



<b>Curriculum Document</b>					
<b>Curriculum Code</b>	<b>Curriculum Title</b>				
524501001	Occupational Certificate: Service Station Attendant				
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## **SECTION 1: CURRICULUM SUMMARY**

### **1. Occupational Information**

#### **1.1 Associated Occupation**

524501: Service Station Attendant

#### **1.2 Occupation or Specialisation Addressed by this Curriculum**

524501001: Occupational Certificate: Service Station Attendant

#### **1.3 Alternative Titles used by Industry**

- Forecourt Attendant
- Petrol Station Attendant

### **2. Curriculum Information**

#### **2.1 Relation of this Curriculum to the Occupation and Qualification Progression**

This qualification articulates horizontally and vertically with similar or related qualifications for career progression. In terms of career development, a Service Station Attendant could select from a number of occupational qualifications for career options which could be available in occupations such as:

- Service Station Supervisor
- Service Station Trainer

#### **2.2 Curriculum Structure**

This qualification is made up of the following compulsory Knowledge and Practical Skill Modules:

Knowledge Modules:

- 524501001-KM-01, Principles of customer service, L2, Cr2
- 524501001-KM-02, Forecourt operations, L2, Cr6

Total number of credits for Knowledge Modules: 8

Practical Skill Modules:

- 524501001-PM-01, Communicate with customers, L2, Cr2
- 524501001-PM-02, Perform forecourt services L2 Cr4

Total number of credits for Practical Skill Modules: 6

This qualification also requires the following Work Experience Modules:

- 524501001-WM-01, Processes and procedures for interacting with customers and team members, L2, Cr4
- 524501001-WM-02, Processes and procedures for working on a forecourt, L2, Cr10

Total number of credits for Work Experience Modules: 14

### **2.3 International Comparability**

This qualification has been benchmarked against international practice in the Fuel Retail industry. However, it needs to be recognised that it is explicitly placed within the South African context.

Reference to service station operations unit standards and qualifications were found in the New Zealand and Australian Qualifications Authority. Qualification comparability was conducted with these countries.

The New Zealand National Certificate in Motor Industry (Service Station Sales) NQF Ref: 0026. •

Australian Certificate II in Automotive Sales Service Station Operation - AUR21105. •

It must be noted that the qualification design for both the New Zealand and Australian related qualifications differs from the qualification design for those qualifications registered on the South African National Qualifications Framework. As such one could not make an easy comparison between the broader focused Australian and New Zealand qualifications with the narrow focused South African qualification.

Whilst the related New Zealand qualification includes a number of communication literacy standards and is broader than this qualification, it covers all aspects of this Service station attendant qualification. The South African qualification is narrower as the work performed in South Africa by a Service station attendant is narrow than that performed in New Zealand.

The Australian qualification makes reference to sales as well as service station operation which is a component of the larger qualification. All aspects of this qualification are covered by the Australian core and elective standards.

Further learning unique to the convenience store and car wash areas at a service station are combined and included across the New Zealand and Australian qualification. This is no longer applicable to a South African qualification designed to meet this specific OFO code

Both the New Zealand and Australian qualifications have a strong focus on motor and automotive retail areas of learning rather than specifically forecourt services.

In terms of retail and the automotive learning areas, the New Zealand qualification comprises core generic and elective unit standards where the core generic aspects relates to time management, understanding the automotive industry, carrying out personal workplace requirements, maintaining automotive stock, identifying the location of motor vehicle systems and components, displaying goods, selling products, carrying out forecourt duties, maintaining a safe and secure work environment, mastering the fundamentals of consumer behaviour, interpreting the retail distribution legislation and environment, attending to customers, providing customer service, performing calculations, employing customer service techniques. The electives include automotive administration such as carrying out office functions, determining stock levels, determining warranties and demonstrating the use of automotive products as well as automotive electrical and electronics such as servicing a battery.

The electives further comprise automotive preventive maintenance and automotive sales where the latter includes dispensing of CNG and LPG whilst automotive electrical and electronics includes selecting and applying lubricants and preparing a vehicle for use and shutdown.

The Australian qualification is located within the Australian Apprenticeship Services. The compulsory units of competence includes applying safe work practices, establishing customer relations, working effectively with others, communicating effectively in the workplace, applying environmental regulations and best practices in the workplace, selling products, delivering customer service. The learner is then required to complete 8 units of competence from the Sales Inventory and 3 units of competence from the Retail, Service and Repairs training packages. This selection is informed by Descriptors which are used to describe the incumbent's job profile. The Descriptors include Aftermarket Retail Operations, Bicycle, Heavy Vehicle Mobile Equipment, Outdoor Power Equipment, Replacement Parts and Accessories Service Station Operations and Vehicle. The Service Station Descriptors include learning units such as identifying the automotive parts and selecting the products, presenting stock and sales area, carrying out cash/credit/fund transfer transactions, applying legal requirements relating to product sales, using business technology, maintaining workplace safety, applying point of sale handling procedures, minimising theft.

Numerous private service providers offer Forecourt related training and many gave input into the development of this qualification,

The main difficulty in comparison is that one is not always comparing like with like. This notwithstanding, the technical content of this qualification for Service station attendant does

correspond loosely with the level of highlighted international qualifications. International Comparability was completed before during and after the qualification design process.

## **2.4 Entry Requirements**

- Numeracy skills NQF Level 1

## **3. Assessment Quality Partner Information**

Name of body: Wholesale and Retail SETA

Address of body: Hennops House, 1303 Heuwel Avenue, Cnr. Lenchen South and Heuwel Avenue Centurion, PRETORIA

Contact person name: Tsakane Mabasa

Contact person work telephone number: 0126229500

## **4. Part Qualifications**

None

## **SECTION 2: OCCUPATIONAL PROFILE**

### **1. Occupational Purpose**

Sells and dispenses fuel, lubricants and other automotive accessories, and performs minor checks on motor vehicles at a service station and processes payment.

### **2. Occupational Tasks**

- Interacting with customers
- Implementing forecourt operations

### **3. Occupational Task Details**

#### **3.1. Interacting with customers**

##### **Unique Product or Service:**

Quality service to customers

##### **Occupational Responsibilities:**

- Communicate with customers

##### **Occupational Contexts:**

- Processes and procedures for interacting with customers and team members

#### **3.2. Implementing forecourt operations**

##### **Unique Product or Service:**

Correctly implemented forecourt operations

##### **Occupational Responsibilities:**

- Perform forecourt services

##### **Occupational Contexts:**

- Processes and procedures for working on a forecourt



### **SECTION 3: CURRICULUM COMPONENT SPECIFICATIONS**

#### **SECTION 3A: KNOWLEDGE MODULE SPECIFICATIONS**

##### **List of Knowledge Modules for which Specifications are included**

- 524501001-KM-01, Principles of customer service, L2, Cr2
- 524501001-KM-02, Forecourt operations, L2, Cr6

## **1. 524501001-KM-01 Principles of Customer Service L2 Cr2**

### **1.1 Purpose of the Knowledge Modules**

The main focus of the learning in this knowledge module is to ensure an understanding of the principles and methods of communication and teamwork in providing customer service.

The learning will enable learners to demonstrate an understanding of:

- KM-01-KT01: Principles of promoting a positive image (10%)
- KM-01-KT02: Communication principles (35%)
- KM-01-KT03: Concepts of customer interaction (35%)
- KM 01-KT04: Principles of handling customer queries (10%)
- KM 01-KT05: Concepts and principles of teamwork (10%)

### **1.2 Guidelines for Topics**

#### **1.2.1. KM-01-KT01: Principles of promoting a positive image (10%)**

***Topic elements to be covered include:***

- KT0101 The fuel supply chain
- KT0102 The role of the service station attendant on a forecourt
- KT0103 The importance and standards of personal neatness and hygiene and work area housekeeping

#### ***Internal Assessment Criteria and Weight***

- IAC0101 List the role players in the fuel supply chain
- IAC0102 Explain the role of the service station attendant on a forecourt
- IAC0103 Explain the importance and required standards of personal and workplace neatness and hygiene

***(Weight 10%)***

#### **1.2.2. KM-01-KT02: Communication principles (35%)**

***Topic elements to be covered include:***

- KT0201 Definition of communication
- KT0202 The face to face communication process
- KT0203 Verbal and non verbal communication
- KT0204 Barriers to communication
- KT0205 Implications of good and bad communication
- KT0206 The importance of using service station concepts and terminology correctly
- KT0207 Listening skills

***Internal Assessment Criteria and Weight***

- IAC0201 Define Communication
- IAC0202 Describe the elements of face to face communication including listening skills
- IAC0203 Explain the nature of verbal and non-verbal communication
- IAC0204 List 3 barriers to communication and describe methods for overcoming them
- IAC0205 Describe the importance of using service station concepts and terminology correctly
- IAC0206 Describe the implications of good and bad communication

***(Weight 35%)***

**1.2.3. KM-01-KT03: Concepts of customer interaction (35%)*****Topic elements to be covered include:***

- KT0301 Customer expectations
- KT0302 The importance of welcoming customers
- KT0303 Ways of welcoming and directing customers
- KT0304 Types of customers including irate, diversity etc.
- KT0305 Regulations/legislation impacting on customers

***Internal Assessment Criteria and Weight***

- IAC0301 Explain what customers expect of a service station attendant.
- IAC0302 Explain the importance of making a customer feel welcome and describe how you will do this and direct them to the appropriate pump
- IAC0303 Explain your understanding of different types of customers including customer diversity and how this could impact on communication
- IAC0304 List the various regulations that a service station attendant might have to know and briefly describe what each one covers.

***(Weight 35%)***

**1.2.4. KM-01-KT04: Principles of handling customer queries (10%)*****Topic elements to be covered include:***

- KT0401 Types of customer queries
- KT0402 The importance of handling customer queries correctly
- KT0403 Principles for handling conflict

***Internal Assessment Criteria and Weight***

- IAC0401 Describe 5 queries service station attendants might have to answer and give examples of appropriate responses
- IAC0402 Explain the importance of handling queries correctly
- IAC0403 Explain the correct way to handle a conflict situation with a customer

**(Weight 10%)**

#### **1.2.5. KM-01-KT05: Concepts and principles of teamwork (10%)**

***Topic elements to be covered include:***

- KT0501 The concept and importance of teamwork
- KT0502 How to work in teams
- KT0503 The concept of team diversity and its impact on team dynamics and customer service
- KT0504 The importance of accurate time keeping and the impact it has on team mates and the business

***Internal Assessment Criteria and Weight***

- IAC0501 Explain what you understand by the term Teamwork
- IAC0502 Discuss why teamwork is important
- IAC0503 Give 4 examples of how you can work as a team with the rest of your team mates
- IAC0504 Explain how diversity impacts on teamwork and customer service
- IAC 0505 Explain how bad time keeping will impact on the team and the business

**(Weight 10%)**

### **1.3 Provider Accreditation Requirements for the Knowledge Module**

***Physical Requirements:***

- Classroom furniture (chairs and tables, audiovisual equipment and all other equipment conducive to a learning environment)
- Handouts and stationery

***Human Resource Requirements:***

- Lecturers must have relevant industry experience related to the subject.
- Persons compiling the internal assessments must have either an industry related qualification at least one level higher than this qualification, or have operated as a Supervisor/Manager with at least 1 years' experience relevant to the subject.
- Assessors must have relevant industry experience related to the subject.

***Legal Requirements:***

- Registered as a provider

#### **1.4 Critical Topics to be Assessed Externally for the Knowledge Module**

- None

#### **1.5 Exemptions**

- None

## **2. 524501001-KM-02, Forecourt operations, L2, Cr6**

### **2.1 Purpose of the Knowledge Modules**

The main focus of the learning in this knowledge module is to ensure an understanding of the operations and safety requirements when working on a forecourt.

The learning will enable learners to demonstrate an understanding of:

- KM-02-KT01: Services provided on a forecourt. (30%)
- KM-02-KT02: Concept and typical methods of a shift hand over (10%)
- KM-02-KT03: Safe working procedures (35%)
- KM-02-KT04: Forecourt security (10%)
- KM-02-KT05: The different motor oils and grades of fuel (5%)
- KM-02-KT06: Generally accepted procedures for processing payment (10%)

### **2.2 Guidelines for Topics**

#### **2.2.1. KM-02-KT01: Services provided on a forecourt (30%)**

***Topic elements to be covered include:***

- KT0101 Ways of refuelling a vehicle
- KT0102 The importance of filling oil, brake fluid, batteries and radiators
- KT0103 The importance of checking and inflating tyres
- KT0104 Generally accepted methods of cleaning motor vehicle windows
- KT0105 The importance of checking and topping up batteries and radiators

***Internal Assessment Criteria and Weight***

- IAC0101 Explain how to refuel a vehicle
- IAC0102 Explain how to fill oil, brake fluid, topping up batteries and radiators on a motor vehicle
- IAC0103 Explain how to check and inflate tyres
- IAC0104 Explain how to clean motor vehicle windows

***(Weight 30%)***

#### **2.2.2. KM-02-KT02: Concept and typical methods of a shift handover (10%)**

***Topic elements to be covered include:***

- KT0201 The importance of shift hand over checks
- KT0202 Fuel levels
- KT0203 Fuel contamination
- KT0204 Stock availability

- KT0205 Housekeeping standards of the forecourt
- KT0206 The availability and condition of forecourt equipment

***Internal Assessment Criteria and Weight***

- IAC0201 Explain the importance of completing checks at shift hand over
- IAC0202 Describe the importance and typical methods for checking fuel levels at shift hand over
- IAC0203 Describe the importance and generally accepted ways for checking for fuel contamination at shift hand over
- IAC0204 Describe what stock should be available at all times on a forecourt.
- IAC0205 List what housekeeping standards should be maintained on the forecourt IAC0205 List what equipment you will look for at the start of your shift and describe what you will check to ensure it is in good working order

***(Weight 10%)***

**2.2.3. KM-02-KT03: Safe working procedures (35%)**

***Topic elements to be covered include:***

- KT0301 Legislation impacting on safety on a forecourt
- KT0302 Generally accepted safe working procedures
- KT0303 Customer safety
- KT0304 The use of fire fighting equipment
- KT0305 Emergency situations

***Internal Assessment Criteria and Weight***

- IAC0301 List and explain the legislation that impacts on the way in which you work on the forecourt
- IAC0302 Describe generally accepted safe working procedures when dipping, receiving bulk fuel deliveries and in the event of a fuel spillage
- IAC0303 Explain how you will ensure safety for your customers on the forecourt
- IAC0304 List the different fire fighting equipment usually found on a forecourt and describe how each must be used
- IAC0305 Explain what you will do in the event of a fire, an evacuation, bomb threat and a robbery

***(Weight 35%)***

#### **2.2.4. KM-02-KT04: Forecourt security (10%)**

##### ***Topic elements to be covered include:***

- KT0401 The concept of shrinkage and how shrinkage affects staff and the business
- KT0402 Causes of shrinkage on a forecourt
- KT0403 Typical methods of handling a drive-off

##### ***Internal Assessment Criteria and Weight***

- IAC0401 Explain what you understand by the term “shrinkage” and how it affects you and the business
- IAC0402 Give 4 examples of how shrinkage could take place on a forecourt
- IAC0403 Explain what should be done in the event of a drive-off

***(Weight 10%)***

#### **2.2.5. KM-02-KT05: The different motor oils and grades of fuel (5%)**

##### ***Topic elements to be covered include:***

- KT0501 The components of a motor vehicle applicable to the services provided on a forecourt
- KT0502 The different grades of motor oil and when each should be used.
- KT0503 The different types of fuel and when each should be used

##### ***Internal Assessment Criteria and Weight***

- IAC0501 List the components of a motor vehicle relevant to the services provided on a forecourt.
- IAC0502 List the different grades of motor oil and when each should be used
- IAC0503 List the different types of fuel and when each should be used

***(Weight 5%)***

#### **2.2.6. KM-02-KT06: Generally accepted procedures for processing payment (10%)**

##### ***Topic elements to be covered include:***

- KT0601 The various forms of payment accepted in the industry
- KT0602 Generally accepted methods for accepting payment in the industry
- KT0603 Causes of losses while processing payment
- KT0604 Typical methods for preventing losses while processing payment

##### ***Internal Assessment Criteria and Weight***

- IAC0601 List the forms of payment usually accepted by service stations for forecourt services.



- IAC0602; Describe how you will accept the following forms of payment, cash, credit card, Debit card, garage cards and fleet cards.
- IAC0603 List at least 5 ways in which losses could occur when you accept payment.
- IAC0604 Explain what you will do in each example to prevent those losses occurring
- IAC0605 Explain what you will do if a bank reject a customer's debit or credit card.

**(Weight 10%)**

## **2.3 Provider Accreditation Requirements for the Knowledge Module**

### *Physical Requirements:*

- Classroom furniture (chairs and tables, audiovisual equipment and all other equipment conducive to a learning environment)
- Handouts and stationery
- Examples of the different forms of payment accepted in the industry
- Pictures of equipment that should always be available on the forecourt
- Cleanliness checklist for checking the site
- Cleanliness checklist for checking toilets
- Fire fighting equipment to demonstrate or an organisation to visit the training centre to do so
- Examples of different motor oils
- Pictures of motor vehicle components (or actual components)
- DVD of the correct way of providing the forecourt services or an actual motor vehicle on which forecourt services can be demonstrated

### *Human Resource Requirements:*

- Lecturers must have relevant industry experience related to the subject.
- Persons compiling the internal assessments must have either an industry related qualification at least one level higher than this qualification, or have operated as a Supervisor/Manager with at least 1 years' experience relevant to the subject.
- Assessors must have relevant industry experience related to the subject.

### *Legal Requirements:*

- Registered as a provider

## **2.4 Critical Topics to be Assessed Externally for the Knowledge Module**

- None

## **2.5 Exemptions**

- None

## **SECTION 3B: PRACTICAL SKILL MODULE SPECIFICATIONS**

### **List of Practical Skill Module Specifications**

- 524501001-PM-01, Communicate with customers, L2, Cr2
- 524501001-PM-02, Perform forecourt services L2 Cr4

## **1. 524501001-PM-01, Communicate with customers L2 Cr2**

### **1.1 Purpose of the Practical Skill Modules**

The focus of the learning in this module is on providing the learner an opportunity to practice applying communication principles.

The learner will be required to:

- PM-01-PS01: Communicate with customers by applying communication principles
- PM-01-PS02: Handle customer queries
- PM-01-PS03: Work in Teams

### **1.2 Guidelines for Practical Skills**

#### **1.2.1. PM-01-PS01: Communicate with customers by applying communication principles** ***Scope of Practical Skill***

Given a set of role play scenarios comprising of situations between staff and various types of customers (Happy, irate, lost, unhappy etc) including customer diversity and forecourt customer experiences including being guided and directed to pumps, where each learner takes the role of the staff member as well as the customer, learner must be able to:

- PA0101 Respond appropriately to the given scenario
- PA0102 Demonstrate active listening skills
- PA0103 Demonstrate appropriate body language

#### ***Applied Knowledge***

- AK0101 Techniques for responding to the various scenarios
- AK0102 Techniques for participating in role plays
- AK0103 Methods for displaying body language

#### ***Internal Assessment Criteria***

- IAC0101 The response by the learner role playing the staff member is appropriate to the scenario.
- IAC0102 Listening skills are demonstrated by the learner responding appropriately according to the scenario
- IAC0103 The body language demonstrated is appropriate to the scenario
- IAC 0104 The person playing the customer is satisfied with the response to the situation

### **1.2.2. PM-01-PS02: Handle customer queries**

#### ***Scope of Practical Skill***

Given a set of role play scenarios comprising typical customer queries and requests for information on forecourt services and a variety of diverse customers with different attitudes, learner must be able to:

- PA0201 Respond appropriately to the queries that a service station attendant could answer.
- PA0202 Respond appropriately where a query needs to be escalated
- PA0203 Use service station terms correctly

#### ***Applied Knowledge***

- AK0201 Methods for responding to the various scenarios
- AK0202 Techniques for participating in role plays
- AK0203 Use of service station terms

#### ***Internal Assessment Criteria***

- IAC0201 The actual query is correctly identified from the given scenarios and matched with an appropriate response
- IAC0202 Service station terms used in the response are correct
- IAC0203 The need to escalate the query is communicated to the customer in a manner that promotes customer satisfaction.

### **1.2.3. PM-01-PS03: Work in teams**

#### ***Scope of Practical Skill***

Given a case study depicting good and bad teamwork and the result on forecourt activity the learner must be able to:

- PA0301 Identify good and bad teamwork
- PA0302 Recommend how the team should have performed where the teamwork was identified as being bad.

#### ***Applied Knowledge***

- AK0301 Methods for identifying good and bad teamwork
- AK0302 Methods for recommending improved teamwork

#### ***Internal Assessment Criteria***

- IAC0301 The good and bad aspects of teamwork are correctly identified as per the case study.

- IAC0302 The recommended teamwork is practical and would have the desired result on the forecourt activities

### **1.3 Provider Accreditation Requirements for the Practical Skill Module**

#### *Physical Requirements:*

- Classroom furniture (chairs and tables, audiovisual equipment and all other required equipment)
- Handouts and stationery

#### *Human Resource Requirements:*

- Facilitators must have relevant industry experience related to the subject.
- Persons compiling the internal assessments must have either an industry related qualification at least one level higher than this qualification, or have operated as a Supervisor/Manager with at least 1 years' experience relevant to the subject.
- Assessors must have relevant industry experience related to the subject.

#### *Legal Requirements:*

- Registered as a provider

### **1.4 Critical Topics to be Assessed Externally for the Knowledge Module**

- None

### **1.5 Exemptions**

- None

## **2. 524501001-PM-04, Perform forecourt services, L2, Cr4**

### **2.1 Purpose of the Practical Skill Modules**

The focus of the learning in this module is on providing the learner practice at performing forecourt services

The learner will be required to:

- PM-02-PS01: Evaluate forecourt services
- PM-02-PS02: Perform start and end of shift procedures
- PM-02-PS03: Implement forecourt safety
- PM-02-PS04: Implement forecourt loss prevention

### **2.2 Guidelines for Practical Skills**

#### **2.2.1. PM-02-PS01: Evaluate forecourt services**

##### ***Scope of Practical Skill***

Given a case study or DVD showing Service station attendants providing correct and incorrect forecourt services including refuelling vehicle, filling oil and brake fluid, checking and inflating tyres, topping up batteries and radiators and cleaning windows the learner must be able to:

- PA0101 Evaluate procedures implemented on the forecourt and identify which are correct and which are incorrect.
- PA0102 Propose the correct procedures that should be implemented on a forecourt where they were implemented incorrectly

##### ***Applied Knowledge***

- AK0101 Techniques for analysing case studies
- AK0102 Procedures for performing the various forecourt services

##### ***Internal Assessment Criteria***

- IAC0101 All incorrect forecourt procedures are identified as per the case study.
- IAC0102 The procedures proposed are correct.

#### **2.2.2. PM-02-PS02: Perform start and end of shift procedures**

##### ***Scope of Practical Skill***

Given a case study or DVD of a Service station detailing what equipment and stock is available on the forecourt, the condition of the site and an attendant performing both start and end of shift including checking fuel levels the learner must be able to:

- PA0201 Evaluate the performance of the service station attendant in the case study and identify any action that is incorrectly done or missing.

- PA0202 Evaluate the availability of stock and recommend the appropriate action to replenish low stock levels
- PA0203 Identify missing or damaged equipment and recommend appropriate action to be taken
- PA0204 Evaluate the housekeeping standards of the site and facilities and recommend action to improve housekeeping standards of the site and facilities

### ***Applied Knowledge***

- AK0201 Procedures for checking fuel levels
- AK0202 Procedures for replenishing low stock levels
- AK0203 Procedures when identifying missing or damaged equipment
- AK0204 Housekeeping standards.
- AK0205 Methods of doing a shift handover

### ***Internal Assessment Criteria***

- IAC0201 The shortfalls in the performance of the service station attendant are analysed and recommendations will improve performance.
- IAC0202 Low stock levels are identified and measures to replenish stock levels are appropriate and practical.
- IAC0203 All missing and damaged equipment is correctly identified and the recommendations to correct are practical.
- IAC0204 The housekeeping standards of the site and facilities are correctly evaluated and the recommended actions will ensure that the standards are maintained.

## **2.2.3. PM-02-PS03: Implement forecourt safety**

### ***Scope of Practical Skill***

Given a case study or DVD outlining employees not working safely and customers not complying with safe forecourt behaviour, the learner must be able to:

- PA0301 Evaluate the case study identifying unsafe working procedures.
- PA0302 Recommend safe employee working procedures where they are not being implemented
- PA0303 Correct customers not complying with safety procedures in a manner that maintains a healthy customer relationship.

### ***Applied Knowledge***

- AK0301 Methods for identifying unsafe working procedures
- AK0302 Communication techniques for correcting customers in a manner that promotes good customer relations

- AK0303 Safe working procedures
- AK0304 Safe customer forecourt behaviour

#### ***Internal Assessment Criteria***

- IAC0301 All unsafe working procedures in the case study are correctly identified
- IAC0302 The recommended working procedures promote safety and are appropriate to the situation.
- IAC0303 Unsafe customer behaviour is correctly identified and action recommended is appropriate and promotes good customer relations

### **2.2.4. PM-02-PS04: Implement forecourt loss prevention**

#### ***Scope of Practical Skill***

Given a case study or DVD depicting forecourt working procedures that have the potential to cause loss to the business with at least the following: breakages, theft, abuse of company property, incorrect use of forecourt equipment and materials, correct use of product and processing payment the learner must be able to:

- PA0401 Identify working procedures that have the potential to cause shrinkage and loss
- PA0402 Recommend working procedures that are practical and will minimise losses taking place

#### ***Applied Knowledge***

- AK0401 Internal and External causes of shrinkage and losses
- AK0402 Procedures for minimising shrinkage and losses
- AK0403 Generally accepted forms of payment
- AK0404 Typical procedures for processing payment

#### ***Internal Assessment Criteria***

- IAC0401 All working procedures identified that promote the chance of shrinkage occurring are correct.
- IAC0402 Procedures recommended to minimise shrinkage are practical and will minimise the chance of losses occurring.

### **2.3 Provider Accreditation Requirements for the Practical Skill Module**

#### ***Physical Requirements:***

- Classroom furniture (chairs and tables, audiovisual equipment and all other required equipment)
- Handouts and stationery

#### ***Human Resource Requirements:***

- Facilitators must have relevant industry experience related to the subject.



- Persons compiling the internal assessments must have either an industry related qualification at least one level higher than this qualification, or have operated as a Supervisor/Manager with at least 1 years' experience relevant to the subject.
- Assessors must have relevant industry experience related to the subject.

*Legal Requirements:*

- Registered as a provider

**2.4 Critical Topics to be Assessed Externally for the Knowledge Module**

- None

**2.5 Exemptions**

- None

## **SECTION 3C: WORK EXPERIENCE MODULE SPECIFICATIONS**

### **List of Work Experience Module Specifications**

- 524501001-WM-01, Processes and procedures for interacting with customers and team members, L2, Cr4
- 524501001-WM-02, Processes and procedures for working on a forecourt, L2, Cr10

## **1. 524501001-WM-01, Processes and procedures for interacting with customers and team members, L2, Cr4**

### **1.1 Purpose of the Work Experience Modules**

The focus of the work experience is on providing the learner an opportunity to:

Gain exposure to interact with both customers and team members so that customer service is enhanced and encourages customer loyalty.

The Learner will be required to successfully complete each Work Experience for at least 1 week under supervision before operating for 2 weeks independently

The learner will be required to:

- WM-01-WE01: Communicate with customers
- WM-01-WE02: Work in a team

### **1.2 Guidelines for Work Experiences**

#### **1.2.1. WM-01-WE01: Communicate with customers**

#### ***Scope of Work Experience***

The person will be expected to engage in the following work activities:

- WA0101 Report for work in the correct uniform and meeting personal hygiene standards
- WA0102 Greet and direct customers to first available pump
- WA0103 Communicate with customers in a way that ensures the communication is understood.
- WA0104 Respond to customer queries according to the organisations policies and procedures

#### ***Supporting Evidence***

- SE0101 A photograph of the learner in the correct uniform with the required name badge authenticated by the learner's supervisor.
- SE0102 An observation checklist in the learners' log book completed by the learner's supervisor confirming that the learner:
  - Always meets the personal hygiene standards of the business
  - Greets customers warmly and with a smile
  - Directs customers arriving at the station to the pump that will be the first to be vacated
  - Listens and understands customer's communication and communicates with customers in a clear manner that promotes customer loyalty

- SE0103 A report from the learner's supervisors stating that the learner responds correctly to a variety of customer queries with the policies and procedures of the business

### **1.2.2. WM-01-WE02: Work in a team**

#### ***Scope of Work Experience***

The person will be expected to engage in the following work activities:

- WA0201 To work in a manner that promotes the concept of teamwork on the forecourt
- WA0202 Communicate with team members in a way that ensures the communication promotes good team work

#### ***Supporting Evidence***

- SE0201 A report from the learner's supervisors and a team member stating that the learner contributes to the team by each giving at least 3 examples of activities that the learner has done to promote teamwork on the forecourt

### **1.3 Contextualised Workplace Knowledge**

- 1 Organisation dress code
- 2 Organisational standards for personal hygiene
- 3 Organisational policies and procedures for greeting customers
- 4 Organisational policies and procedures for directing customers
- 5 Organisational policies and procedures for handling customer queries
- 6 Organisational standards of teamwork

### **1.4 Criteria for Workplace Approval**

#### ***Physical Requirements:***

Should a workplace not have all the necessary physical requirements they are allowed to enter into formal agreements with other workplaces that do have the required list of physical requirements in order to achieve accreditation.

#### ***Physical requirements***

- Operational forecourt

#### ***Human Resource Requirements:***

- Supervisor/Manager with at least 1 year experience of forecourt operations

#### ***Legal Requirements:***

- Registered as a formal business
- Compliant with all relevant legal requirements for a forecourt

### **1.5 Additional Assignments to be Assessed Externally**

None

## **2. 524501001-WM-02, Processes and procedures for working on a forecourt, L2, Cr10**

### **2.1 Purpose of the Work Experience Modules**

The focus of the work experience is on providing the learner an opportunity to:

Gain exposure to safely providing all the services provided on a forecourt and to process payment for those services.

The Learner will be required to successfully complete each Work Experience for at least 1 week under supervision before operating for 2 weeks independently

The learner will be required to:

- WM-02-WE01: Implement start and end of shift procedures
- WM-02-WE02: Work in a safe manner
- WM-02-WE03: Provide forecourt services

### **2.2 Guidelines for Work Experiences**

#### **2.2.1. WM-02-WE01: Implement start and end of shift procedures**

##### ***Scope of Work Experience***

The person will be expected to engage in the following work activities:

- WA0101 Check fuel levels at start of shift
- WA0102 Check forecourt equipment
- WA0103 Maintain housekeeping standards

##### ***Supporting Evidence***

- SE0101 A report (manual or system generated) showing fuel levels recorded by the learner at the start of each shift for one week signed by both the learner and supervisor.
- SE0102 A checklist designed by the learner detailing all equipment to be checked at the start of the shift and completed for one week by the learner signed off by the learner and supervisor.
- SE0103 A cleaning/housekeeping schedule showing the learner has performed housekeeping activities according to the set schedule for 3 shifts countersigned by the learner's supervisor
- SE0104 A testimonial prepared and signed by the learner's supervisor stating that the learner checks housekeeping standards at start of shift and maintains organisational housekeeping standards throughout the shift on both the forecourt and facilities

### **2.2.2. WM-02-WE02: Work in a safe manner**

#### ***Scope of Work Experience***

The person will be expected to engage in the following work activities:

- WA0201 Work in a safe manner
- WA0202 Promote safe customer behaviour

#### ***Supporting Evidence***

- SE0201 A testimonial prepared and signed by the learner's supervisor stating that the learner provides all forecourt services in a safe manner.
- SE0202 A copy of the fire fighting level 2 certificate proving the learner has attended and been found competent at fire fighting.
- SE0203 A checklist in the logbook detailing expected customer behaviour on a forecourt and completed by the learner for 10 customers, signed off by the supervisor

### **2.2.3. WM-02-WE03: Provide forecourt services**

#### ***Scope of Work Experience***

The person will be expected to engage in the following work activities:

- WA0301 Refuel motor vehicles
- WA0302 Check and fill radiator and windscreen wiper water
- WA0303 Check and inflate tyres
- WA0304 Check and top up oil levels
- WA0305 Clean windscreens
- WA0306 Receive payment for forecourt services

#### ***Supporting Evidence***

- SE0301 A checklist completed in the logbook for all the above services showing the learner has provided these services in line with organisation standards, signed and dated for a minimum of five shifts by the learners' supervisor.
- SE0302 A checklist in the logbook detailing all forms of payment accepted by the industry in which the learner identifies those accepted by the site along with dates showing when each relevant payment type was accepted at least 5 times each over a 2 week period and authenticated by the learners' supervisor

## **2.3 Contextualised Workplace Knowledge**

- 1 Organisation protective clothing
- 2 Organisational standards for housekeeping on the forecourt and facilities
- 3 Organisational policies and procedures for handling the various forms of payment accepted by the site
- 4 Organisational policies and procedures for cleaning spillage on the forecourt
- 5 Organisational policies and procedures for checking fuel levels
- 6 Organisational policies and procedures for reporting discrepancies on fuel levels
- 7 Organisational policies and procedures for handling drive offs
- 8 Organisational evacuation procedures
9. Organisational emergency procedures in case of fire, robbery, power failure, civil disturbance and bomb threat
10. Equipment available on the on the forecourt.
11. Organisational fire fighting equipment and its uses

## **2.4 Criteria for Workplace Approval**

### *Physical Requirements:*

Should a workplace not have all the necessary physical requirements they are allowed to enter into formal agreements with other workplaces that do have the required list of physical requirements in order to achieve accreditation.

### *Physical requirements*

- Operational forecourt

### *Human Resource Requirements:*

- Supervisor/Manager with at least 1 year experience of forecourt operations

### *Legal Requirements:*

- Registered as a formal business
- Compliant with all relevant legal requirements for a forecourt

## **2.5 Additional Assignments to be Assessed Externally**

None