



*Promoting and Sustaining Excellence in Parking for All*

**‘Routes into work’ programme  
for the parking sector**

**Parking Support Officer**

**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)

<b>BPA reference</b>	<b>Title of the NOS</b>	<b>Owning body</b>
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 provision	BPA

## 'Routes into work' : Parking Support Officer

BPA reference	Title of the NOS	Owning body
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