



# Civil Enforcement

## course content

## StreetScene Fixed Penalty Notice Processing

### ➤ Who will the course benefit?

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

### ➤ Pre-requisites

Attendees should have basic keyboard skills, and an understanding of the legislation.

### ➤ 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
- Overview
- Searching for a Notice
- Creating a new notice
- Vehicle details
- Offender details
- Notice notes and enquiries
- Outgoing correspondence
- Approving notices
- Declining notices
- Reissuing notices
- Suspending notices
- Cancelling a notice
- Bad debts
- Hearings
- Authorising summons and prosecution
- Dealing with prosecution results
- Compliance visits
- Joint prosecutions
- Other procedures dependant on the FPN type.
- Audit records