



# Civil Enforcement

*course content*

## Concessionary Travel Processing

### ➤ Who will the course benefit?

This training course is for users of the Civil Enforcement system who will be dealing with the administration of Concessionary Travel (the old Blue Badge scheme) passes/cards i.e. application, issue, and management (renewal/replacement/cancellation).

### ➤ Pre-requisites

Attendees should already be aware of the legislative process of concessionary travel.

Attendees should have basic keyboard skills and a working knowledge of Microsoft Word.

### ➤ Course reference

7TCE034

### ➤ 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
  - Searching for an existing application
  - Logging a new application
  - Rejecting an application
  - Accepting an application
  - Issuing of cards
  - Card renewal
  - Card replacement
  - Card cancellation
  - Payment receipt
  - Dealing with incoming correspondence
  - Generating outgoing correspondence
  - Printing correspondence
  - Audit records
  - Notes
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- Processing Local and Companion badges – if appropriate
  - Processing Freedom Passes – if appropriate
  - Processing Taxi Cards – if appropriate