

## Overview

This standard is about calculating the cost of parts fitted at the roadside and processing both cash and other forms of payment, for example credit cards, debit cards and account payments. This includes being able to use the relevant point of sale equipment and be aware of and be able to deal with instances of potential fraud.

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## Performance criteria

- You must be able to:
- P1 ensure the site is safe prior to starting the payment process.
  - P2 identify the price of items accurately
  - P3 promptly resolve any problems in pricing parts by using the sources of information at your disposal
  - P4 correctly calculate the total price of the transaction
  - P5 clearly and accurately inform the customer of the total amount due
  - P6 confirm the cash amount given by your customer and the change you give them, if relevant
  - P7 verify the identity of account holders, **ensuring their personal data is protected** and following your organisation's procedures prior to debiting their account, if relevant
  - P8 gain authorisation for non-cash payments and processing account debits, if relevant
  - P9 inform the customer in a suitable manner when authorisation for payment cannot be obtained for non-cash transactions
  - P10 clearly and accurately complete and process all documentation required
  - P11 store payments securely and protect them from theft
  - P12 ensure you are courteous to customers at all times
  - P13 treat customers fairly (TCF) at all times
  - P14 provide the customer with a receipt for their transaction

## Knowledge and understanding

You need to know and understand:

### Legislative and organisational requirements and procedures

- K1 current relevant legislation, regulations, codes of practice and guidelines relating to processing payment transactions
- K2 the importance of ensuring the site is safe prior to starting the payment process**
- K3 the six outcomes of Treating Customers Fairly (TCF)
- K4 how to identify and check prices of parts following your company policies and procedures
- K5 how to get information and advice to deal with pricing problems
- K6 how to identify any current discounts and special offers (e.g. campaigns and promotions)
- K7 how to keep cash and other payments safe and secure
- K8 how to check for and identify counterfeit payments
- K9 how to check for stolen credit cards, debit cards and account cards
- K10 how to ensure customers' personal data is protected when processing payments**
- K11 how to deal with customers offering suspect tender or non-cash payments
- K12 how to deal with customers when authorisation cannot be obtained for their non-cash payments
- K13 common methods of calculating payments, including the use of point of sale equipment and manual calculations
- K14 the types of payments you are able to receive and accept
- K15 your organisations systems and procedures for:
  - K15.1 authorising non-cash and credit account transactions
  - K15.2 verifying account holders
  - K15.3 calculating and taking payments
  - K15.4 booking purchases to customer accounts
  - K15.5 dealing with suspected fraud
- K16 the value and importance of delivering good customer service
- K17 the features of any current parts campaigns and promotions
- K18 the limits of your authority for processing payments
- K19 the types of transaction errors that can occur and the consequences of failure to report errors

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K20 relevant security issues surrounding payment transactions

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**Scope/range**

1. **Treating Customers Fairly (TCF)** outcomes are:
  - 1.1. consumers can be confident that they are dealing with firms where the fair treatment of customers is central to the corporate culture
  - 1.2. products and services marketed and sold in the retail market are designed to meet the needs of identified consumer groups and are targeted accordingly
  - 1.3. consumers are provided with clear information and are kept appropriately informed before, during and after the point of sale
  - 1.4. where consumers receive advice, the advice is suitable and takes account of their circumstances
  - 1.5. consumers are provided with products that perform as firms have led them to expect, and the associated service is of an acceptable standard and as they have been led to expect
  - 1.6. consumers do not face unreasonable post-sale barriers imposed by firms to change product, switch provider, submit a claim or make a complaint
2. **Non-cash payments** include:
  - 2.1. credit cards
  - 2.2. debit cards
  - 2.3. account payments

**Additional  
Information****Glossary**

*This section contains examples and explanations of some of the terms used but does not form part of the standard.*

**Customers**

These are defined as vehicle drivers, passengers and any other people present that may be previous or future customers.

**Documentation**

Examples include manual and/or computerised receipts for goods and payments

**Legislation**

Examples could include relevant aspects of contract law, Sale of Goods Act 1979, Supply of Goods and Services Act 1982, Unfair Contract Terms 1977, Consumer Protection Act 1987, Road traffic Act 1988, Trade Descriptions Act 1968, Data Protection Act 1998, The Sale and Supply of Goods and Consumer Regulations 2002 and current Financial Conduct Authority (FCA) legislation.

**Non-cash payments**

Examples include account payments, credit and debit card payments.

**Parts**

These are motor vehicle parts, consumables and fluids supplied as part of a roadside assistance operation

**Reports**

Examples include job reports, payment reports and account reports

**Security risks**

Examples include people in locations they are not authorised to be in (the recovery vehicle), violent and abusive behaviour, handling of

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goods and materials, handling and placing of items, unattended items or theft.

**Sources of information**

Parts list and other relevant parts information stored on manual or computerised parts information systems, customer feedback, records, reports and your own observations

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**Relevant occupations** Vehicle Trades; Roadside Assistance Technician; Roadside Assistance Senior Technician

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**Suite** Roadside Assistance

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