

# OCCUPATIONAL QUALIFICATION/PART-QUALIFICATION/ SKILLS PROGRAMME

## CURRICULUM DOCUMENT TEMPLATE

### IN LINE WITH THE OQSF POLICY (2021) OCCUPATIONAL QUALIFICATION TYPE (NOMENCLATURE)

QUALIFICATION/PART-QUALIFICATION/SKILLS PROGRAMME	TYPE (NOMENCLATURE)	TITLE (DESCRIPTOR)	NQF LEVEL	CREDITS
524501	Elementary Occupational Certificate	Service Station Attendant	2	120
CURRICULUM CODE	524501-000-01-00			
PARTNER DETAILS	ORGANISATION NAME	WEBSITE ADDRESS	TELEPHONE NUMBER	LOGO
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## SECTION 1: CURRICULUM SUMMARY

### 1.1 Occupational Information:

#### 1.1.1 Associated, Organising Framework for Occupations (OFO) Occupational Code and Title

524501: Service Station Attendant

#### 1.1.2 Occupation/Specialisation/Part-Qualification/Skills Programme Type, Title, NQF Level, Credits and Curriculum Code, addressed by this Curriculum.

TYPE	TITLE	NQF LEVEL	CREDITS	CURRICULUM CODE
Elementary Occupational Certificate	Service Station Attendant	2	120	524501-000-01-00

#### 1.1.3 Alternative titles used by industry:

- Forecourt Attendant
- Petrol Station Attendant

### 1.2 Curriculum Information:

#### 1.2.1 Articulation for Qualifications and Part-Qualifications

*NB: QCTO standard statements for options are provided and require qualification details to be inserted*

(a) Horizontal Articulation: This qualification articulates horizontally within the QQSF and between other sub-framework(s) as follows:

Within QQSF -

- 62709, Occupational Certificate: Service Station Operations: Forecourt Attendant, NQF Level 2, Credits 120

Between sub-frameworks -

- There are no horizontal articulation possibilities between sub-frameworks.

(b) Vertical Articulation: This qualification articulates vertically within the QQSF as follows:

- 99669, Occupational Certificate: Sales Assistant General (Retail Sales Advisor), NQF Level 3, Credits 54

(c) Diagonal Articulation: This qualification articulates diagonally across NQF levels and across Sub-Frameworks:

- There are no diagonal articulation possibilities across Sub-Frameworks,

(d) Validation of Entry Requirements into articulation possibilities provided:

*NB: If the entry requirements make articulation possible, answer YES.*

Yes

#### 1.2.2 Articulation for Skills Programmes

(a) Work Opportunities:

N/A

(b) Learning Opportunities:

N/A

### **1.3 Curriculum Structure:**

#### **1.3.1 Knowledge/Theory Modules:**

524501-000-01-KM-01, Principles of Customer Service, NQF Level 2, Credits 15

524501-000-01-KM-02, Forecourt Operations, NQF Level 2, Credits 15

524501-000-01-KM-03, Basic Service Station, Customer and Personal Safety and Security, NQF Level 2, Credits 10

524501-000-01-KM-04, Fundamentals of Communication, NQF Level 2, Credits 10

524501-000-01-KM-05, Basic Financial Transactions, NQF Level 2, Credits 10

**Total number of credits: 60**

#### **1.3.2 Practical Skills Modules:**

524501-000-01-PM -01, Communicate with customers, NQF Level 2, Credits 10

524501-000-01-PM-02, Forecourt operations, NQF Level 2, Credits 10

524501-000-01-PM-03, Ensure service station safety and security, NQF Level 2, Credits 10

**Total number of credits: 30**

#### **1.3.3 Work Experience Modules:**

524501-000-01-WM-01, Processes and procedures for interacting with customers and team members, NQF Level 2, Credits 10

524501001-01-WM-02, Processes and procedures for working on a forecourt, NQF Level 2, Credits 12

524501001-01-WM-03, Guidelines for ensuring service station safety and security, NQF Level 2, Credits 8

**Total number of credits: 30**

### **1.4 Entry Requirements:**

NQF Level 1 with Mathematical Literacy and Communication

### **1.5 Recognition of Prior Learning (RPL):**

#### **1.5.1 RPL for Access:**

*NB: QCTO Standard Statement Provided*

Learners may use the RPL process to gain access to training opportunities for a programme of learning, qualification, part-qualification or skills programme if they do not meet the formal, minimum entry requirements for admission. RPL assessment provides an alternative access route into a programme of learning, qualification, part-qualification, or skills programme.

Such an RPL assessment may be developed, moderated and conducted by the accredited Skills Development Provider which offers that specific qualification/part qualification/skills programme.

Such an assessment must ensure that the learner is able to display the equivalent level of competencies required for access, based on the NQF level descriptors.

### 1.5.2 RPL for Exemption:

*NB: QCTO Standard Statement Provided*

For exemption from modules through RPL, learners who have gained the stipulated competencies of the modules of a programme of learning, qualification, part-qualification or skills programme through any means of formal, informal or non-formal learning and/or work experience, may be awarded credits towards relevant modules, and gaps identified for training, which is then concluded.

### 1.5.3 RPL for awarding credits:

*NB: QCTO Standard Statement Provided*

Learners who have gained the stipulated competencies of the modules of a programme of learning, qualification, part-qualification or skills programme through any means of formal, informal or non-formal learning and/or work experience, may be awarded credits towards relevant modules, and gaps identified for training, which is then concluded.

A valid Statement of Results is required for admission to the EISA in which confirmation of achievement is provided that all internal assessment criteria for all modules in the related curriculum document have been achieved.

For a Skills Programme, the accredited Skills Development Provider (SDP) must ensure all modular competency requirements are met prior to the FISA and keep record of such evidence.

Upon successful completion of the EISA/FISA, RPL learners will be issued with the QCTO certificate for the qualification, part-qualification or skills programme. Quality Partners are responsible for ensuring the RPL mechanism and process for qualifications and part-qualification is approved by the QCTO.

## 1.6 Quality Partner for Assessment:

<b>NAME OF BODY:</b>	Wholesale and Retail SETA
<b>ADDRESS OF BODY:</b>	Hennops House, 1303 Heuwel Avenue, (Cnr Lenchen South and Heuwel Avenue) Centurion, 0157
<b>WEBSITE:</b>	<a href="http://www.wrseta.org.za">www.wrseta.org.za</a>
<b>TELEPHONE NUMBER:</b>	(012) 622 9500

## 1.7 List of Qualification(s)/Part- Qualification(s)/Skills Programme(s) Related to this Curriculum

None

## SECTION 2: OCCUPATIONAL/SPECIALISATION/PART-QUALIFICATION/SKILLS PROGRAMME PROFILE

### 2.1 Purpose:

A Service Station Attendant sells and dispenses fuel, lubricants, automotive and other accessories, and performs minor checks on motor vehicles at a service station and processes payment.

### 2.2 Tasks:

TASK	LINKS TO ELO
Interact with customers on a forecourt.	Provide a level of service that encourages customer loyalty.
Implement forecourt operations.	Provide forecourt services.
Ensure service station, customer and personal safety and security.	Implement and maintain safety and security procedures in a service station.

### 2.3 Occupational Task Details:

#### 2.3.1 Task 1

Interact with customers on a forecourt.

(a) Unique Product or Service:

Quality service to customers.

(b) Responsibilities:

- Address customer requests.
- Greet and direct customers.
- Identify areas of customer needs.
- Work effectively in a team environment.
- Maintain operational health and safety requirements.

(c) Contexts:

- Policies and procedures on customer services.
- Continuous improvement procedures.
- Team working guidelines.
- Occupational Health and Safety legislation.
- Supply chain principles on receiving stock.

#### 2.3.2 Task 2

Implement forecourt operations.

(a) Unique Product or Service:

Seamless service ensured.

(b) Responsibilities:

- Provide various forecourt services.
- Vehicles are refuelled and oil levels assessed.

- Adhere to correct safety measures during refuelling and fuel delivery.

(c) Contexts:

- Operational procedures
- Service station policies
- Customer satisfaction guidelines
- Communication policies
- Point-of-sale procedures
- Maintenance procedures
- Time management techniques
- Forecourt tools and equipment guidelines
- Forecourt layout

### 2.3.2 Task 3

Ensure service station, customer and personal safety and security.

(b) Unique Product or Service:

Safety and security ensured.

(b) Responsibilities:

- Identify potential safety hazards and address with customers.
- Identify risks and implement mitigation measures.
- Identify personal risks and change actions.
- Handle, store and dispose of hazardous material.
- Maintain housekeeping guidelines.
- Adhere to security measures.
- Document and report safety-related potential hazards, risks and incidents or breaches.

(c) Contexts:

- Firefighting policies and procedures
- Occupational Health and Safety guidelines
- Basic first aid principles
- Safety and security regulations and guidelines
- Forecourt safety procedures
- Safety equipment procedures
- Spill response procedure



## SECTION 3: CURRICULUM COMPONENT SPECIFICATIONS

### 3.1 Knowledge Module Specifications:

NB: MODE OF DELIVERY e.g. face-to-face/contact, online, e-learning, mobile training unit, blended, distance, etc

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY
524501-000-01-KM-01	Principles of customer service	2	15	Face to face / on-line / blended
524501-000-01-KM-02	Forecourt operations	2	15	Face to face / on-line / blended
524501-000-01-KM-03	Basic Service Station, Customer and Personal Safety and Security	2	10	Face to face / on-line / blended
524501-000-01-KM-04	Fundamentals of Communication	2	10	Face to face / on-line / blended
524501-000-01-KM-05	Basic Financial Transactions	2	10	Face to face / on-line / blended

Total number of credits: 60

### 3.1.1 Detailing Knowledge Module (KM) contents

#### Knowledge Module (KM) - 01

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY
524501001-KM-01	Principles of customer service	2	15	Face to face / on-line / blended

(a) Purpose of Knowledge Module:

The main focus of the learning in this knowledge module is to build an understanding of the principles and methods of building rapport, acknowledge the customer and responding to customer needs, requests and queries.

(b) List of Knowledge Topics:

TOPIC CODE	TOPIC TITLE	% OF TIME TO BE SPENT
KM-01-KT01	Principles of promoting a positive image	20
KM-01-KT02	Concepts of customer interaction	35
KM-01-KT03	Address customer queries and complaints	25
KM-01-KT04	Concepts and principles of teamwork	20

(c) Detailing each topic listed above into topic elements:

KM-01-KT01: Principles of promoting a positive image (20%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0101	Brand awareness within the industry	4
KT0102	The role of the service station attendant on a forecourt	10
KT0103	The importance and standards of personal neatness and hygiene and work area housekeeping	6

KM-01-KT02: Concepts of customer interaction (35%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0201	Customer expectations	6
KT0202	The importance of welcoming customers	6
KT0203	Welcoming and directing customers (These include, but are not limited to professional code of	4

	conduct, friendliness, greeting, determining needs, and such)	
KT0204	Promote customer loyalty (These include, but are not limited to service and product offering as per customer's usual preference, communicating loyalty programmes, anticipating customer needs, sales, promotions, and such).	6
KT0205	Types of customers (These include, but are not limited to customers that are irate, socially and culturally diverse, price-sensitive, convenience-driven, one-time or casual, travellers and tourists, eco-conscious, service-oriented, in-store shoppers, technology-savvy, local community members, commuters, impulse buyers, and such).	7
KT0206	Regulations / legislation impacting on customers (These include, but are not limited to the Consumer Act, POPI Act, labour legislation, Petroleum Charter, DMRE Site Licence and Retail Licence, OHS Act, the Sale of Dangerous Goods, Environmental, and such)	6

KM-01-KT03: Address customer queries and complaints (25%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0301	Types of customer queries	2
KT0302	Common causes of complaints (These include, but are not limited to fuel tank contamination, service standards, lack of service, stock availability, change handling and payment, and such)	3
KT0303	The importance of handling customer queries and complaints correctly	5
KT0304	The impact of poor communication to customer satisfaction	5
KT0305	GRIT and resilience during engagement	5
KT0306	Principles and tools of handling conflict	5

KM-01-KT04: Concepts and principles of teamwork (20%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0401	The concept and importance of teamwork	5

KT0402	How to work in teams	5
KT0403	The concept of team diversity and its impact on team dynamics and customer service	5
KT0404	The importance of accurate time keeping and the impact it has on teammates and the business	5

(d) Internal Assessment Criteria (IAC) and Weight

IAC CODE	IAC DESCRIPTION	% OF TIME TO BE SPENT
IAC0101	List the role players in the fuel supply chain	4
IAC0102	Explain the role of the service station attendant on a forecourt	10
IAC0103	Explain the importance and required standards of personal and workplace neatness and hygiene	6
IAC0201	Explain what customers expect of a service station attendant	6
IAC0202	Explain why it is important to welcome customers correctly	6
IAC0203	List the steps to follow to welcome and assist a customer	4
IAC0204	Describe how to improve customer loyalty	6
IAC0205	Explain your understanding of different types of customers, including customer diversity and how these impacts on communication	7
IAC0206	Explain the importance of adhering to the relevant legislation and regulations for a service station	6
IAC0301	Describe 5 queries service station attendants might have to answer and give examples of appropriate responses	2
IAC0302	List the common causes of customer complaints	3
IAC0303	Explain the importance of handling customer queries and complaints correctly	5
IAC0304	Explain the impact of poor communication on customer satisfaction	5
IAC0305	Discuss the importance of GRIT and resilience during customer engagement	5
IAC0306	List the principles and tools of conflict handling	5
IAC0401	Explain the correct way to handle a conflict situation with a customer	4

IAC0402	Explain what you understand by the term Teamwork	4
IAC0403	Discuss why teamwork is important	3
IAC0404	Give 4 examples of how you can work as a team with the rest of your teammates	4
IAC0405	Explain how diversity impacts on teamwork and customer service	3
IAC0406	Explain how bad timekeeping will impact on the team and the business	2

## Knowledge Module (KM) - 02

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY
524501-000-01-KM-02	Forecourt operations	2	15	Face to face / on-line / blended

### (a) Purpose of Knowledge Module:

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

### (b) List of Knowledge Topics:

TOPIC CODE	TOPIC TITLE	% OF TIME TO BE SPENT
KM-02-KT01	Services provided on a forecourt	30
KM-02-KT02	Concepts and practices of selling in a service station (These include, but are not limited to upselling, cross-selling, and such)	5
KM-02-KT03	Concept and typical methods of a shift hand over	20
KM-02-KT04	Safe working procedures	20
KM-02-KT05	Forecourt security	10
KM-02-KT06	The different motor oils and grades of fuel	5
KM-02-KT07	Generally accepted procedures for processing payment	10

### (c) Detailing each topic listed above into topic elements:

KM-02-KT01: Services provided on a forecourt (30%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT

KT0101	Elements of fuel dispensing and pump operations (These include, but are not limited to knowledge of operating fuel pumps, understanding fuel types, directing electric vehicles to a charging station and ensuring safe fuel dispensing practices)	8
KT0102	Components of basic vehicle checks (These include, but are not limited to the ability to assist customers with checking oil, tyre pressure, and windshield fluids)	8
KT0103	The importance of checking and inflating tyres	5
KT0104	Generally accepted methods of cleaning motor vehicle windows	3
KT0105	The importance of checking and topping up lubricants (oil), batteries and radiators	6

KM-02-KT02: Concepts and practices of selling in a service station (5%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0201	The importance of selling in service stations	2
KT0202	Concepts of selling (These include, but are not limited to social selling, cross-selling, upselling or visual selling)	1
KT0203	Techniques of sales / promotions	2

KM-02-KT03: Concepts of a shift hand over (20%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0301	The importance of shift hand over checks	2
KT0302	Fuel levels	2
KT0303	Stock availability	2
KT0304	Housekeeping standards of the forecourt	2
KT0305	The availability of forecourt equipment	2
KT0306	Condition of equipment issues (current state of equipment and issues to be addressed)	2
KT0307	Carry-over of customer issues	2

KT0308	Reporting on excessive sales	2
KT0309	Safety and security issues	2
KT0310	Report during shift hand-over	2

KM-02-KT04: Safe working procedures (20%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0401	Health and safety standards in a forecourt	2
KT0402	Environmental awareness (These include, but are not limited to diesel and petrol spills, stormwater pollution, soil and underground contamination, vapour recovery, greenhouse gas emissions from energy use)	3
KT0403	Generally accepted safe working procedures	3
KT0404	Customer safety	3
KT0405	Personal safety and awareness	3
KT0406	The use of firefighting equipment	3
KT0407	Emergency situations	3

KM-02-KT05: Forecourt security (10%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0501	Security awareness defined (These include, but are not limited to bombings, heists, theft, drive-offs, cigarettes, and such)	2
KT0502	Stock control and replenishment (wet stock management)	2
KT0503	Fuel delivery practices	2
KT0504	The concept of drive-off and how it affects staff and the business	1
KT0505	Causes of drive-off on a forecourt	1
KT0506	Typical methods of handling a drive-off	2

KM-02-KT06: The different grades of fuel, lubricants, and auxiliaries (5%)
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TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0601	The components of a motor vehicle applicable to these services provided on a forecourt.	1
KT0602	The different types of fuel and when each should be used.	2
KT0603	The different grades of lubricants and when each should be used.	1
KT0604	Different auxiliaries and their applications (These include, but are not limited to break fluid, coolants, grease, and such)	1

KM-02-KT07: Generally accepted procedures for processing payment (10%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0701	The various forms of payment accepted in the industry (These include, but are not limited to cash, machine, PoS, fleet cards, loyalty cards, and such)	4
KT0702	Generally accepted methods for accepting payment in the industry	2
KT0703	Causes of losses while processing payment	2
KT0704	Typical methods for preventing losses while processing payment	2

(d) Internal Assessment Criteria (IAC) and Weight

IAC CODE	IAC DESCRIPTION	% OF TIME TO BE SPENT
IAC0101	Describe what the steps to follow when dispensing fuel dispensing and for pump operations	8
IAC0102	Explain how to fill oil, brake fluid, topping up batteries and radiators on a motor vehicle. (basic vehicle checks)	8
IAC0103	Explain how to check and inflate tyres.	5
IAC0104	Explain how to clean motor vehicle windows.	3
IAC0105	Discuss the importance of checking and topping up lubricants (oil), batteries and radiators	6
IAC0201	Describe the importance of selling service stations	2
IAC0202	List at least 2 concepts of selling relevant to service stations	2



IAC0203	Describe techniques of sales / promotions most relevant to service stations	1
IAC0301	Explain the importance of completing checks at shift hand over.	2
IAC0302	Describe the importance and typical methods for checking fuel levels at shift hand over.	2
IAC0303	Describe what stock should always be available on a forecourt.	2
IAC0304	List what housekeeping standards should be maintained on the forecourt.	2
IAC0305	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.	4
IAC0306	Explain what is meant by customer issues that need to be carried over	2
IAC0307	Name examples of excessive sales on the forecourt	2
IAC0308	List possible safety and security issues that need to be discussed	2
IAC0309	Provide an example of the contents of reporting during shift hand-over	2
IAC0401	Explain the health and safety standards that impact on the way in which you work on the forecourt.	2
IAC0402	List key environmental issues.	3
IAC0403	Describe generally accepted safe working procedures when dipping, receiving bulk fuel deliveries and in the event of a fuel spillage.	3
IAC0404	Explain how you will ensure safety for your customers on the forecourt.	3
IAC0405	Describe what is meant by personal safety and awareness.	3
IAC0406	List the different firefighting equipment usually found on a forecourt and describe how each must be used.	3
IAC0407	Explain what you will do in the event of a fire, an evacuation, bomb threat and a robbery.	3
IAC0501	Explain the importance of security awareness and the types of risks to look out for.	2
IAC0502	Discuss the value of wet stock control and timeous replenishment.	2
IAC0503	Explain the importance of security measures to fuel delivery practices	2
IAC0504	Give an example of drive-offs and how it affects the staff and the business	1
IAC0505	Explain how to identify a potential drive-off	1
IAC0506	Explain what should be done in the event of a drive-off	2
IAC0601	List the components of a motor vehicle relevant to the services provided on a forecourt.	1
IAC0602	List the different types of fuel and when each should be used	2

IAC0603	List the different grades of lubricants and when each should be used	1
IAC0604	List the different auxiliaries and their applications	1
IAC0701	List the forms of payment usually accepted by service stations for forecourt services.	3
IAC0702	Describe how you will accept the following forms of payment: cash, credit card, debit card, garage cards and fleet cards.	2
IAC0703	List at least 5 ways in which losses could occur when you accept payment.	2
IAC0704	Explain what you will do in each example to prevent those losses occurring.	2
IAC0705	Explain what you will do if a bank rejects a customer's debit or credit card.	1

### Knowledge Module (KM) - 03

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY
524501-000-01-KM-03	Basic Service Station, Customer and Personal Safety and Security	2	10	Face to face / on-line / blended

#### (a) Purpose of Knowledge Module:

The main focus of the learning in this knowledge module is to create a secure environment for all employees, customers, and contractors by establishing clear safety protocols. These guidelines aim to prevent accidents, reduce risks, and ensure safe operations during fuel handling, equipment use, and daily activities at the service station. By adhering to these safety standards, the station promotes a culture of vigilance, protects both human health and property, and ensures compliance with industry regulations and environmental safety laws.

#### (b) List of Knowledge Topics:

TOPIC CODE	TOPIC TITLE	% OF TIME TO BE SPENT
KM-03-KT01	Introduction to Service Station Safety	20
KM-03-KT02	Customer Interaction and Safety	20
KM-03-KT03	Workplace Hazards and Equipment Safety	20
KM-03-KT04	Personal Safety and Security	20
KM-03-KT05	Security and Theft Prevention	20

#### (c) Detailing each topic listed above into topic elements:

KM-03-KT01: Introduction to Service Station Safety (20%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT

KT0101	Importance of safety protocols	5
KT0102	Overview of common risks at service stations	8
KT0103	The law and regulations	7

KM-03-KT02: Customer Interaction and Safety (20%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0201	Importance of customer safety	5
KT0202	Customers safety guidelines	8
KT0203	Difficult or emergency situations with customers	7

KM-03-KT03: Workplace Hazards and Equipment Safety (20%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0301	Safe operation and maintenance of fuel pumps, air compressors, car washes	5
KT0302	Workplace incidents (emergency procedures)	5
KT0303	Equipment maintenance	5
KT0304	Fire safety (These include, but are not limited to being familiar with fire extinguisher locations, how to use them, and the protocol for dealing with fire hazards, especially in areas involving fuel dispensing or vehicle maintenance and electrical vehicles, and such)	5

KM-03-KT04: Personal Safety and Security (20%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0401	Aggressive or unruly customers	3
KT0402	Hazardous materials and equipment handling (These include, but are not limited to wearing PPE, following safety procedures, responding to spills, leaks, or fire hazards, first aid and such)	7

KT0403	Health and wellbeing (These include, but are not limited to managing physical strain (standing, repetitive movements, lifting heavy objects), mental health, access to first aid and treating basic health threats, and such)	7
KT0404	Personal safety during night shifts	3

KM-03-KT05: Security and Theft Prevention (20%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0501	Suspicious behaviour (These include, but are not limited to armed robbery detection, surveillance system use, and such)	5
KT0502	Secure handling of cash and other assets	8
KT0503	Dealing with security breaches	7

(d) Internal Assessment Criteria (IAC) and Weight

IAC CODE	IAC DESCRIPTION	% OF TIME TO BE SPENT
IAC0101	Describe the importance of safety protocols	5
IAC0102	List and explain the common risks at service stations	8
IAC0103	Discuss the most important laws and regulations in a service station environment	7
IAC0201	Discuss the importance of customer safety	5
IAC0202	Provide a brief overview of the customer safety guidelines	8
IAC0203	Explain how to deal with difficult or emergency situations with customers	7
IAC0301	Discuss the safe operation and maintenance of fuel pumps, air compressors, car washes	5
IAC0302	Explain how to deal with workplace incidents (emergency procedures)	5
IAC0303	Discuss the importance of equipment maintenance	5
IAC0304	Explain the various aspects of fire safety (These include, but are not limited to being familiar with fire extinguisher locations, how to use them, and	5

	the protocol for dealing with fire hazards, especially in areas involving fuel dispensing or vehicle maintenance and electrical vehicles, and such)	
IAC0401	Discuss how to deal with aggressive or unruly customers	3
IAC0402	Identify the types of hazardous materials and equipment in the forecourt and how to handle it (These include, but are not limited to wearing PPE, following safety procedures, responding to spills, leaks, or fire hazards, first aid and such)	7
IAC0403	Explain what is involved in health and wellbeing (These include, but are not limited to managing physical strain (standing, repetitive movements, lifting heavy objects), mental health, access to first aid and treating basic health threats, and such)	7
IAC0404	Discuss the importance of personal safety during night shifts	3
IAC0501	Explain what suspicious behaviour looks like (These include, but are not limited to armed robbery detection, surveillance system use, and such)	5
IAC0502	Discuss what is involved in the secure handling of cash and other assets	8
IAC0503	Explain how to deal with security breaches	7

#### Knowledge Module (KM) - 04

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY
524501-000-01-KM-04	Fundamentals of Communication	2	10	Face to face / on-line / blended

#### (a) Purpose of Knowledge Module:

The main focus of the learning in this knowledge module is to equip learners with essential communication skills that are foundational for both personal and professional success. This module aims to develop proficiency in reading, writing, speaking, and listening, enabling learners to express themselves clearly and effectively in various contexts.

#### (b) List of Knowledge Topics:

TOPIC CODE	TOPIC TITLE	% OF TIME TO BE SPENT

KM-04-KT01	Introduction to Communication	25
KM-04-KT02	Speaking with Confidence	25
KM-04-KT03	Active Listening	25
KM-04-KT04	Fundamentals of Writing	5
KM-04-KT05	Effective Communication in Different Contexts	15
KM-04-KT06	Teamwork and Communication	5

(c) Detailing each topic listed above into topic elements:

KM-04-KT01: Introduction to Communication (25%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0101	The importance of communication	10
KT0102	Different types of communication (verbal, non-verbal, written, visual)	8
KT0103	Barriers to effective communication	7

KM-04-KT02: Speaking with Confidence (25%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0201	Basic principles of verbal communication	8
KT0202	Tone, pace, and clarity in speaking	5
KT0203	Dialogues and discussions	5
KT0204	Body language and verbal communication	7

KM-04-KT03: Active Listening (25%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0301	Importance of active listening	7
KT0302	Listening for information vs listening for understanding	8
KT0303	Barriers to listening and overcoming them	10

KM-04-KT04: Fundamentals of Writing (5%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0401	Basic nuances of writing (These include, but are not limited to accuracy, clarity, tone of writing, cultural undertones, and such)	2
KT0402	Writing for different purposes (These include, but are not limited to line manager, peer-to-peer, leave requests, and such)	3

KM-04-KT05: Communication in Different Contexts (15%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0501	Communicating in the workplace vs. informal settings	3
KT0502	Dealing with difficult conversations	2
KT0503	Basic conflict resolution through effective communication	5
KT0504	Diversity awareness	5

KM-04-KT06: Teamwork and Group Communication (5%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0601	Communicating effectively in a team environment (These include, but are not limited to diversity	2
KT0602	Techniques for giving and receiving constructive feedback	2
KT0603	Problem-solving and decision-making as a team	1

(d) Internal Assessment Criteria (IAC) and Weight

IAC CODE	IAC DESCRIPTION	% OF TIME TO BE SPENT
IAC0101	Discuss the importance of communication	10
IAC0102	List the different types of communication (verbal, non-verbal, written, visual)	8

IAC0103	Explain possible barriers to effective communication	7
IAC0201	Discuss the basic principles of verbal communication	8
IAC0202	Explain what is meant when referring to tone, pace, and clarity in speaking	5
IAC0203	Clarify the difference between dialogues and discussions	5
IAC0204	Discuss the link between body language and verbal communication	7
IAC0301	Discuss the importance of active listening	7
IAC0302	Describe the difference between listening for information vs listening for understanding	8
IAC0303	List the barriers to listening and how to overcome them	10
IAC0401	Explain what is meant with the basic nuances of writing (These include, but are not limited to accuracy, clarity, tone of writing, cultural undertones, and such)	2
IAC0402	Provide examples of writing for different purposes (These include, but are not limited to line manager, peer-to-peer, leave requests, and such)	3
IAC0501	Discuss the differences between communicating in the workplace vs. informal settings	3
IAC0502	Clarify why it is important to deal with difficult conversations	2
IAC0503	Discuss how effective communication contributes to basic conflict resolution	5
IAC0504	Discuss the importance of diversity awareness	5
IAC0601	Identify various ways to communicate effectively in a team environment	2
IAC0602	List and explain various techniques for giving and receiving constructive feedback	2
IAC0603	Explain the role of problem-solving and decision-making as a team	1



**Knowledge Module (KM) - 05**

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY
524501-000-01-KM-05	Basic Financial Transactions	2	10	Face to face / on-line / blended

**(a) Purpose of Knowledge Module:**

The main focus of the learning in this knowledge module is to equip learners with foundational financial skills necessary for handling everyday transactions in a service station environment.

**(b) List of Knowledge Topics:**

TOPIC CODE	TOPIC TITLE	% OF TIME TO BE SPENT
KM-05-KT01	Introduction to Financial Transactions	15
KM-05-KT02	Cash Handling and Management	15
KM-05-KT03	Fundamentals of a Point-of-Sale (POS)	3
KM-05-KT04	Card Payments	15
KM-05-KT05	Mobile and Digital Payments	15
KM-05-KT06	Overview of End-of-Day Reconciliation	2
KM-05-KT07	Customer Receipts and Documentation	15
KM-05-KT08	Security in Financial Transactions	10
KM-05-KT09	Customer Interaction and Financial Etiquette	10

**(c) Detailing each topic listed above into topic elements:**

KM-05-KT01: Introduction to Financial Transactions (15%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0101	Basics of the Regulatory Accounting System (RAS)	3
KT0102	Importance of financial transactions in the service station environment	5
KT0103	Impact of service station attendant's actions on running costs	2

KT0104	Overview of types of transactions (These include, but are not limited to cash, card, mobile payments, and such)	2
KT0105	Role of a service station attendant in handling financial transactions	3

KM-05-KT02: Cash Handling and Management (10%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0201	Proper techniques for handling cash	3
KT0202	Counting cash accurately	5
KT0203	Giving the correct change	2
KT0204	Preventing cash handling errors	2
KT0205	Counterfeit and die-stained currency identification	3

KM-05-KT03: Fundamentals of a Point-of-Sale (POS) (3%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0301	Basic functions of a POS system	0.5
KT0302	Processing payments through the POS system	1
KT0303	Using the POS for different payment methods (cash, debit/credit cards)	0.5
KT0304	Recording and tracking sales in the system	1

KM-05-KT04: Card Payments (15%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0401	Understanding card payments (These include, but are not limited to debit -, credit -, fleet -, gift cards, and such)	3
KT0402	Processing card transactions using a card machine or integrated POS system	5
KT0403	Ensuring customer security during card payments	2

KT0404	Dealing with transaction failures or errors (e.g., declined payments)	2
KT0405	Secure handling of cash and card payments to avoid fraud	3

KM-05-KT05: Mobile and Digital Payments (15%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0501	Introduction to mobile payments (These include, but are not limited to mobile banking apps, digital wallets, e-tags, coupons, vouchers, smart-watch, payment innovations, and such)	5
KT0502	How to process mobile payments	5
KT0503	Ensuring transaction completion for digital payments	3
KT0504	Dealing with payment innovations	2

KM-05-KT06: Overview of End-of-Day Reconciliation (2%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0601	Recording and balancing transactions at the end of the shift	0.5
KT0602	Reconciling cash and card payments with sales records	0.5
KT0603	Identifying and rectifying discrepancies in transaction records	0.5
KT0604	Reporting sales and cash summaries to supervisors or management	0.5

KM-05-KT07: Customer Receipts and Documentation (10%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0701	Importance of providing accurate receipts to customers	5
KT0702	Handling receipt requests and duplications	5

KM-05-KT08: Customer Interaction and Financial Etiquette (2%)		
TOPIC ELEMENT CODE	TOPIC ELEMENT TITLE	% OF TIME TO BE SPENT
KT0801	Communicating clearly and professionally during transactions	0.5
KT0802	Addressing customer payment concerns and questions	1
KT0803	Handling difficult customers and resolving transaction disputes	0.5

(d) Internal Assessment Criteria (IAC) and Weight

IAC CODE	IAC DESCRIPTION	% OF TIME TO BE SPENT
IAC0101	Discuss the basics of the Regulatory Accounting System (RAS)	3
IAC0102	Describe the importance of financial transactions in the service station environment	5
IAC0103	Explain your understanding on the impact of service station attendant's actions on running costs	2
IAC0104	Provide an overview of types of transactions (These include, but are not limited to cash, card, mobile payments, and such)	2
IAC0105	Discuss the role of a service station attendant in handling financial transactions	3
IAC0201	Explain the proper techniques for handling cash	3
IAC0202	Explain what is meant by counting cash accurately	5
IAC0203	Discuss the importance of giving the correct change	2
IAC0204	Discuss the impact of preventing cash handling errors	2
IAC0205	Describe how to identify counterfeit and die-stained currency	3
IAC0301	Briefly explain the basic functions of a POS system	0.5

IAC0302	List the steps in processing payments through the POS system	1
IAC0303	Describe how to change the different payment methods (cash, debit/credit cards) on the POS	0.5
IAC0304	Discuss the importance of recording and tracking sales in the system	1
IAC0401	Understanding card payments (These include, but are not limited to debit -, credit -, fleet -, gift cards, and such)	3
IAC0402	Explain how to process card transactions using a card machine or integrated POS system	5
IAC0403	Identify how to ensure customer security during card payments	2
IAC0404	Discuss how to deal with transaction failures or errors (e.g., declined payments)	2
IAC0405	List the steps in securing handling of cash and card payments to avoid fraud	3
IAC0501	Provide a brief introduction on mobile payments (These include, but are not limited to mobile banking apps, digital wallets, e-tags, coupons, vouchers, smart-watch, payment innovations, and such)	5
IAC0502	List the steps in processing mobile payments	5
IAC0503	Explain when you are sure that the digital payments transaction is completed	3
IAC0504	Discuss the steps in dealing with payment innovations	2
IAC0601	Explain the process of recording and balancing transactions at the end of the shift	0.5
IAC0602	Discuss the process of reconciling cash and card payments with sales records	0.5
IAC0603	List the possible discrepancies in transaction records and how to correct it	0.5
IAC0604	Discuss briefly the contents of sales reports and cash summaries sent to supervisors or management	0.5
IAC0701	Explain the importance of providing accurate receipts to customers	5

IAC0702	List the steps in handling receipt requests and duplications	5
IAC0801	Explain the importance of communicating clearly and professionally during transactions	0.5
IAC0802	Discuss the steps in addressing customer payment concerns and questions	1
IAC0803	Explain how to handle difficult customers and resolve transaction disputes	0.5

### 3.1.2 Criteria for accreditation

*Add additional line spaces as required. Requirements, against which Skills Development Providers (SDP) and Assessment Centres, will be accredited, as listed below.*

#### Physical Requirements:

SKILLS DEVELOPMENT PROVIDER (SDP)	
<b>EQUIPMENT &amp; TOOLS</b>	<p>Audiovisual equipment and all other equipment are conducive to a learning environment.</p> <p>Examples of the different forms of payment accepted in the industry.</p> <p>Checklists as per industry standards.</p> <p>Visual representation of the correct way of providing the forecourt services (These include, but are not limited to Firefighting Equipment, PPE and First Aid, motor vehicle components and such).</p>
<b>CONSUMABLES</b>	Handouts and stationery.

ASSESSMENT CENTRE	
<b>EQUIPMENT &amp; TOOLS</b>	<p>Audiovisual equipment and all other equipment are conducive to a learning environment.</p> <p>Examples of the different forms of payment accepted in the industry.</p> <p>Checklists as per industry standards.</p> <p>Visual representation of the correct way of providing the forecourt services (These include, but are not limited to Firefighting Equipment, PPE and First Aid, motor vehicle components and such).</p>
<b>CONSUMABLES</b>	Handouts and stationery.

### Human Resource Requirements:

SKILLS DEVELOPMENT PROVIDER (SDP)	
QUALIFICATIONS & EXPERIENCE	Facilitators must have relevant industry experience related to the subject.
FACILITATOR/LEARNER RATIO	1 to 20

ASSESSMENT CENTRE	
QUALIFICATIONS & EXPERIENCE	Individuals compiling the internal assessments must have either an industry-related qualification at least one level higher than this qualification, or have operated as a service station supervisor, manager, area manager or owner with at least 2 years' experience relevant to the subject.  Assessors must have relevant industry experience related to the subject.
ASSESSOR/LEARNER RATIO	1 to 20

### Legal Requirements:

SKILLS DEVELOPMENT PROVIDER (SDP)	
QUALIFICATIONS & EXPERIENCE	Registered as a provider.

ASSESSMENT CENTRE	
QUALIFICATIONS & EXPERIENCE	Registered as an assessment centre.

### Additional Requirements:

SKILLS DEVELOPMENT PROVIDER (SDP)	
None	

ASSESSMENT CENTRE	
None	

### 3.1.3 Exemptions

None

### 3.2 Practical Skill Module (PM) Specifications:

NB: MODE OF DELIVERY e.g. face-to-face/contact, online, e-learning, mobile training unit, blended, distance, etc

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY
524501-000-01-PM-01	Communicate with customers	2	10	Face to face / online / blended
524501-000-01-PM-02	Perform forecourt services	2	10	Face to face / online / blended
524501-000-01-PM-03	Ensure service station, customer and personal safety and security	2	10	Face to face / online / blended

#### 3.2.1 Detailing Practical Module (PM) contents

##### Practical Module (PM) - 01

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY
524501-000-01-PM-01	Communicate with customers	2	10	Face to face / online / blended

##### (a) Purpose of the Practical Skills Module:

The focus of the learning in this module is on providing the learner an opportunity to apply communication skills in a simulated environment.

##### (b) List of Practical Skill Activities:

PRACTICAL SKILL CODE	ACTIVITY TITLE
PM-01-PS01	Communicate with customers by applying communication principles
PM-01-PS02	Handle customer queries
PM-01-PS03	Work in teams

##### (c) Scope of each Practical Skill Activity:

PM-01-PS01: Communicate with customers by applying communication principles	
<b>PRACTICAL SKILL ACTIVITY SCOPE OUTLINE:</b>	
Given a set of roleplay scenarios comprising of situations between staff and various types of customers (happy, irate, lost, unhappy, etc.) including customer diversity and forecourt customer experiences such as being guided and directed to pumps, where each learner takes the role of the staff member, as well as the customer, the learner must be able to:	
PRACTICAL SKILL ACTIVITY ELEMENT CODES	PRACTICAL SKILL ACTIVITY ELEMENTS
PA0101	Respond appropriately to the given scenario



PA0102	Demonstrate active listening skills
PA0103	Demonstrate appropriate body language

PM-01-PS02: Handle customer queries	
<b>PRACTICAL SKILL ACTIVITY SCOPE OUTLINE</b>	
Given a set of roleplay scenarios comprising typical customer queries and requests for information on forecourt services and a variety of diverse customers with different attitudes the learner must be able to:	
<b>PRACTICAL SKILL ACTIVITY ELEMENT CODES</b>	<b>PRACTICAL SKILL ACTIVITY ELEMENTS</b>
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

PM-01-PS03: Work in teams	
<b>PRACTICAL SKILL ACTIVITY SCOPE OUTLINE</b>	
Given a case study depicting good and poor teamwork and the result on forecourt activity, the learner must be able to:	
<b>PRACTICAL SKILL ACTIVITY ELEMENT CODES</b>	<b>PRACTICAL SKILL ACTIVITY ELEMENTS</b>
PA0301	Identify good and poor teamwork
PA0302	Recommend how the team should have performed where the teamwork was identified as being poor

(d) Applied Knowledge that underpins the Practical Skill

<b>APPLIED KNOWLEDGE CODE</b>	<b>APPLIED KNOWLEDGE</b>
AK0101	Customer service principles
AK0102	Communication techniques
AK0103	Methods for displaying body language
AK0201	Creative problem-solving
AK0202	Active listening and seeking clarity
AK0203	Use of service station terms

AK0301	Methods for identifying good and poor teamwork
AK0302	Methods for recommending improved teamwork

(e) Internal Assessment Criteria (IAC)

IAC CODE	IAC DESCRIPTION
IAC0101	The response by the learner role playing the staff member is appropriate to the scenario.
IAC0102	Active listening skills are demonstrated by the learner responding appropriately according to the scenario
IAC0103	The body language demonstrated is appropriate to the scenario
IAC0104	The person playing the customer is satisfied with the response to the situation
IAC0201	The actual query is correctly identified from the given scenarios and matched with an appropriate response
IAC0202	The need to escalate the query is communicated to the customer in a manner that promotes customer satisfaction
IAC0203	Service station terms used in the response are correct
IAC0301	The good and poor aspects of teamwork are correctly identified as per the scenario.
IAC0302	Suggestions are made to improve teamwork in relation to an enhanced customer experience

**Practical Module (PM) - 02**

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY
524501-000-01-PM-02	Perform forecourt services	2	10	Face to face / online / blended

(a) Purpose of the Practical Skills Module:

The focus of the learning in this module is on providing the learner an opportunity to perform forecourt services in a simulated environment.

(b) List of Practical Skill Activities:

PRACTICAL SKILL CODE	ACTIVITY TITLE
PM-02-PS01	Fuel dispensing and management
PM-02-PS02	Perform start and end-of-shift procedures

PM-02-PS03	Perform maintenance and minor trouble shooting
PM-02-PS04	Cleaning and maintaining the forecourt area
PM-02-PS05	Implement forecourt safety

(c) Scope of each Practical Skill Activity:

PM-02-PS01: Fuel dispensing and management	
<b>PRACTICAL SKILL ACTIVITY SCOPE OUTLINE:</b>	
Given a case study or visual presentation showing service station attendants providing correct and incorrect forecourt services including correct dispensing of fuel, filling oil and brake fluid, checking and inflating tires, and cleaning windows, monitoring of fuel levels, managing fuel grade switches, handling different types of fuel, the learner must be able to:	
<b>PRACTICAL SKILL ACTIVITY ELEMENT CODES</b>	<b>PRACTICAL SKILL ACTIVITY ELEMENTS</b>
PA0101	Demonstrate an understanding of fuel dispensing
PA0102	Display an understanding of managing fuel grade switches
PA0103	Propose corrective actions in areas where mistakes are made

PM-02-PS02: Perform start and end-of-shift procedures	
<b>PRACTICAL SKILL ACTIVITY SCOPE OUTLINE</b>	
Given a case study or visual presentation 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 reporting of unresolved customer incidents, and damaged and / worn-out equipment, recording pump readings, tank dip checks and lubricant stock levels, the learner must be able to:	
<b>PRACTICAL SKILL ACTIVITY ELEMENT CODES</b>	<b>PRACTICAL SKILL ACTIVITY ELEMENTS</b>
PA0201	Identify and report on the unresolved customer incidents, if necessary
PA0202	Identify missing or damaged equipment and recommend appropriate action to be taken
PA0203	Document the pump readings as observed
PA0204	Document the tank dip levels
PA0205	Identify and report on lubricant stock levels
PA0206	Identify the mistakes made by the service station attendant and provide suggestions on corrective actions

PM-02-PS03: Perform maintenance and minor trouble shooting	
<b>PRACTICAL SKILL ACTIVITY SCOPE OUTLINE</b>	
Given a case study or visual presentation depicting forecourt maintenance and minor troubleshooting procedures that have the potential to cause loss to the business, including air pumps, clogging of air hoses and pump malfunction, the learner must be able to:	
<b>PRACTICAL SKILL ACTIVITY ELEMENT CODES</b>	<b>PRACTICAL SKILL ACTIVITY ELEMENTS</b>
PA0301	Identify areas of routine checks on forecourt equipment
PA0302	Find and report minor issues

PM-02-PS04: Cleaning and maintenance of forecourt area	
<b>PRACTICAL SKILL ACTIVITY SCOPE OUTLINE</b>	
Given a case study or visual presentation depicting forecourt cleaning procedures that have the potential to cause injury to self and customers, such as breakages, theft, abuse of company property, incorrect use of forecourt equipment and material, incorrect use of products and processing payment, the learner must be able to:	
<b>PRACTICAL SKILL ACTIVITY ELEMENT CODES</b>	<b>PRACTICAL SKILL ACTIVITY ELEMENTS</b>
PA0401	Identify areas of cleanliness of the forecourt area (These include, but are not limited to fuel pumps, floors, and surrounding areas)
PA0402	Demonstrate an understanding of cleaning and maintaining the forecourt area (These include, but are not limited to removing litter, cleaning spills, and ensuring that all signage is visible and in good condition)
PA0403	Identify the areas not cleaned or maintained by the service station attendant and propose corrective actions

PM-02-PS05: Implement forecourt safety	
<b>PRACTICAL SKILL ACTIVITY SCOPE OUTLINE</b>	
Given a case study or visual presentation depicting forecourt safety activities to ensure health and safety standards, environmental awareness, personal and customer safety, correct use of firefighting equipment and dealing with emergency situations, the learner must be able to:	
<b>PRACTICAL SKILL ACTIVITY ELEMENT CODES</b>	<b>PRACTICAL SKILL ACTIVITY ELEMENTS</b>
PA0501	Ensure safe fuelling procedures (These include, but are not limited to customers turning off their engines prior to refuelling, avoiding phone

	use, not smoking, proper insertion of the nozzle before activating the pump, preventing spills, electrical fires, correct positioning of vehicle tank to pump, and such)
PA0502	Check that safety signage is visible and intact
PA0503	Inspect for faulty equipment
PA0504	Respond to emergencies, fire hazards and customer injury
PA0505	Identify areas of improvement in terms of safety awareness

(d) Applied Knowledge that underpins the Practical Skill

APPLIED KNOWLEDGE CODE	APPLIED KNOWLEDGE
AK0101	Fuel dispensing and management procedures
AK0102	Procedures for performing the various forecourt services
AK0201	Procedures for checking fuel levels
AK0202	Procedures for documenting and reporting pump readings and tank dip levels
AK0203	Procedures when identifying missing or damaged equipment
AK0204	Procedures for identifying and reporting on stock levels
AK0205	Methods of doing a shift handover
AK0301	Maintenance and minor trouble shooting procedures
AK0401	Housekeeping standards
AK0501	General accepted safety practices
AK0502	Occupational health and safety procedures
AK0503	Dealing with hazardous material procedures
AK0504	Signage display requirements
AK0505	Environmental requirements
AK0506	Procedures on dealing with emergencies

(e) Internal Assessment Criteria (IAC)

IAC CODE	IAC DESCRIPTION
IAC0101	An understanding of fuel dispensing services is demonstrated
IAC0102	An understanding of managing fuel grade switches, is displayed
IAC0103	Corrective actions are proposed in areas where mistakes are made
IAC0201	The unresolved customer incidents are identified and reported, if necessary

IAC0202	Missing or damaged equipment are identified and recommend appropriate action to be taken, recommended
IAC0203	The pump readings are documented, as observed
IAC0204	The tank dip levels are documented
IAC0205	Lubricant stock levels are identified and reported on
IAC0206	The mistakes made by the service station attendant are identified and suggestions provided on corrective actions
IAC0301	Areas of routine checks are identified on forecourt equipment
IAC0302	Minor issues are found and reported
IAC0303	Areas of cleanliness of the forecourt area are identified
IAC0401	An understanding of cleaning and maintaining the forecourt area is demonstrated
IAC0402	The areas not cleaned or maintained by the service station attendant are identified and corrective actions proposed
IAC0501	Safe fuelling procedures are ensured
IAC0502	The visibility and condition of safety signage are checked
IAC0503	Faulty equipment is inspected
IAC0504	Emergencies, fire hazards and customer injury are responded to
IAC0505	Areas of improvement are identified in terms of safety awareness

### Practical Module (PM) - 03

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY
524501-000-01-PM-03	Ensure service station, customer and personal safety and security	2	10	Face to face / online / blended

#### (a) Purpose of the Practical Skills Module:

The focus of the learning in this module is on providing the learner an opportunity to follow safety and security procedures on the forecourt within a simulated environment.

#### (b) List of Practical Skill Activities:

PRACTICAL SKILL CODE	ACTIVITY TITLE
PM-03-PS01	Ensure service station safety and cleanliness
PM-03-PS02	Ensure customer safety
PM-03-PS03	Ensure personal safety and cleanliness
PM-03-PS04	Inspect and maintain safety equipment
PM-03-PS05	Maintain security awareness

#### (c) Scope of each Practical Skill Activity:

PM-03-PS01: Ensure service station safety and cleanliness	
<b>PRACTICAL SKILL ACTIVITY SCOPE OUTLINE</b>	
Given a case study or visual presentation outlining employees not working safely and cleanly, and customers not complying with safe service station behaviour, the learner must be able to:	
<b>PRACTICAL SKILL ACTIVITY ELEMENT CODES</b>	<b>PRACTICAL SKILL ACTIVITY ELEMENTS</b>

PA0101	Identify unsafe working practices
PA0102	Recommend safe employee working procedures where they are not being implemented
PA0103	Correct customers not complying with safety procedures in a manner that maintains a healthy customer relationship
PA0104	Remain alert to the movement of vehicles on the forecourt to avoid accidents
PA0105	Identify, contain, and clean up hazardous spills
PA0106	Dispose of waste (These include, but are not limited to oily rags, used gloves, and chemical containers) in designated bins following environmental and safety protocols

PM-03-PS02: Ensure customer safety	
<b>PRACTICAL SKILL ACTIVITY SCOPE OUTLINE:</b>	
Given a role play, case study or visual presentation showing service station attendants providing correct and incorrect safety advice to customers, the learner must be able to:	
<b>PRACTICAL SKILL ACTIVITY ELEMENT CODES</b>	<b>PRACTICAL SKILL ACTIVITY ELEMENTS</b>
PA0201	Recognise and respond to potential safety hazards that could affect customers
PA0202	Display customer interaction skills and ensure effective communication in safety-critical situations
PA0203	Identify the incorrect advice given to the customer and make suggestions as to the appropriate advice
PA0204	Identify the emergencies and steps to safely evacuate customers

PM-03-PS03: Ensure personal safety and cleanliness	
<b>PRACTICAL SKILL ACTIVITY SCOPE OUTLINE</b>	
Given a case study or visual presentation outlining employees practicing or not practicing personal safety with a variety of hazards (focusing on the use of PPE, noticing fuel spills, slippery surfaces, open flames), and appearance (cleanliness and hygiene), the learner must be able to:	
<b>PRACTICAL SKILL ACTIVITY ELEMENT CODES</b>	<b>PRACTICAL SKILL ACTIVITY ELEMENTS</b>
PA0301	Identify personal protective equipment (PPE) necessary on the forecourt
PA0302	Identify hazards that can affect personal safety
PA0303	Demonstrate understanding of personal cleanliness and hygiene

PM-03-PS04: Inspect and maintain safety equipment	
<b>PRACTICAL SKILL ACTIVITY SCOPE OUTLINE</b>	
Given a case study or visual presentation depicting the inspection and maintenance of safety equipment that has the potential to cause loss to the business, the learner must be able to:	
<b>PRACTICAL SKILL ACTIVITY ELEMENT CODES</b>	<b>PRACTICAL SKILL ACTIVITY ELEMENTS</b>
PA0401	Inspect fire extinguishers, spill kits, and first aid supplies
PA0402	Report any damaged or malfunctioning equipment to management

PM-03-PS05: Maintain security awareness
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<b>PRACTICAL SKILL ACTIVITY SCOPE OUTLINE</b>	
Given a case study or visual presentation depicting correct and incorrect security walk-throughs and inspections, including unmonitored areas, malfunctioning cameras, easy access to restricted areas, parking lots, broken lights, and applying emergency and preventative measures pertaining to drive-off's, vehicle information recording, and notifying relevant authorities, the learner must be able to:	
<b>PRACTICAL SKILL ACTIVITY ELEMENT CODES</b>	<b>PRACTICAL SKILL ACTIVITY ELEMENTS</b>
PA0501	Look for potential security vulnerabilities
PA0502	Review emergency procedures in case of robbery or attempted theft
PA0503	Practice fuel and merchandise theft prevention measures
PA0504	Handle unattended items or packages

(d) Applied Knowledge that underpins the Practical Skill

<b>APPLIED KNOWLEDGE CODE</b>	<b>APPLIED KNOWLEDGE</b>
AK0101	Methods for identifying unsafe working procedures
AK0102	Communication techniques for correcting customers in a manner that promotes good customer relations
AK0201	Safe working procedures
AK0202	Safe customer service station behaviour
AK0203	Mitigating procedures
AK0204	Customer engagement procedure
AK0301	Personal safety and cleanliness procedure
AK0302	Uniform policy
IAC0401	Safety equipment maintenance and inspection manual
AK0501	Fire extinguisher instruction manual
AK0502	First aid methods and techniques
AK0503	Emergency response procedures
AK0504	Emergency theft or robbery procedures
AK0505	Fuel and merchandise theft prevention protocol
AK0506	Unattended items / packages handling procedure

(e) Internal Assessment Criteria (IAC)

<b>IAC CODE</b>	<b>IAC DESCRIPTION</b>
IAC0101	Unsafe working practices are identified
IAC0102	Safe employee working procedures are recommended where they are not being implemented
IAC0103	Customers not complying with safety procedures are corrected in a manner that maintains a healthy customer relationship
IAC0104	Vigilance to the movement of vehicles on the forecourt is maintained to avoid accidents
IAC0105	Hazardous spills are identified, contained, and cleaned up
IAC0106	Waste is disposed of in designated bins following environmental and safety protocols
IAC0201	Potential safety hazards that could affect customers are recognised and responded to
IAC0202	Customer interaction skills are displayed and effective communication in safety-critical situations ensured
IAC0203	Incorrect advice is given to the customer and suggestions made as to the appropriate advice



IAC0204	The emergencies and steps to safely evacuate customers are identified
IAC0301	Personal protective equipment (PPE) necessary on the forecourt, is identified
IAC0302	Hazards that can affect personal safety are identified
IAC0303	An understanding of personal cleanliness and hygiene is demonstrated
IAC0401	Fire extinguishers, spill kits, and first aid supplies are inspected
IAC0402	Any damaged or malfunctioning equipment are reported to management
IAC0501	Potential security vulnerabilities are recognised
IAC0502	Emergency procedures in case of robbery or attempted theft are reviewed
IAC0503	Fuel and merchandise theft prevention measures are practiced
IAC0504	Unattended items or packages are dealt with

### 3.2.2. Criteria for accreditation

Add additional line spaces as required. Requirements, against which Skills Development Providers (SDP) and Assessment Centres, will be accredited, as listed below.

#### Physical Requirements:

SKILLS DEVELOPMENT PROVIDER (SDP)	
EQUIPMENT & TOOLS	Audiovisual equipment and all other required equipment
CONSUMABLES	Handouts and stationery

ASSESSMENT CENTRE	
EQUIPMENT & TOOLS	Audiovisual equipment and all other required equipment
CONSUMABLES	Handouts and stationery

#### Human Resource Requirements:

SKILLS DEVELOPMENT PROVIDER (SDP)	
QUALIFICATIONS & EXPERIENCE	<ul style="list-style-type: none"> <li>Facilitators must have relevant industry experience related to the subject.</li> <li>Individuals compiling the internal assessments must have either an industry-related qualification at least one level higher than this qualification, or have operated as a service station supervisor, manager, area manager or owner with at least 2 years' experience relevant to the subject.</li> </ul>
FACILITATOR/LEARNER RATIO	1 to 20

ASSESSMENT CENTRE	
QUALIFICATIONS & EXPERIENCE	Assessors must have relevant industry experience related to the subject.
ASSESSOR/LEARNER RATIO	1 to 20

#### Legal Requirements:

SKILLS DEVELOPMENT PROVIDER (SDP)	
QUALIFICATIONS & EXPERIENCE	Registered as a provider
FACILITATOR/LEARNER RATIO	1 to 20

ASSESSMENT CENTRE	
QUALIFICATIONS & EXPERIENCE	Registered as an assessment centre
FACILITATOR/LEARNER RATIO	1 to 20

#### Additional Requirements:

SKILLS DEVELOPMENT PROVIDER (SDP)	
None	

ASSESSMENT CENTRE	
None	

### 3.2.3 Exemptions

None

### 3.3 WORK EXPERIENCE MODULE (WM) SPECIFICATIONS:

*NB: MODE OF DELIVERY e.g. face-to-face/contact, online, e-learning, mobile training unit, blended, distance, etc*

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY
524501-000-01-WM-01	Processes and procedures for interacting with customers and team members	2	10	Face to face / Logbook
524501-000-01-WM-02	Processes and procedures for working on a forecourt	2	12	Face to face / Logbook
524501-000-01-WM-03	Guidelines for ensuring service station safety and security	2	8	Face to face / Logbook

Total number of credits: 30

### 3.3.1 Detailing Work Experience Module (WM) contents

#### Work Experience Module (WM) - 01

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY
524501-000-01-WM-01	Processes and procedures for interacting with customers and team members	2	10	Face to face / Logbook

(a) Purpose of the Work Experience Module:

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.

(b) List of Work Experience Competencies:

WORK EXPERIENCE CODE	WORK EXPERIENCE COMPETENCY TITLE
WM-01-WE01	Communicate with customers
WM-01-WE02	Work in a team

(c) Scope of each Work Experience Competency:

WM-01-WE01: Communicate with customers	
<b>WORKPLACE EXPERIENCE COMPETENCY SCOPE OUTLINE</b>	
The person will be expected to engage in the following work activities:	
WORK EXPERIENCE COMPETENCY ELEMENT CODES	WORK EXPERIENCE COMPETENCY ELEMENTS
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 professionally and clearly
WA0104	Respond to customer request according to the organisations policies and procedures
WA0105	Conclude customer engagement according to the organisations policies and procedures

WM-01-WE02: Work in a team
<b>WORKPLACE EXPERIENCE COMPETENCY SCOPE OUTLINE:</b>
The person will be expected to engage in the following work activities:

<b>WORK EXPERIENCE COMPETENCY ELEMENT CODES</b>	<b>WORK EXPERIENCE COMPETENCY ELEMENTS</b>
WA0201	Conduct work in a manner that promotes teamwork on the forecourt
WA0202	Communicate with team members to promote good teamwork (These will include, but are not limited to, respectful engagement, accommodating diversity, conflict resolution, supportive attitude, problem-solving, and such)

(d) Supporting evidence

<b>WORK EXPERIENCE CODES</b>	<b>SUPPORTING EVIDENCE</b>
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 learner's logbook completed by the learner's supervisor confirming that the learner: <ul style="list-style-type: none"> <li>○ Always meet the personal hygiene standards of the business.</li> <li>○ Greet customers in a warm and friendly manner.</li> <li>○ Direct customers arriving at the station to the next available pump.</li> <li>○ Listen and understand customers' communication.</li> <li>○ Communicate with customers in a clear manner that promotes customer loyalty.</li> </ul>
SE0103	A report from the learner's supervisor/s stating that the learner responds correctly to a variety of customer queries according to the policies and procedures of the business
SE0201	A report from the learner's supervisor/s stating that the learner conducts work in a manner that promotes teamwork according to the policies and procedures of the business
SE0202	A report from the learner's supervisor/s stating that the learner communicates with team members to promote good teamwork according to the policies and procedures of the business

(e) Contextualised Workplace Knowledge

<b>WORKPLACE KNOWLEDGE</b>	
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

#### Work Experience Module (WM) - 02

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY
524501-000-01-WM-02	Processes and procedures for working on a forecourt	2	12	Face to face / Logbook

(a) Purpose of the Work Experience Module:

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.

(b) List of Work Experience Competencies:

WORK EXPERIENCE CODE	WORK EXPERIENCE COMPETENCY TITLE
WM-02-WE01	Implement start and end-of-shift procedures
WM-02-WE02	Work in a safe manner
WM-02-WE03	Provide forecourt services

(c) Scope of each Work Experience Competency:

WM-02-WE01: Implement start and end-of-shift procedures	
<b>WORKPLACE EXPERIENCE COMPETENCY SCOPE OUTLINE</b>	
The person will be expected to engage in the following work activities:	
WORK EXPERIENCE COMPETENCY ELEMENT CODES	WORK EXPERIENCE COMPETENCY ELEMENTS
WA0101	Check fuel levels at start of shift
WA0102	Check forecourt equipment
WA0103	Maintain housekeeping standards
WA0104	Report inconsistencies

WM-02-WE02: Work in a safe manner	
<b>WORKPLACE EXPERIENCE COMPETENCY SCOPE OUTLINE:</b>	
The person will be expected to engage in the following work activities:	
WORK EXPERIENCE COMPETENCY ELEMENT CODES	WORK EXPERIENCE COMPETENCY ELEMENTS

WA0201	Work in a safe manner according to organisational health, safety and environmental policies and procedures
WA0202	Promote safe customer behaviour in accordance with organisational health, safety and environmental policies and procedures

WM-02-WE03: Provide forecourt services	
<b>WORKPLACE EXPERIENCE COMPETENCY SCOPE OUTLINE:</b>	
The person will be expected to engage in the following work activities:	
<b>WORK EXPERIENCE COMPETENCY ELEMENT CODES</b>	<b>WORK EXPERIENCE COMPETENCY ELEMENTS</b>
WA0301	Refuel motor vehicles
WA0302	Check and fill radiator and windscreen wiper water
WA0303	Check and inflate tyres
WA0304	Check and top up lubricant levels
WA0305	Clean windscreens
WA0306	Suggest additional promotions
WA0307	Receive payment for forecourt services

(d) Supporting evidence

<b>WORK EXPERIENCE CODES</b>	<b>SUPPORTING EVIDENCE</b>
SE0101	A report (manual and / or system-generated) showing fuel levels recorded by the learner at the start of at least 2 shifts 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
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 certificates required by relevant legislative and regulatory components. Examples would be firefighting, first aid, and such
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
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 5 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

(e) Contextualised Workplace Knowledge

WORKPLACE KNOWLEDGE	
1	Organisational personal 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 forecourt
11	Organisational firefighting equipment and its uses
12	First aid policies and procedures

**Work Experience Module (WM) - 03**

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY
524501-000-01-WM-03	Guidelines for ensuring service station safety and security	2	8	Face to face / Logbook



(a) Purpose of the Work Experience Module:

The main purpose of this module is to expose learners to maintaining safety and security within a service station environment.

(b) List of Work Experience Competencies:

WORK EXPERIENCE CODE	WORK EXPERIENCE COMPETENCY TITLE
WM-03-WE01	Identify and address health and safety issues
WM-03-WE02	Maintain equipment and facility
WM-03-WE03	Protect the environment
WM-03-WE04	Ensure customer service and safety
WM-03-WE05	Adhere to teamwork and communication guidelines
WM-03-WE06	Ensure personal safety and cleanliness
WM-03-WE07	Maintain security protocols

(c) Scope of each Work Experience Competency:

WM-03-WE01: Identify and address health and safety issues	
<b>WORKPLACE EXPERIENCE COMPETENCY SCOPE OUTLINE</b>	
The person will be expected to engage in the following work activities:	
WORK EXPERIENCE COMPETENCY ELEMENT CODES	WORK EXPERIENCE COMPETENCY ELEMENTS
WA0101	Identify potential hazards, such as fuel spills, faulty equipment, or unsafe behaviour.
WA0102	Identify a fire, use fire extinguishers and follow the evacuation procedure
WA0103	Respond to emergencies (These include, but are not limited to accidents, fires, petroleum spills, theft and imminent danger to customers).

WM-03-WE02: Maintain equipment and facility	
<b>WORKPLACE EXPERIENCE COMPETENCY SCOPE OUTLINE:</b>	
The person will be expected to engage in the following work activities:	
WORK EXPERIENCE COMPETENCY ELEMENT CODES	WORK EXPERIENCE COMPETENCY ELEMENTS
WA0201	Operate and maintain fuel pumps safely

WA0202	Detect and report leaks in fuel pump
WA0203	Ensure the cleanliness and maintenance of service areas
WA0204	Maintain good housekeeping throughout the shift (These include, but are not limited to sweeping and mopping the forecourt island, the forecourt and customer service areas, cleaning the station, ensuring a hazard-free environment, organising and tidying up frequently used items, and such)

WM-03-WE03: Protect the environment	
<b>WORKPLACE EXPERIENCE COMPETENCY SCOPE OUTLINE:</b>	
The person will be expected to engage in the following work activities:	
<b>WORK EXPERIENCE COMPETENCY ELEMENT CODES</b>	<b>WORK EXPERIENCE COMPETENCY ELEMENTS</b>
WA0301	Dispose of hazardous materials (These include, but are not limited to oil rags, lubricants, and fuel, and such) as per the waste management guidelines
WA0302	Handle spills (These include, but are not limited to the use of spill kits and minimizing environmental impact)

WM-03-WE04: Ensure customer service and safety	
<b>WORKPLACE EXPERIENCE COMPETENCY SCOPE OUTLINE:</b>	
The person will be expected to engage in the following work activities:	
<b>WORK EXPERIENCE COMPETENCY ELEMENT CODES</b>	<b>WORK EXPERIENCE COMPETENCY ELEMENTS</b>
WA0401	Communicate site-specific safety rules to customers
WA0402	Handle disputes or difficult customers without compromising safety
WA0403	Provide basic safety instructions to customers (These include, but are not limited to activities like pumping tyres, cellphone use, smoking near pumps, engine running while pumping fuel, as such)
WA0404	Dealing with safety exceptions (These include, but are not limited to taxi ramps, as such)

WM-03-WE05: Adhere to teamwork and communication guidelines	
<b>WORKPLACE EXPERIENCE COMPETENCY SCOPE OUTLINE:</b>	
The person will be expected to engage in the following work activities:	

<b>WORK EXPERIENCE COMPETENCY ELEMENT CODES</b>	<b>WORK EXPERIENCE COMPETENCY ELEMENTS</b>
WA0501	Clearly communicate safety concerns to team members and management
WA0502	Document and report any safety incidents and/or near-misses

WM-03-WE06: Ensure personal safety and cleanliness	
<b>WORKPLACE EXPERIENCE COMPETENCY SCOPE OUTLINE:</b>	
The person will be expected to engage in the following work activities:	
<b>WORK EXPERIENCE COMPETENCY ELEMENT CODES</b>	<b>WORK EXPERIENCE COMPETENCY ELEMENTS</b>
WA0601	Daily use of Personal Protective Equipment (PPE)
WA0602	Follow hand hygiene and personal care protocols
WA0603	Practice safe lifting and movement techniques (These include, but are not limited to fuel containers or stock items)
WA0604	Practice situational awareness. Examples are not standing with back to oncoming traffic, vigilance re personal safety, suspicious behaviour, and unattended packages / luggage, and such

WM-03-WE07: Maintain security protocols	
<b>WORKPLACE EXPERIENCE COMPETENCY SCOPE OUTLINE:</b>	
The person will be expected to engage in the following work activities:	
<b>WORK EXPERIENCE COMPETENCY ELEMENT CODES</b>	<b>WORK EXPERIENCE COMPETENCY ELEMENTS</b>
WA0701	Monitor surveillance equipment
WA0702	Implement cash handling procedures
WA0703	Conduct routine security checks of the premises
WA0704	Enforce access control measures
WA0705	Handle and report suspicious behaviour (These include, but are not limited to loitering, unusual requests, or attempts to distract staff)
WA0706	Follow procedures for fuel and merchandise theft prevention

(d) Supporting evidence

WORK EXPERIENCE CODES	SUPPORTING EVIDENCE
SE0101	A report identifying potential hazards, such as fuel spills, faulty equipment and unsafe behaviour, recorded by the learner at the start of at least 2 shifts, signed by both the learner and supervisor
SE0102	A visual presentation of the learner identifying a fire, using a fire extinguisher, and following evacuation procedures at least twice, or endorsed by supervisor with testimonial
SE0103	A testimonial prepared and signed by the learner's supervisor stating that the learner participated in emergency drills
SE0201	A testimonial prepared and signed by the learner's supervisor stating that the learner operated and maintained fuel pumps safely over a period of at least 20 days, including a price change
SE0202	Report on leaks in fuel pumps, if detected, during at least 5 shifts, signed by both the learner and supervisor
SE0203	A checklist in the logbook detailing cleaning and maintenance of the service areas by the learner for at least 20 days, signed off by the supervisor
SE0204	A checklist in the logbook maintaining good housekeeping standards by the learner for at least 20 days, signed off by the supervisor
SE0301	A checklist completed in the logbook for disposing of hazardous material such as oil rags, lubricants, fuel, in line with organisation standards, signed and dated for a minimum of 20 shifts by the learners' supervisor
SE0302	A checklist in the logbook detailing the handling of non-intentional spills by the learner, authenticated by the learners' supervisor
SE0401	A testimonial prepared and signed by the learner's supervisor stating that the learner communicated site-specific safety rules to 10 customers
SE0402	A testimonial prepared and signed by the learner's supervisor and/or team members stating that the learner communicated site-specific safety rules to at least 10 customers
SE0403	A testimonial prepared and signed by the learner's supervisor and/or team members stating that the learner handled disputes and/or at least 10 difficult customers
SE0404	A testimonial prepared and signed by the learner's supervisor and/or team members stating that the learner provided basic safety instructions to customers
SE0501	A testimonial prepared and signed by the learner's supervisor stating that the learner is able to clearly communicate safety concerns to team members and management, during at least 20 shifts
SE0502	Report on safety incidents or near-misses, signed off by learner and supervisor
SE0601	Occurrence / evidence report on personal safety awareness and vigilance, prepared by learner and signed off by supervisor

SE0701	Occurrence / evidence report on all security control measures, prepared by learner and signed off by supervisor
SE0702	A testimonial prepared and signed by the learner's supervisor and/or team members stating that the learner followed procedures for fuel and merchandise theft prevention, when required

(e) Contextualised Workplace Knowledge

WORKPLACE KNOWLEDGE	
1	Occupational Health and Safety Act
2	Environmental Protection Act
3	Safety procedures
4	Hazard identification and mitigation guidelines
5	Emergency procedures

### 3.3.2 Criteria for accreditation

Add additional line spaces as required. Requirements, against which Skills Development Providers (SDP) and Assessment Centres, will be accredited, as listed below.

**Physical Requirements:**

WORKPLACE PROVIDER (WP)	
EQUIPMENT & TOOLS	Operational forecourt
CONSUMABLES	

ASSESSMENT CENTRE	
EQUIPMENT & TOOLS	Operational forecourt
CONSUMABLES	

**Human Resource Requirements:**

WORKPLACE PROVIDER (WP)	
QUALIFICATIONS & EXPERIENCE	a service station supervisor, manager, area manager or owner with at least 2 years' experience of forecourt operations
FACILITATOR/LEARNER RATIO	1 to 4

ASSESSMENT CENTRE	
QUALIFICATIONS & EXPERIENCE	a service station supervisor, manager, area manager or owner with at least 2 years' experience of forecourt operations

<b>ASSESSOR/LEARNER RATIO</b>	1 to 4
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#### Legal Requirements:

<b>WORKPLACE PROVIDER (WP)</b>	
<b>QUALIFICATIONS &amp; EXPERIENCE</b>	<ul style="list-style-type: none"> <li>Registered as a formal business.</li> <li>Compliant with all relevant legal requirements for a forecourt.</li> </ul>
<b>FACILITATOR/LEARNER RATIO</b>	1 to 4

<b>ASSESSMENT CENTRE</b>	
<b>QUALIFICATIONS &amp; EXPERIENCE</b>	<ul style="list-style-type: none"> <li>Registered as a formal business.</li> <li>Compliant with all relevant legal requirements for a forecourt.</li> </ul>
<b>ASSESSMENT/LEARNER RATIO</b>	1 to 4

#### Additional Requirements:

<b>WORKPLACE PROVIDER (WP)</b>	
None	

<b>ASSESSMENT CENTRE</b>	
None	

#### 3.3.3 Exemptions

None

#### 3.3.4 Additional Assignments to be Assessed Externally

None

### 3.4 POSSIBLE SEQUENCING AND INTEGRATION

*Listing and order of modules in the sequence in which these modules will follow each other during delivery/implementation. This allows for integration of KM, AM (PM/ WM) as work logically flows.*

ORDER	MODULE TITLE	MODULE CODE	LEVEL	CREDITS
1.				
2.				

**SECTION 4. STATEMENT OF WORK EXPERIENCE**

QUALIFICATION/PART-QUALIFICATIONS/SKILLS PROGRAMME TYPE	QUALIFICATION/PART-QUALIFICATION/SKILLS PROGRAMME TITLE/DESCRIPTOR	NQF LEVEL	CREDITS
Elementary Occupational Certificate	Service Station Attendant	2	120

CURRICULUM CODE	524501-000-01-01
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**LEARNER DETAILS**

NAME:	
ID NUMBER:	

**EMPLOYER DETAILS**

COMPANY NAME:	
ADDRESS:	
SUPERVISOR NAME:	
WORK TELEPHONE:	
E-MAIL:	

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY
524501-000-01-WM-01	Processes and procedures for interacting with customers and team members	2	10	Face to face / Logbook

WORK EXPERIENCE MODULE DETAILS			
WM-01-WE01	SCOPE WORK EXPERIENCE	DATE	SIGNATURE
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 professionally and clearly		
WA0104	Respond to customer request according to the organisations policies and procedures		
WA0105	Conclude customer engagement according to the organisations policies and procedures		
	SUPPORTING EVIDENCE	DATE	SIGNATURE
SE0101	A photograph of the learner in the correct uniform with the required name badge authenticated by the learner's supervisor		
SE0102	<p>An observation checklist in the learner's logbook completed by the learner's supervisor confirming that the learner:</p> <ul style="list-style-type: none"> <li>○ Always meet the personal hygiene standards of the business.</li> <li>○ Greet customers in a warm and friendly manner.</li> <li>○ Direct customers arriving at the station to the next available pump.</li> <li>○ Listen and understand customers' communication.</li> </ul> <p>Communicate with customers in a clear manner that promotes customer loyalty.</p>		



SE0103	A report from the learner's supervisor/s stating that the learner responds correctly to a variety of customer queries according to the policies and procedures of the business		
<b>WM-01-WE02</b>	<b>SCOPE WORK EXPERIENCE</b>	<b>DATE</b>	<b>SIGNATURE</b>
WA0201	Conduct work in a manner that promotes teamwork on the forecourt		
WA0202	Communicate with team members to promote good teamwork (These will include, but are not limited to, respectful engagement, accommodating diversity, conflict resolution, supportive attitude, problem-solving, and such)		
	<b>SUPPORTING EVIDENCE</b>	<b>DATE</b>	<b>SIGNATURE</b>
SE0201	A report from the learner's supervisor/s stating that the learner conducts work in a manner that promotes teamwork according to the policies and procedures of the business		
SE0202	A report from the learner's supervisor/s stating that the learner communicates with team members to promote good teamwork according to the policies and procedures of the business		

<b>NUMBER</b>	<b>CONTEXTUALISED WORKPLACE KNOWLEDGE</b>	<b>DATE</b>	<b>SIGNATURE</b>
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		
<b>NUMBER</b>	<b>ADDITIONAL ASSIGNMENTS TO BE ASSESSED EXTERNALLY</b>	<b>DATE</b>	<b>SIGNATURE</b>
1.	None		

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY
524501-000-01-WM-02	Processes and procedures for working on a forecourt	2	12	Face to face / Logbook

WORK EXPERIENCE MODULE DETAILS			
WM-02-WE01	SCOPE WORK EXPERIENCE	DATE	SIGNATURE
WA0101	Check fuel levels at start of shift		
WA0102	Check forecourt equipment		
WA0103	Maintain housekeeping standards		
WA0104	Report inconsistencies		
	SUPPORTING EVIDENCE	DATE	SIGNATURE
SE0101	A report (manual and / or system-generated) showing fuel levels recorded by the learner at the start of at least 2 shifts 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		
WM-02-WE02	SCOPE WORK EXPERIENCE	DATE	SIGNATURE

WA0201	Work in a safe manner according to organisational health, safety and environmental policies and procedures		
WA0202	Promote safe customer behaviour in accordance with organisational health, safety and environmental policies and procedures		
	<b>SUPPORTING EVIDENCE</b>	<b>DATE</b>	<b>SIGNATURE</b>
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 certificates required by relevant legislative and regulatory components. Examples would be firefighting, first aid, and such		
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		
<b>WM-02-WE03</b>	<b>SCOPE WORK EXPERIENCE</b>	<b>DATE</b>	<b>SIGNATURE</b>
WA0301	Refuel motor vehicles		
WA0302	Check and fill radiator and windscreen wiper water		
WA0303	Check and inflate tyres		
WA0304	Check and top up lubricant levels		
WA0305	Clean windscreens		
WA0306	Suggest additional promotions		
WA0307	Receive payment for forecourt services		
	<b>SUPPORTING EVIDENCE</b>	<b>DATE</b>	<b>SIGNATURE</b>
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 5 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		

NUMBER	CONTEXTUALISED WORKPLACE KNOWLEDGE	DATE	SIGNATURE
1.	Organisational personal 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 forecourt		
11.	Organisational firefighting equipment and its uses		
12.	First aid policies and procedures		

NUMBER	ADDITIONAL ASSIGNMENTS TO BE ASSESSED EXTERNALLY	DATE	SIGNATURE
1.	None		

MODULE CODE	MODULE TITLE	NQF LEVEL	CREDITS	MODE OF DELIVERY
524501-000-01-WM-03	Guidelines for ensuring service station safety and security	2	8	Face to face / Logbook

WORK EXPERIENCE MODULE DETAILS			
WM-03-WE01	SCOPE WORK EXPERIENCE	DATE	SIGNATURE
WA0101	Identify potential hazards, such as fuel spills, faulty equipment, or unsafe behaviour.		
WA0102	Identify a fire, use fire extinguishers, and follow the evacuation procedure		
WA0103	Respond to emergencies (These include, but are not limited to accidents, fires, petroleum spills, theft, and imminent danger to customers).		
	SUPPORTING EVIDENCE	DATE	SIGNATURE
SE0101	A report identifying potential hazards, such as fuel spills, faulty equipment and unsafe behaviour, recorded by the learner at the start of at least 2 shifts, signed by both the learner and supervisor		
SE0102	A visual presentation of the learner identifying a fire, using a fire extinguisher, and following evacuation procedures at least twice, or endorsed by supervisor with testimonial		
SE0103	A testimonial prepared and signed by the learner's supervisor stating that the learner participated in emergency drills		
WM-03-WE02	SCOPE WORK EXPERIENCE	DATE	SIGNATURE
WA0201	Operate and maintain fuel pumps safely		

WA0202	Detect and report leaks in fuel pump		
WA0203	Ensure the cleanliness and maintenance of service areas		
WA0204	Maintain good housekeeping throughout the shift (These include, but are not limited to sweeping and mopping the forecourt island, the forecourt and customer service areas, cleaning the station, ensuring a hazard-free environment, organising, and tidying up frequently used items, and such)		
	<b>SUPPORTING EVIDENCE</b>	<b>DATE</b>	<b>SIGNATURE</b>
SE0201	A testimonial prepared and signed by the learner's supervisor stating that the learner operated and maintained fuel pumps safely over a period of at least 20 days, including a price change		
SE0202	Report on leaks in fuel pumps, if detected, during at least 5 shifts, signed by both the learner and supervisor		
SE0203	A checklist in the logbook detailing cleaning and maintenance of the service areas by the learner for at least 20 days, signed off by the supervisor		
<b>WM-03-WE03</b>	<b>SCOPE WORK EXPERIENCE</b>	<b>DATE</b>	<b>SIGNATURE</b>
WA0301	Dispose of hazardous materials (These include, but are not limited to oil rags, lubricants, and fuel, and such) as per the waste management guidelines		
WA0302	Handle spills (These include, but are not limited to the use of spill kits and minimizing environmental impact)		
	<b>SUPPORTING EVIDENCE</b>	<b>DATE</b>	<b>SIGNATURE</b>
SE0301	A checklist completed in the logbook for disposing of hazardous material such as oil rags, lubricants, fuel, in line with organisation standards, signed and dated for a minimum of 20 shifts by the learners' supervisor		

SE0302	A checklist in the logbook detailing the handling of non-intentional spills by the learner, authenticated by the learners' supervisor		
<b>WM-03-WE04</b>	<b>SCOPE WORK EXPERIENCE</b>	<b>DATE</b>	<b>SIGNATURE</b>
WA0401	Communicate site-specific safety rules to customers		
WA0402	Handle disputes or difficult customers without compromising safety		
WA0403	Provide basic safety instructions to customers (These include, but are not limited to activities like pumping tyres, cellphone use, smoking near pumps, engine running while pumping fuel, as such)		
WA0404	Dealing with safety exceptions (These include, but are not limited to taxi ramps, as such)		
	<b>SUPPORTING EVIDENCE</b>	<b>DATE</b>	<b>SIGNATURE</b>
SE0401	A testimonial prepared and signed by the learner's supervisor stating that the learner communicated site-specific safety rules to 10 customers		
SE0402	A testimonial prepared and signed by the learner's supervisor and/or team members stating that the learner communicated site-specific safety rules to at least 10 customers		
SE0403	A testimonial prepared and signed by the learner's supervisor and/or team members stating that the learner handled disputes and/or at least 10 difficult customers		
SE0404	A testimonial prepared and signed by the learner's supervisor and/or team members stating that the learner provided basic safety instructions to customers		
<b>WM-03-WE05</b>	<b>SCOPE WORK EXPERIENCE</b>	<b>DATE</b>	<b>SIGNATURE</b>
WA0501	Clearly communicate safety concerns to team members and management		

WA0502	Document and report any safety incidents and/or near-misses		
	<b>SUPPORTING EVIDENCE</b>	<b>DATE</b>	<b>SIGNATURE</b>
SE0501	A testimonial prepared and signed by the learner's supervisor stating that the learner is able to clearly communicate safety concerns to team members and management, during at least 10 shifts		
SE0502	Report on safety incidents or near-misses, signed off by learner and supervisor		
<b>WM-03-WE06</b>	<b>SCOPE WORK EXPERIENCE</b>	<b>DATE</b>	<b>SIGNATURE</b>
WA0601	Daily use of Personal Protective Equipment (PPE)		
WA0602	Follow hand hygiene and personal care protocols		
WA0603	Practice safe lifting and movement techniques (These include, but are not limited to fuel containers or stock items)		
WA0604	Practice situational awareness. Examples are not standing with back to oncoming traffic, vigilance re personal safety, suspicious behaviour, and unattended packages / luggage, and such		
	<b>SUPPORTING EVIDENCE</b>	<b>DATE</b>	<b>SIGNATURE</b>
SE0601	Occurrence / qualification evidence report on personal safety awareness and vigilance, prepared by learner and signed off by supervisor		
<b>WM-03-WE07</b>	<b>SCOPE WORK EXPERIENCE</b>	<b>DATE</b>	<b>SIGNATURE</b>
WA0701	Monitor surveillance equipment		
WA0702	Implement cash handling procedures		
WA0703	Conduct routine security checks of the premises		



WA0704	Enforce access control measures		
WA0705	Handle and report suspicious behaviour (These include, but are not limited to loitering, unusual requests, or attempts to distract staff)		
WA0706	Follow procedures for fuel and merchandise theft prevention		
	<b>SUPPORTING EVIDENCE</b>	<b>DATE</b>	<b>SIGNATURE</b>
SE0701	Occurrence / qualification evidence report on all security control measures, prepared by learner and signed off by supervisor		
SE0702	A testimonial prepared and signed by the learner's supervisor and/or team members stating that the learner followed procedures for fuel and merchandise theft prevention, when require		

NUMBER	CONTEXTUALISED WORKPLACE KNOWLEDGE	DATE	SIGNATURE
1.	Occupational Health and Safety Act		
2.	Environmental Protection Act		
3.	Safety procedures		
4.	Hazard identification and mitigation guidelines		
5.	Emergency procedures		
NUMBER	ADDITIONAL ASSIGNMENTS TO BE ASSESSED EXTERNALLY	DATE	SIGNATURE
1.	None		