



VINCI Park UK

Specialist Training for the
Parking Industry

Using Our Expertise to Deliver Flexible Training Solutions



VINCI Park provides specialist training to the parking industry, with courses ranging from fundamental skills for parking enforcement to management and supervisory skills. Our training has been recognised as the best in the industry – winning a **British Parking Award** in 2008.

In each case, we draw on our expertise as an operator, designing **tailor-made training courses** with **modern parking management** in mind. Constantly reviewed in line with the changing needs of parking environments, our courses are delivered by our team of technical trainers and our network of approved specialists.



Whether you are looking to train individuals, or groups of employees, we pride ourselves on our **flexible solutions**. We can operate courses from our purpose-built training centre in Watford, or we can come to you to deliver your training needs.

Our Five Training Themes

Our five training themes are designed to cover all the key areas of parking enforcement, with courses covering the basics for absolute beginners to more complex topics. Giving your team the knowledge they need to deliver to your high standards.

1. Working In Parking: The Fundamentals
2. Customer Care
3. Working Safely
4. Management And Supervisory Training For Parking
5. Specialist Skills For Parking



1. Working in Parking: The Fundamentals



A must for anyone starting out in parking, covering all the basics required for delivering parking enforcement at an operational level.

- ❖ **Civil Enforcement Officer: The Fundamentals**
The fundamentals of Civil Parking Enforcement and how they should be applied in practice. This can be accredited with the City & Guilds 1889.
- ❖ **Car Park Attendant: The Fundamentals**
Covering the various types of car park operations and includes activities that staff carries out on a daily basis.



2. Customer Care

As the public face of your business, the way your employees interact with all stakeholders is key to public perception of the service you deliver. Available courses include:

- ❖ **Customer Care in Parking**
Customer care with a parking focus – covering realistic tools and skills to improve customer interaction.
- ❖ **Welcome Line & Welcome Host**
English Tourist Board qualifications focusing on improving communication and customer service as well as helping employees building relationships with clients.
- ❖ **Diversity Awareness**
The importance of treating everybody equally and appreciating differences, covering the legislation that exists to prevent unfair actions.
- ❖ **Welcome All**
Providing the knowledge and skills to provide facilities and services that meet the specific needs of people with disability.



3. Working Safely

This series of courses focuses on equipping your employees with the tools and knowledge necessary to identify and deal with any hazards they may encounter. Courses include:



- ❖ **Working Safely**
Keeping yourself and the others around you safe by using risk assessments and observation skills.
- ❖ **Manual Handling**
How the improper handling of goods and equipment can affect you – understand the necessary procedures to do your
- ❖ **Fire Safety**
Designed to provide an insight into potential fire hazards and encourage a sense of responsibility for one's own actions and the safety of others.
- ❖ **Dealing with Conflict**
Equipping employees with the skills to minimise conflict and reduce the chance of verbal abuse or assault. This can include a City & Guilds accreditation if combined with the Civil Enforcement Officer 1889 qualification.



4. Management and Supervisory Training for Parking

This series is designed to equip managers and supervisors with the soft and procedural skills they need to get the best out of their teams. Courses include:



- ❖ **Supervisory Training**
Upskilling employees at supervisor level – from managing performance to motivating the team.
- ❖ **Coaching skills**
Learning to empower yourself and others to improve decision making and personal development and growth.

- ❖ **Investigations**
Equipping employees with the knowledge and skills to conduct a thorough investigation in line with best practice.
- ❖ **Leadership & Motivation in the Real World**
Encouraging line managers to be proactive rather than reactive in managing their teams.



5. Specialist Skills for Parking

Taking an in-depth look at specialised roles within parking, covering the practicalities and legal requirements to ensure procedures are followed, in line with industry best practice.

- ❖ **Notice Processing**
Theory and procedures in dealing with all correspondence and challenges for Penalty Charge Notices.
- ❖ **CCTV Enforcement**
Accredited by Btec, this course covers work activities associated with CCTV parking enforcement, together with the legal requirements and follow-up procedures for notice-processing.



- ❖ **Traffic Marshalling**
The legal and safety requirements involved when directing vehicles around obstacles in the highway.
- ❖ **Parking Shop**
Specifically designed for customer service staff dealing with parking transactions over the counter and by phone.

Want to Find Out More?

If you would like to find out more about how VINCI Park can help deliver your training needs, please contact:

Chris Wortley, Sales Director – 01908 223500 or chris.wortley@vincipark.co.uk

Discounts available for group bookings.



VINCI Park Services UK Ltd
Oak House
Reeds Crescent
Watford
WD24 4QP

www.vincipark.co.uk