

Unit: BA3 Authorise financial transactions using telecommunications

Overview

This unit is about accepting payments by telephone from customers. You will probably work in a call centre or a remote financial services site, but you may take payments by telephone as part of your work in another setting. You will take details of the transactions and authorise the payment by the customer's chosen method. The details that customers supply to you need to be validated and matters referred to your line manager in cases of difficulty. At all times you will be expected to be on the lookout for fraudulent activity. Details of transactions will have to be recorded accurately and passed to the relevant people. You are required to be polite to customers and to take their communication needs into account.

Outcomes of effective performance

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| <p>BA3/O1 You obtain all necessary details in order for the transaction to be processed</p> <p>BA3/O2 You check that information supplied by the customer is correct and, when necessary, validated</p> <p>BA3/O3 You refer all problems that are outside your authority to your line manager</p> <p>BA3/O4 You compare the details of the transaction with your organisation's authorisation criteria</p> <p>BA3/O5 You seek further information where discrepancies in the information provided are identified</p> <p>BA3/O6 You inform the customer of the results of the authorisation procedures</p> <p>BA3/O7 You confirm the transaction with the customer when the authorisation criteria have been met</p> <p>BA3/O8 You follow organisational procedures when transactions cannot be approved</p> <p>BA3/O9 You identify and report suspicions of fraudulent activity to the appropriate authority</p> | <p>BA3/O10 You record all details of the transactions accurately</p> <p>BA3/O11 You comply with legal requirements, industry regulations, organisational policies and professional codes</p> |
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Behaviours which underpin effective performance

- BA3/B1 You show understanding of others and deal with them in a professional manner
- BA3/B2 You explain things so that others will understand
- BA3/B3 You use communication styles that are appropriate to different people and situations
- BA3/B4 You are vigilant for potential risks, including fraudulent activity
- BA3/B5 You carry out tasks with due regard to your organisation's policies and procedures, including those covering health and safety at work

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Knowledge and understanding

1. The details that are required for transactions to be processed
2. The validation and authorisation procedures that apply to transactions
3. The codes of practice relating to the authorisation of transactions
4. The people to whom information should be passed, including problem transactions or suspicions of fraudulent activity
5. How to establish productive relationships with telephone customers, including dealing with uncooperative or angry/abusive customers
6. The purpose of checking and validating information supplied by customers
7. How to question callers about the details of transactions, including taking the various needs of individual customers into account
8. Procedures for referring matters to your line manager
9. Your organisation's requirements relating to the application of codes, laws and regulatory requirements, including health and safety, as they impact on your activities