



# Civil Enforcement

*course content*

## StreetScene Fixed Penalty Notice Catalogues

### ➤ Who will the course benefit?

This training course is for users of the Civil Enforcement system who will be dealing with the parameterisation of on street Fixed Penalty Notices.

### ➤ Pre-requisites

Attendees should have basic keyboard skills and Windows knowledge. They should also have knowledge of the relevant internal permit procedures.

### ➤ Course reference

7TCE006

### ➤ Duration

One day.

### ➤ Further information

For additional information on this course or any other training issue please e-mail [training@civica.co.uk](mailto:training@civica.co.uk)

### ➤ Course objectives

**By the end of the course attendees will have an understanding of:**

- Conventions
- Notice types
- Close, Discount, Waive and Hold reasons
- Issuing Authorities
- Prosecution correspondence
- Write-off and Cancel reasons
- Correspondence mapping
- Full charge reverse reasons
- Method of Service mapping
- Offender type mapping
- WTN checklist questions
- Waste volume