



Security Industry Authority

Specification for Learning and Qualifications for Vehicle Immobilisers

December 2014

Foreword

The Security Industry Authority (SIA) recognises that it is essential for all vehicle immobilisers to have undergone a structured programme of learning and education resulting in recognised qualifications, if they are to be effective and professional in their role. Increasingly, industry stakeholders also recognise that the individuals who work to provide a more secure leisure environment must have a broad range of skills and a clear understanding of their role. As the scope, diversity and importance of their work continue to grow, so the degree of professionalism expected from vehicle immobilisers will increase.

This document is intended to provide a clear specification on the approach that has been agreed by the SIA and industry stakeholders in relation to the core learning and resulting qualifications required by SIA licensing.

Section I: Learning Programme Overview

Training leading to an SIA licence-linked qualification for vehicle immobilisers must include the following areas:

Session	Topic
Session 1	Introduction to Vehicle Immobilising and Removals
Session 2	Understanding Signs, Enforcement Vehicles and Immobilisation Devices
Session 3	Understanding Vehicle Registration Marks and Vehicle Excise Duty
Session 4	Immobilising a Vehicle
Session 5	Vehicle Removal and Re-location
Session 6	Completing Records
Session 7	Use of Photography and Awareness of Technology
Session 8	The Payment and Appeals Process
Session 9	Radio and Mobile Communications
Session 10	Parking Schemes and Permits
Session 11	Standards of Behaviour

Section 2: Learning Programme Details

Session 1: Introduction to Vehicle Immobilising and Removals

Aim:

- To have an overview of vehicle immobilisation and removals on private land and relevant legislation.

Objectives:

By the end of this session learners will be able to:

- State the aims of the Private Security Industry Act (2001) relating to vehicle immobilisation
- Identify the legal basis for vehicle immobilisation/removal on private land (contract law)
- Identify the purpose of vehicle immobilisation and removal.

National Occupational Standards:

PKC 9 – Apply and remove vehicle clamps – SfS

PKC 10 – Load and unload vehicles on to and from vehicle transporter – SfS

PKC 11 – Carry out vehicle tow-away – SfS

PKC 12 – Complete documents for the removal of vehicles – SfS

SPL 25 – Maintain an understanding of current legislation and regulation relevant to your role

Session 2: Understanding Signs, Enforcement Vehicles and Immobilisation Devices

Aim:

- To understand signs, enforcement vehicles and immobilisation devices.

Objectives:

By the end of this session learners will be able to:

- Explain all relevant signs
- Identify where the signs must be displayed and why
- State what information must be on the signs
- Identify signage and livery for an enforcement vehicle
- Identify various types of immobilising devices.

National Occupational Standards:

PKC 5 – Identify and deal with parking contraventions – SfS

Session 3: Understanding Vehicle Registration Marks and Vehicle Excise Duty

Aim:

- To understand vehicle registration marks and vehicle excise duty.

Objectives:

By the end of this session learners will be able to:

- Distinguish between UK and foreign registered vehicles.

National Occupational Standards:

None relevant – training relevant to the industry only

Session 4: Immobilising a Vehicle

Aim:

- To understand the process of immobilising vehicles.

Objectives:

By the end of this session learners will be able to:

- Identify when to immobilise a vehicle
- List vehicles that cannot be immobilised
- Identify methods of immobilising a vehicle
- State how to apply and remove a Home Office approved clamp
- Identify methods of preventing damage to vehicles.

National Occupational Standards:

PKC 8 – Complete documents for immobilising and de-immobilising vehicles

PKC 8.1 – Identify vehicles to be immobilised and fix notices

PKC 9 – Apply and remove vehicle immobilisation devices

PKC 9.1 – Apply immobilisation devices to vehicles

PKC 9.2 – Remove immobilisation devices from vehicles

PKC 12 – Complete documents for the removal of vehicle

PKC 12.1 – Confirm the details of vehicle removal

PKC 12.2 – Complete final documents for vehicle removals

Session 5: Vehicle Removal and Re-location

Aim:

- To understand how to tow-away a vehicle.

Objectives:

By the end of this session learners will be able to:

- Identify types and uses of lifting equipment
- Identify methods of preventing damage to vehicles
- Explain safe working practices relating to vehicle tow-away
- Identify when to remove a vehicle
- Identify when to re-locate a vehicle
- List vehicles that cannot be removed
- State how to remove a vehicle.

National Occupational Standards:

PKC 10 – Load and unload vehicles on to and from vehicle transporter – SfS

PKC 11 – Carry out vehicle tow-away operations – SfS

PKC 12 – Complete documents for the removal of vehicles – SfS

Session 6: Completing Records

Aim:

- To understand how to complete relevant records.

Objectives:

By the end of this session learners will be able to:

- State the importance of accurate record keeping
- List key information that should be recorded
- State the importance of observing a process in record keeping
- Identify the signs and accompanying stickers that are to be affixed to a vehicle.

National Occupational Standards:

PKC 4 – Deal with information relating to parking control – SfS

PKC 8 – Complete documents for clamping and unclamping vehicles – SfS

Session 7: Use of Photography and Awareness of Technology

Aims:

- To understand the use of photography in relation to vehicle immobilisation
- To describe how technology can be used in the vehicle immobilisation industry.

Objectives:

By the end of this session learners will be able to:

- State when photographs should be taken
- List what details need to be captured on the photograph
- List the factors that affect the quality of photographs
- List what types of photographic equipment can be used
- Describe how other technology can be used in the vehicle immobilisation industry.

National Occupational Standards:

None relevant

Session 8: The Payment and Appeals Process

Aim:

- To understand the payment and appeals process.

Objectives:

By the end of this session learners will be able to:

- Identify where and how information about fees must be displayed
- List the various methods of payment
- Identify information needed on a vehicle release receipt
- State the need for an appeals procedure
- Identify the reasons for an appeal
- Explain the principles of the appeals procedure.

National Occupational Standards:

PKC 14 – Collect and process payments - SfS

Session 9: Radio and Mobile Communications

Aim:

- To understand the use of radio and mobile communications in vehicle immobilisation and removal.

Objectives:

By the end of this session learners will be able to:

- State correct radio and mobile phone use
- State how to find and remedy common faults and problems with communications equipment
- State the appropriate language to be used
- Use the NATO phonetic alphabet.

National Occupational Standards:

PKC 4.2 – Pass on information verbally – SfS

Session 10: Parking Schemes and Permits

Aim:

- To understand the rules for discretionary parking.

Objectives:

By the end of this session learners will be able to:

- Identify the various types of parking schemes and permits
- State BMA/HEB schemes and regulations
- State Disabled Badge scheme regulations
- State the regulations for permit schemes.

National Occupational Standards:

PKC 5.1 – Identify potential parking contraventions – SFS

Session 11: Standards of Behaviour

Aim:

- To understand standards of individual behaviour for vehicle immobilisers and customer care.

Objectives:

By the end of this session learners will be able to:

- Identify the reasons for having standards of individual behaviour for vehicle immobilisers
- Understand the standards of individual behaviour for vehicle immobilisers given in Appendix A
- Explain the importance of appropriate clothing and licence display.

National Occupational Standards:

PKC3 – Give customers a positive impression of yourself and your organisation – SfS

Appendix A: Standards of Behaviour for Security Operatives

Personal Appearance

A security operative should at all times:

- Wear clothing which is smart, presentable, easily identifies the individual as a security operative, and is in accordance with the employer's guidelines
- Wear his/her Security Industry Authority licence on the outside of their clothing whilst on duty, displaying the photograph side (except Close Protection Operatives).

Professional Attitude & Skills

A security operative should:

- Greet visitors to the premises in a friendly and courteous manner
- Act fairly and not discriminate on the grounds of gender, sexual orientation, marital status, race, nationality, ethnicity, religion or beliefs, disability, or any other difference in individuals which is not relevant to the security operatives' responsibility
- Carry out his/her duties in a professional and courteous manner with due regard and consideration to others.
- Behave with personal integrity and understanding
- Use moderate language, which is not defamatory or abusive, when dealing with members of the public and colleagues
- Be fit for work and remain alert at all times
- Develop knowledge of local services and amenities appropriately.

General Conduct

In carrying out his/her duty, a security operative should:

- Never solicit or accept any bribe or other consideration from any person
- Not drink alcohol or be under the influence of alcohol or drugs
- Not display preferential treatment towards individuals
- Never abuse his/her position of authority
- Never carry any item which is or could be considered to be threatening
- Report all incidents to the management
- Co-operate fully with members of the police and partners, local authority, Security Industry Authority, and other statutory agencies with an interest in the premises or the way they are run.

Organisation / Company Values and Standards

A security operative should:

- Adhere to the employing organisation/company standards
- Be perceptive of the employing organisation/company culture and values
- Contribute to the goals and objectives of the employing organisation/company.