

## Unit 329 Administer representations

### Unit Summary

Provide administrative services for representations against Penalty Charge Notices

### Skills

You will apply the following skills:

- Interpersonal skills
- Presenting yourself
- Questioning
- Listening
- Negotiating
- Researching
- Quality checking
- Recording
- Using technology
- Communicating
- Decision making
- Problem solving
- Managing time

### Performance indicators

You will:

#### Respond to the receipt of an informal representation

1. Respond promptly to a customer's initial enquiry with accurate advice
2. Record that you have received the written representation
3. Make sure you have the information you need to understand the customer's case
4. Where the customer proceeds, check the details of the documentation you have received for accuracy, consistency and validity
5. If the documentation fails to meet the requirements for considering the representation, promptly inform the customer of this and the courses of action they can take

#### Respond appropriately to the receipt of a formal representation

6. Respond promptly to a customer's initial enquiry with accurate advice
7. Record that you have received the written representation
8. Make sure you have the information you need to understand the customer's case
9. Where the customer proceeds, check the details of the documentation you have received for accuracy, consistency and validity
10. If the customer's situation does not fall within a recognised category for exemption, inform the customer of this and the courses of action they can take
11. At all stages, comply with organisational and legal requirements

**Prepare case evidence for formal and informal representations**

12. If necessary, take prompt action to suspend the enforcement process the representation is being investigated
13. Make sure all records are accurate, reliable, valid and up-to-date
14. Review the documentation to make sure there is sufficient evidence, and decide whether you need additional evidence
15. Where necessary, obtain the additional items of evidence needed
16. Collate and present the evidence
17. Refer any matter which is beyond the limits of your responsibility to the appropriate person
18. At all stages comply with current organisational and legal requirements

**Investigate the case and act upon your decision**

19. Review all evidence and make a decision
20. Inform the customer, in writing and within agreed timescales, of your decision and the courses of action that they can take
21. Where appropriate, reactivate the enforcement process
22. Keep copies of all correspondence and update the records
23. At all stages, comply with current organisational and legal requirements

**Knowledge**

You will know:

- The administrative services that you are responsible for and the limits and scope of your responsibilities and authority in providing these services
- Your organisation's policies, procedures and constraints that affect administrative services in your area of responsibility and how to apply them
- The legislation and codes of practice that currently apply when you are dealing with representations (e.g. the Road Traffic Act 1991 and its amendments, Adjudicator's Regulations and Traffic Management and Traffic Regulation Orders, Parking Code of Practice, Contravention Codes, grounds for making representations)
- The specialist software used by your organisation for the recording and processing of representations and how to use it
- How to access and use the sources of information (both paper-based and electronic) that you need to deal with representations
- What documents are used in parking control administration in relation to dealing with representations
- How to communicate effectively with customers so that you can be clear about the nature of their enquiry and can explain to customers the courses of action available to them
- The minimum information that is needed before you can agree to consider an informal representation, and why this is the case
- The conditions that apply for acceptable representations e.g. by whom the representation can be made
- How to record receipt of an informal representation, and why this is important
- The conditions that apply for acceptable representations e.g. that the representation must be submitted within statutory timescales.
- How to identify evidence that is reliable, valid and sufficient
- What information has to be provided and how to check that it is accurate
- The range of evidence that is needed to support a reliable decision, and where to obtain it
- How to clarify the details of the customer's representation through oral or written questioning
- The approved format and contents of case evidence
- What the limits of your responsibility in investigating representations are, and who to refer matters outside of your authority to
- What evidence is needed
- How to identify and obtain evidence that you have not been provided with
- How to make decisions that are supported by the evidence and comply with current legal and organisational requirements
- The courses of action that a customer can take once a decision has been made, and the consequences of taking those courses of action