

## ASTPAR4.2.3

### Provide first line assistance regarding vehicle breakdown, damage or theft in parking areas



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#### Overview

This standard is about providing first line assistance to clients where their vehicle has incurred a breakdown, damage or theft in parking areas. It includes providing an efficient and helpful service to clients, including providing information and making contact with relevant organisations, including emergency services where appropriate. It may involve prioritising assistance in situations where breakdowns or damage impacts upon traffic flow. When providing support, this is done within the boundaries of your responsibilities.

There is one element:

- 1 Provide first line assistance regarding vehicle breakdown, damage or theft in parking areas

#### Target group

This standard is recommended for those whose responsibilities include providing first line assistance regarding vehicle breakdown, damage or theft in parking areas.

This standard has been developed by the British Parking Association.

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### Performance criteria

*You must be able to:*

- P1 identify the nature of the incident where assistance is required, and assess the risks to those involved and others using the parking facility
- P2 prioritise assistance with breakdown and/or damage, in circumstances where there is a risk to the wellbeing of those involved or where there are problems with traffic flow
- P3 confirm with the client their requirements for assistance, including making arrangements for special provision where appropriate
- P4 offer practical advice and information, in line with your organisation's procedures
- P5 take immediate and appropriate action to address incidents involving high risk, including emerging situations, where these occur
- P6 report incidents and damage including all relevant details to the appropriate person(s), in line with your organisation's procedures
- P7 assess the incident and assist the client accordingly to make contact with the appropriate organisation(s), including contacting emergency services where appropriate
- P8 assist the client to make contact with the nearest and most appropriate service provider to facilitate moving or towing breakdown vehicles
- P9 identify a holding area for breakdown vehicles, where appropriate
- P10 present a professional image and treat individuals with respect at all times
- P11 communicate clearly and concisely, and at a pace appropriate to the individual, using words suited to the individual's level of understanding
- P12 follow organisational procedures for reporting theft of vehicles, and/or valuables from vehicles
- P13 deal fairly, efficiently and promptly with any questions and complaints, in line with your organisation's requirements
- P14 maintain accurate and up to date records, in line with your organisation's requirements

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### Knowledge and understanding

*You need to know and understand:*

#### Legislative, regulatory and organisational requirements

- K1 legal, regulatory and organisational requirements which relate to providing customers within parking areas with first line assistance regarding vehicle breakdown, damage or theft, and their impact for your area of operations
- K2 legislation, policies and procedures relating to data protection, health and safety, diversity and their impact for your area of operations
- K3 the role of your organisation and the parking services which it provides in relation to providing customers with first line assistance regarding vehicle breakdown, damage or theft
- K4 the limits of your authority and responsibility, and the actions to take if these are exceeded

#### Requirements in providing first line assistance regarding vehicle breakdown, damage or theft in parking areas

*You need to know and understand:*

- K5 the ways in which it is necessary to alter communication when working with different individuals
- K6 effective telephone and face to face communication techniques, including active listening, and questioning for understanding
- K7 the importance of treating the customer with respect, and methods for doing this
- K8 how to decide priorities for first line assistance, and methods for doing this
- K9 how to analyse and manage risk in the context of providing first line assistance
- K10 the importance of being alert to potential hazards that might occur as a result of the vehicle breakdown or damage within a parking site
- K11 the providers of automotive assistance and associated services that can help to address the needs of customers, and how to access such services
- K12 the procedures for making contact with the emergency services, including providing access for emergency vehicles
- K13 the factors that need to be taken into account when arranging first line assistance for customers, including the needs of vulnerable persons
- K14 different ways of handling confrontational situations whilst maintaining your own personal safety, and methods for doing this
- K15 the importance of maintaining accurate and up to date records relating to recording details in relation to the first line assistance offered to customers, and your organisation's procedures for doing this
- K16 methods of reviewing and evaluating the effectiveness of first line assistance

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**Developed by** Asset Skills

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**Originating organisation** British Parking Association.

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**Relevant occupations** Health, Public Services and Care; Public Services; Elementary Occupations; Elementary Security Occupations

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**Suite** Parking Sector

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**Key words** assistance, clients, vehicle, breakdown, damage, theft, parking areas, service, information, organisations, responsibilities