



# Civil Enforcement

*course content*

## Clamping and Removals Processing

### ➤ Who will the course benefit?

This training course is for users of the Civil Enforcement system who will be dealing with the daily processing of Clamping, re-siting and/or Removals requests right through to the vehicle either being released or disposed of.

Note: The course can just cover either Clamping or Removals if required.

### ➤ Pre-requisites

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

### ➤ Course reference

7TCE007

### ➤ 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
- Overview
- Searching for a PCN/CRN
- Clamping and de-clamping a vehicle
- Removing a vehicle
- Re-siting vehicles
- Pound activity
- The DCS monitoring system
- Payment processing
- System reports
- Audit