The Parking Professional Primer (PPP) is a training program aimed at assisting organizations with orienting new front-line employees to the dynamic world of parking.
THE PURPOSE OF THE PROGRAM
The program is an excellent ‘refresher course’ for long-term, front-line staff in need of revitalization and can be used as an overview for supervisory level employees new to the parking industry.

CPA MISSION
The Canadian Parking Association is the national organization that represents the parking industry and provides a dynamic forum for learning and sharing to enhance our members’ ability to serve the public and to improve the economic vitality of our communities.
INTRODUCTION
Cashiers, attendants, compliance officers, and other front-line parking staff will gain a fundamental understanding of how a parking organization works and how their job fits into the big picture by studying various topics. After the initial company orientation by managers or human resources personnel, the Parking Professional Primer will introduce the student to parking topics such as:

- **Customer Service**: who's, what's, where's, when's, and why's of service delivery,
- **Customer Care**: how to care for difficult, angry, upset, and happy customers,
- **Working in a Cash Environment**: cash handling techniques, safety and security, accountability,
- **Enforcement/Compliance**: do's and don'ts, ticket issuing basics, appeals procedures,
- **Basic Equipment Maintenance**: troubleshooting, 'looking under the hood',
- **Vehicle Operations**: valet parking, stacking vehicles, clearances.

Course content/manual is intended to supplement your company's policies and procedures with specific parking information.

ELIGIBILITY AND FEES
Eligibility
Applicants can be members or non-members of the Canadian Parking Association. To be eligible for the CPA member's discounted registration fees, the candidate's parent organization must be either a full or affiliate member in good standing. Membership information is available on the website at canadianparking.ca. If you have questions concerning membership, contact the CPA office. Non-members are invited to join the CPA to be eligible for the discounted rates, or to register for the PPP program at the non-member rate.

Application Process
Applications can be accessed online at canadianparking.ca, or by contacting the Canadian Parking Association. Once your application is approved and payment received, study materials will be issued. A username and password will be generated for access to the CPA online test center. You will receive an authorization email/letter with instructions on how to schedule your test online. If you do not receive the authorization email/letter within two weeks of submitting your application, contact the CPA.

Study Period
Candidates must complete the test within two months of receiving their study materials. Failure to do so will result in the forfeiture of fees and candidates will have to reapply and pay the fees again.

Fees
- **Members $150**
- **Non-Members $200**
- * for more than 10 applications a 10% discount will be applied.*
TESTING

The Test
The PPP test is composed of 45 four-option multiple-choice questions and is administered during a 1.5 hour testing session. A score of 70% or higher is required to pass.

The test is closed book.

Test Scoring and Reporting
Test questions are multiple-choice with one correct answer and three incorrect responses (distracters). Your score will be based on the number of questions you answer correctly. There is no penalty for guessing.

Test results will be reported to the candidate only. If you have passed the test, your score report will indicate a “Pass”. If you have failed the test, your score report will indicate a “Fail”. Numerical scores will not be reported in order to evaluate candidates on a common and consistent scale range.

On-line Testing
A test site must be arranged by the applicant and/or their supervisor. For online tests, a computer and internet connection are required. A paper/pencil test can be requested if a computerized test site cannot be arranged.

Scheduling Your Test Date
Your authorization email/letter will provide you with information on how to schedule your test. You must schedule your test within 2 MONTHS from the date you receive your study materials.

Annual Scheduled Test Session
The PPP test will be scheduled and administered on Sunday morning during the Canadian Parking Association’s annual conference and trade show held in the fall of each year (city and exact dates to be published at least one year in advance). Candidates who register for the PPP course two months prior to the conference may apply and write a paper/pencil test at the conference. CPA reserves the right to cancel this session, should insufficient applications be received.

Multiple Registrations
Supervisors who register on behalf of their staff members (or for multiple applicants) are responsible for scheduling tests within the prescribed time frame.

Security Guidelines
Copying, reproducing or taking any action to reveal the contents of a test in whole or in part is prohibited.

POLICIES

Refund Policy
Requests for withdrawal must be made in writing and must be received prior to CPA releasing the study materials. There is a CDN $50 non-refundable administrative fee for withdrawal. Cancellation of applications after the materials have been issued will result in forfeiture of the entire application fee.

Refunds are not granted to candidates who have written and failed the test, or who have failed to test within the two-month window.

Transfers
Applications are not transferable except when a candidate has left the employ of the participating company. The company must contact the CPA for procedural instructions. The original candidate’s Study Guide must be retained, as it will be transferred to the replacement candidate. A CDN $50 transfer fee will apply.
GENERAL INFORMATION

Certification
Candidates who pass the test will receive a certificate suitable for framing and will be featured in CPA publications, unless the candidate requests exclusion.

Candidate Appeal Process
Please contact CPA in writing if you wish to make a comment concerning the test administration process or on a particular test question for which you wish a written response. You should provide your name, address and test date, along with your particular comment. Your letter will be researched and addressed accordingly.

Study Materials & Course Content
The study materials have been developed expressly to provide candidates with information necessary to assist them in taking the test. It includes information on the subjects covered in the test, plus individual chapter review questions.

CUSTOMER SERVICE
Who is Your Customer
What is Your Product
Providing Excellent Customer Service
Parking Professional Attitude
Parking Professional Skills
Parking Professional Image

CUSTOMER CARE
Customer Characteristics
Satisfied Customers
Unsatisfied Customers
Influencing Others to Change Behavior
Complaints

CASH ENVIRONMENT
Collecting Revenue
Accountability
Workplace Environment
Cash Handling Techniques
Cashier's Responsibilities
Completing the Sale
Robbery Prevention

COMPLIANCE
What is Compliance?
Service to Members
Basics of Enforcement
The Parking Control officer
Types of Violations
Appeals

MAINTENANCE & TROUBLESHOOTING
Equipment
Parking Control Equipment
Guidelines when Parking Equipment fails
Facility Maintenance

OPERATIONS
Valet Parking
Stacking Vehicles
Inoperable Vehicles
Clearances
Unfit Vehicles