FSPDC04 – SQA Unit Code H5HR 04
Authorise financial transactions using telecommunications

Overview

This unit is about accepting, and validating, payments from customers over the telephone. You must be able to take details of the transactions and authorise the payment by the customer's chosen method, where acceptable to your organisation. You must be alert for fraudulent activity at all times. Details of transactions must be recorded accurately and passed to the relevant people. You are required to act professionally at all times, taking into account. the communication needs of the customer.

FSPDC04 – SQA Unit Code H5HR 04

Authorise financial transactions using telecommunications

Performance criteria

You must be able to:

P1 Obtain all necessary details for the transaction to be processed

P2 Check that the information supplied by the customer is correct and, where necessary, validated

P3 Compare the details of the transaction with your organisation's authorisation criteria

P4 Seek further information where discrepancies in the information provided are identified

P5 Inform the customer of the results of the authorisation procedures

P6 Confirm the transaction with the customer when the authorisation criteria have been met

P7 Follow your organisation's procedures when transactions cannot be approved

P8 Identify and report to the appropriate authority, suspicions of fraudulent activity

P9 Ensure that all details of transactions are recorded accurately

P10 Comply with legal requirements, industry regulations, including ethical standards and health and safety, organisational policies and professional codes

P11 Identify potential risks, including fraudulent activity

FSPDC04 – SQA Unit Code H5HR 04

Authorise financial transactions using telecommunications

Knowledge and understanding

You need to know and understand:

K1 The details required for transactions to be processed
K2 The validation and authorisation procedures that apply to transactions
K3 The codes of practice relating to the authorisation of transactions
K4 The people to whom information should be passed, including problematic transactions or suspicions of fraudulent activity
K5 How to establish productive relationships with telephone customers, including dealing with uncooperative, angry and/or abusive customers
K6 The purpose of checking and validating information supplied by customers
K7 How to collect details of transactions, taking the various needs of customers into account
K8 Procedures for referring matters to your line manager
K9 Your organisation's requirements relating to the application of laws, licences, regulations, health and safety and codes as they impact on your activities
K10 Your organisation's practice and procedures relating to the recognition, promotion and application of ethical standards

FSPDC04 – SQA Unit Code H5HR 04

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Additional Information

Behaviours

1. You show understanding of others and deal with them in a professional manner
2. You articulate complex information in a clear way
3. You use communication styles that are appropriate to different people and situations

FSPDC04 – SQA Unit Code H5HR 04

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