

Engineering & Manufacturing Technologies

NVQ Level 2 in Controlling Parking Areas

Awarding Body: City and Guilds

General Information:

This award is designed for people working as parking attendants and will help candidates prove they are competent in their job.

Course structure:

To achieve a full Level 2 NVQ in Controlling Parking Areas candidates must complete a total of seven units. This comprises **four mandatory units** and **three optional units**. Assessors will undertake a skill scan to establish which areas best suit the candidate's job role.

Candidates must successfully achieve **all mandatory units** comprising:

- Ensure your own actions reduce risks to health and safety
- Start and end your working shift
- Give customers a positive impression of yourself and your organisation
- Deal with information relating to parking control

Candidates must achieve **three optional units**:

- Identify and deal with parking interventions
- Monitor parking areas
- Operate manual pay stations
- Complete document for clamping and unclamping vehicles
- Apply and remove vehicle clamps
- Load and unload vehicles onto and from vehicle transporters
- Carry out vehicle tow away operations
- Complete documents for the removal of vehicles
- Use hand held IT equipment on patrols
- Collect and process payments
- Carry out lift rescue operations
- Monitor areas using CCTV systems
- Maintain CCTV videotape libraries and preserve potential evidence
- Maintain the operational performance of CCTV systems
- Operate computer controlled barrier parking systems
- Recognise and respond to confrontational situations

Assessment methods:

All candidates are allocated an assessor who will guide the candidate through the process of assessment and portfolio building. PDM's fully trained and qualified assessors base their judgements of competence on the candidate's work and how it compares with the National Occupational Standards.

Typically, the candidate builds a portfolio of evidence, under guidance of the assessor, using a range of assessment methods: observation, oral and/or written questioning, witness testimonies, candidate statements, product evidence and professional discussion.

When all the units have been completed, and the assessor is satisfied that the candidate has met the national standard, the certificate is claimed from the awarding body.

Progression:

Candidates who complete this qualification may be able to progress onto:

- NVQ Level 3 in Parking Clerical

Bespoke Training & Qualifications

Please note that, if the qualification you are interested in is not listed it may still be possible to deliver any special training requirements you may have. PDM offer a range of (bespoke) refresher training courses which can be used to update and enhance current knowledge and skills of staff in disciplines such as:

- 1884 Conflict Management