



Civil Enforcement

course content

Concessionary Travel

➤ Who will the course benefit?

This training course is for users of the Civil Enforcement system who will be dealing with the processing of Concessionary Travel (including the old Blue Badge scheme).

➤ Pre-requisites

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

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

➤ Course reference

7TCE035

➤ Duration

One day.

➤ Further information

For additional information on this course or any other training issue please e-mail training@civica.co.uk

➤ Course objectives

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

- Creating an applicant record
- Creating a card request
- Processing outgoing correspondence
- Adding and viewing notes
- Amending applicant detail
- Reject an application
- Cancel an application
- Take payment - if applicable
- Refund payment
- Issue a card
- Extend the life of a card
- Renew an existing card
- Audit transactions