved in assisting in the :</p> <ul style="list-style-type: none"> • processing of parking notices • issuing/renewing parking permits • identifying keepers of vehicles which infringe parking requirements • recovery of parking fines
<p>Skills requirements</p> <ul style="list-style-type: none"> • reliable and a good timekeeper • good IT skills • able to work in a team or individually • enjoys working with people
<p>Progression and qualifications available</p>  <pre> graph TD A["Parking Support Officer"] --> B["Senior Parking Support Officer Level 3 Award for Parking Notice Processors"] B --> C["Supervisor Level 3 N/SVQ Management or equivalent"] C --> D["Manager Level 4 N/SVQ Management or equivalent"] D --> E["Senior Manager / Director Level 5 N/SVQ Management or equivalent"] </pre>



Promoting and Sustaining Excellence in Parking for All

‘Routes into work’ programme for the parking sector

Signposting to NOS and QCF units

Information document for training providers

Signposting to NOS and QCF units : Information document for training providers

Young people who complete the learning programme and three week work trial as part of the 'Routes into Work' initiative for the parking sector will have been introduced to the role of a 'Parking Support Officer'. This entry-level role may cover a number of actual job-titles according to what this role is called in particular employer organisations. However, the role will include providing administrative support across a number of parking activities.

The knowledge and skills developed by young people completing the programme and work trial are likely to overlap with the requirements of a number of parking National Occupational Standards (NOS), and their associated Qualifications and Credit Framework (QCF) units. These NOS and QCF units were used to inform the content of the 'Routes into Work' initiative.

Having progressed the programme and work trial, a young person might use the resulting outcomes, such as a workbook, towards evidencing related requirements within particular NOS/QCF units. Where the NOS/QCF units are included as components within qualifications, then the young person might use such outcomes towards evidencing relevant skills/knowledge.

The tables below list the NOS and parking-specific QCF units which may have particular relevance for young people taking part in the 'Routes into Work' initiative.

NOS for which evidence may be relevant

The three columns in the following table set out the:

- BPA reference number within the Functional Map for the parking sector
- Title of the NOS
- Standards Setting Body/ Sector Skills Council responsible for the NOS, together with their reference where relevant, with these bodies including:
 - British Parking Association (BPA)
 - Council for Administration (CfA)
 - ENTO
 - Skills for Justice (SfJ)

BPA reference	Title of the NOS	Owning body
5.4.2	Identify the keepers of vehicles which infringe parking requirements	BPA
5.4.3	Process the release of impounded vehicles	BPA
6.1.1	Provide information and advice regarding parking	BPA

BPA reference	Title of the NOS	Owning body
	provision	
6.2.1	Establish and address the requirements of telephone callers regarding parking services	BPA
6.2.2	Produce documents in a business environment	CfA/BPA 211
6.2.3	Communicate in a business environment	CfA
6.3.1	Administer parking dispensations	CfA/BPA 234
7.1.2	Follow the rules to deliver customer service	ICS F2
7.5.1	Make sure your own actions reduce risks to health and safety	ENTO HSS1
8.4.1	Promote equality and value diversity	SfJ AA1

QCF units for which evidence may be relevant

The four columns in the following table set out the:

- Reference for the QCF unit, although some have 'to be advised' (tba)
- Unit level
- Title of the unit
- Owning organisation/body

Reference	Level	Title of the BPA QCF unit	Owning body
tba	2	Identifying the keepers of vehicles where there has been an infringement of parking requirements	tba
tba	2	Processing the release of impounded vehicles	tba
tba	2	Promoting access to and providing information and advice regarding parking provision	tba
tba	2	Establishing and addressing the requirements of callers regarding parking services	tba
T/601/2482	2	Produce documents in a business environment	CfA
D/601/2475	2	Communicate in a business environment	CfA
J/601/2647	2	Administer parking dispensations	CfA