

Quality Assured Programme

BVRLA Rental Operator Skills Assessment

Assessment Syllabus

BVRLA Rental Operator Skills Assessment Assessment Syllabus

Contents

Introduction	page 3
Subjects	page 3
Entry Requirements	page 3
Assessment Certification	page 3
Administration	page 4
Test Centres	page 4
Pre-Assessment Administration	page 4
Assessment Results	page 4

Syllabus:

- Paper 1: General Vehicle Rental Operation page 5
- Paper 2: Covers and Protections page 8
- Paper 3: Overseas Rentals and Renters page 9
- Paper 4: Light Commercial Vehicles up to 7.5t page 10

Introduction

The Assessments are designed to assess the skills of Rental Agents and those whose work requires them to undertake customer qualification and similar tasks. The certificates are awarded by the British Vehicle Rental and Leasing Association (BVRLA) and are based on a syllabus developed by the BVRLA and its members.

Subjects

The subject areas are as follows:

- ☐ General Marketing
- ☐ Customer contact
- ☐ Customer qualification
- ☐ Legislation affecting rental companies
- ☐ Insurance practice
- ☐ Overseas rental and renters
- ☐ Light commercial vehicles up to 7.5 tonne gross vehicle weight and minibuses with up to 17 seats

Entry Requirements

It is strongly recommended that candidates consider attending a course of instruction prior to entry for the Assessment. Some candidates may attain the required level of knowledge from on-the-job training or experience. Many BVRLA member companies run structured training courses and the BVRLA runs online Introduction to the Rental Industry training courses on a regular basis.

Assessment Certification

There are FOUR Assessments, all are multiple-choice:

1. General Vehicle Rental Operations
2. Covers and Protections
3. Overseas Rental and Renters
4. Light commercial vehicles up to 7 tonne gross vehicle weight and minibuses

The Assessments are designed to test industry best practice and thus will not always reflect local practices, procedures and policies adopted by members.

Candidates must be successful in papers 1 and 2 and in EITHER 3 OR 4 to be awarded a pass. If a candidate fails ONE of the three papers necessary, the failed paper may be re-taken within 12 months. Successful candidates are awarded a BVRLA certificate for passing.

If more than 12 months elapse before re-taking the failed Assessment paper, or if more than one paper is failed on the Assessment day, then no certificate will be issued. However, candidates may re-apply to sit papers 1 and 2 and EITHER 3 or 4 in the future.

Administration

The BVRLA assessments are administered by the BVRLA's Learning and Development team.

Assessment Location

The BVRLA Rental Operator Skills Assessments take place online.

It is the responsibility of the candidate's company to ensure Assessment conditions are adhered to. Full guidance on the above will be provided prior to the Assessment.

Registering for the Assessments

- ☐ Candidates should contact BVRLA Learning and Development team to obtain details regarding Assessment dates. The dates are published on BVRLA's website <https://www.bvrla.co.uk/learning-development/courses/vehicle-rental-operator-skills.html>
- ☐ All entries for the Assessment must be made through the BVRLA.

Assessment Results

Results will be sent directly to candidates and their training manager immediately. Successful candidates will receive their award certificate immediately on completion.

Syllabus

To achieve the minimum standard of knowledge required by the vehicle rental industry for efficient and cost-effective operation, candidates must be competent in the following combination of papers. It is compulsory to sit papers 1 and 2, then a further paper must be chosen from the optional papers 3 or 4. However, candidates can choose to take more than one of these optional papers if they wish.

Paper 1

General Vehicle Rental Operations – compulsory

Content

This paper consists of 60 multiple-choice questions to be completed in 60 minutes with four competencies to be demonstrated:

1. General marketing knowledge
2. Customer service skills
3. Customer qualification knowledge and skills
4. Knowledge of legislation affecting rental companies

1. General Marketing

The candidate should be able to:

List the benefits of renting a vehicle:

- flexibility
- availability
- location
- value for money
- prestige of a new model
- high standards
- accessibility

Identify the customer's requirements:

- type of vehicle usage (business, pleasure or replacement)
- length of journey
- number of passengers
- volume of luggage
- vehicle specification
- taking vehicle abroad
- vehicle suitability
- electric vehicles

Describe methods of company promotion by reference to:

- rental station layout
- personal appearance of staff
- use of corporate identity
- promotional material
- BVRLA membership and code of conduct

Describe the benefits of additional services available:

- child seats
- satellite navigation

Understand the principles of the rate structure and charging:

- discounts
- commissions
- upselling
- upgrading
- best utilisation of rental fleet
- delivery and collection of vehicles
- drive away price

Identify the most appropriate rental rate for a customer by reference to:

- time and mileage rates
- unlimited mileage
- capped mileage
- corporate business rate
- one-way tariff
- local tariff
- fixed period tariff
- leisure rate
- weekend / special period tariff
- inclusive rates

2. Customer Service Skills

The candidate should be able to describe service delivery systems for customers, maintain service delivery if systems go wrong and maintain positive working relationships with colleagues.

Develop and maintain positive working relationships with customers:

- present positive personal image to customer
- balance needs of customer and organisation
- respond to feelings expressed by the customer
- adapt methods of communication to the customer
- prestige of a new model
- high standards
- accessibility
- complaint handling

Improve service reliability for customers:

- respond promptly to the service needs of customers
- use customer feedback to improve service reliability
- work with others to improve service reliability

Be effective on the telephone:

- project a positive personal and corporate image
- listen to customer and summarise to confirm understanding
- question customer and explain additional services
- increase productivity by reducing call handling times
- close the conversation by asking for the reservation

Describe the benefits of customer insurance and damage protection programme:

- collision damage waivers (CDW)
- personal belongings insurance
- personal accident insurance
- customer's own insurance
- theft protection waiver

Describe the services generally included in the basic cost of rental:

- time and mileage
- roadside assistance
- third-party insurance

Describe additional services commonly available from a rental company, such as:

- delivery of vehicle to customer
- collection of vehicle from customer
- customer can collect vehicle from one location and leave at a different location
- vehicle breakdown/recovery service
- customer pick-up service

Explain why it is important the customer understands the location and use of the vehicle controls:

- safety
- type of fuel, CO2, Euro6,
- handbrake, foot brake, accelerator, clutch (manual models)
- gear change, manual and automatic
- electrics – ignition switch, glow plugs, lights, windscreen wipe/wash, horn,
- indicators, hazard lights
- locks – doors, bonnet, fuel cap, glove box, boot/tailgate, sunroof, windows
- in-car entertainment equipment
- anti-theft devices, i.e. double locks and immobilisers
- commercial vehicle tail lifts
- Responsibility for oil, Adblue, water
- awareness of vehicle height
- dashboard controls / symbols, warning lights
- handbook

Describe what action should be taken when checking-in vehicles post rental:

- vehicle inspection – prior and post rental
- completing an accident report form
- questions arising at the end of rental
- handling customer queries

3. Customer Qualification

The candidate must be able to:

Describe the range and importance of information which can be obtained and interpreted from UK or EU driving licenses, including counterpart:

- driver details – name, address, date of birth, sex, signature, driver number
- types of vehicles the license holder is entitled to drive
- endorsements / offence codes
- Security features

Outline the importance of driving license validity checks in relation to vehicle rental by reference to :

- expiry date
- the vehicle groups which the holder is licensed to drive
- endorsements which might restrict holder's ability to rent
- driving experience
- comparison of license signature with rental agreement signature
- comparison of license age details with age on rental agreement
- photograph comparison
- driver license counterpart details

Explain the circumstances under which non-EU issued driver licenses and international driving permits are accepted by UK rental companies by reference to:

- issuing authority's location
- time limits affecting usage
- authorised driver/non-authorised driver

State the documents required to establish primary and secondary identification:

- bank card, credit card, passport, flight tickets, identity card
- heavy good vehicle (HGV) license, major Corporation ID card, utility bills
- one signature and two separate documents stating renter's address
- photograph of prospective customer

Explain methods of payment and how to ensure acceptability, including:

- procedure in respect of payment, pre-payments and deposits
- authorisation procedure for credit/charge cards, credit accounts – is the card genuine?
- Security features
- anti-fraud precautions
- rental extensions
- customer-not-present transactions

How to refuse a renter. Saying NO in a professional manner

4. Legislation affecting rental companies

The candidate must be able to:

Explain the legal responsibility of rental companies when renting vehicles by reference to:

- roadworthiness of vehicles – construction and use regulations
- insurance cover to meet requirements of the Road Traffic Act
- road fund license (vehicle excise duty)
- driving license – checks and validity in relation to vehicle being supplied
- Unfair Terms in Consumer Contracts Regulations 1999
- General Data Protection Regulation 2018
- The Goods Vehicles (Enforcement Powers) Regulations 2001
- Smoke-free laws in UK
- Disability Discrimination Act
- Consumer Credit Act

State the legal standing of the rental agreement:

- terms and conditions

Explain the purpose of the 'Statement of Owner Liability' on the rental agreement and identify who is responsible for paying fixed penalty fines.

Asset protection: Explain how vehicle conversion differs from theft and state what actions should be taken to minimise the risk of vehicle theft/conversion, fraud and terrorist activity.

- BVRLA Stolen Vehicle Reporting Guidelines
- Importance of robust customer qualification procedures, consistently applied
- Reporting suspicious behaviour
- Supporting law enforcement counter terrorism and communications campaigns

Paper 2

Covers and Protections – compulsory

Content

This paper consists of 20 multiple-choice questions, each worth one mark. Candidates must correctly answer at least 14 questions for a pass. The duration of this Assessment paper is 30 minutes. The candidate must be able to:

Understand the basic requirements of the Road Traffic Acts with regard to insurance:

- describe the minimum legal insurance requirements as defined in current road traffic legislation
- identify the 'third party' in third-party insurance
- describe the action to be taken by renter and rental company in the event of an accident causing damage to property and/or persons

Describe the types of insurance available:

- third party (statutory requirement)
- comprehensive
- passenger liability
- fire / theft
- personal accident and belongings insurance (PAI and PBI)
- windscreen cover
- customer own insurance
- what is included in the drive away price

Explain Vehicle and Customer protection packages:

- theft protection waiver
- collision damage waiver (CDW)

Outline and give reasons for insurance limits, excesses and supplements often imposed by insurance companies:

- driver's age
- driving record
- occupation i.e. principal actors, professional sportsmen, traders with fixed abode

Paper 3

Overseas Rentals and Renters – optional

Content

This multiple-choice paper consists of 20 questions, each worth one mark. Candidates must answer at least 14 questions for a pass. The duration of this Assessment is 30 minutes. The candidate must be able to:

Describe what advice should be given to a customer who intends to rent a car in the UK and then take it overseas:

- documentation – carry a copy of the rental agreement, explain vehicle registration document (V5C) not required, vehicle on hire certificate (VE103) in Europe is required
- legal requirements – special accessories, i.e. warning triangles, first aid kits, headlamp dim/dip arrangements, reflective jackets, snow chains
- clean air roundels
- use of tachograph
- insurance requirements
- accident claims reporting procedures – European Accident Statement
- waybills for minibus rentals

Describe the information which is required from an overseas customer prior to renting a vehicle for use in the UK:

- all the information for a normal domestic hire (customer qualification)
- EU issued driver license verification
- international driving permit/international driving license / national driving license with translation
- passport and contact address

Explain vehicle protection packages for overseas rentals, such as European breakdown cover:

- provision of parts and service facilities
- repatriation of car in event of un-repairable damage
- repatriation of driver and passengers
- who is responsible for obtaining cover

Paper 4

Light Commercial Vehicles up to 7.5 tonne gross vehicle weight (GVW) and minibuses with up to 17 seats – optional

Content

This multiple-choice paper consists of 20 questions, each worth one mark. Candidates must correctly answer at least 14 questions for a pass. The duration of the Assessment is 30 minutes. The candidate must be able to:

Identify and describe light commercial vehicle types and sizes by reference to:

- the difference between small, medium and large commercial vehicles (in terms of gross vehicle weight (gvw))
- vehicle body types and benefits of use

Explain the legal responsibilities of rental companies when renting vehicles by reference to:

- UK, EU and rest of world driving license qualification – vehicles which can be driven on a standard license, i.e. age restrictions
- tachographs – use of tachograph
- operator licenses – when must a license be held and by whom
- tail lift controls and hazard warning signs
- Euro CO₂ emissions standards

Understand the requirements of the customer to enable the most suitable vehicle to be provided:

- know your customer, i.e. private or business
- interpretation of license entitlements (including pre-1997)

- understand the purpose for which the vehicle is being hired
- insurance options, customer's own insurance – age limits
- commercial vehicle counter-terrorism checklist
- taking the vehicles abroad, additional considerations

Describe actions required for preparing a vehicle for rental and introduction of the renter to vehicle controls and safety features:

- cleaning and vehicle maintenance – short-term rental
- vehicle maintenance during long-term rentals, i.e. oil, water, Adblue
- airbrakes, daily safety checks
- explanation of vehicle's controls, equipment and provision of technical advice
- terminology, i.e. payload, tonnage, gvw
- tail lift/crane for commercial vehicles
- location and use of controls
- working time directive
- driver responsibilities
- health and safety