



QCTO OCCUPATIONAL QUALIFICATION/PART- QUALIFICATION/SKILLS PROGRAMME DOCUMENT TEMPLATE

**IN LINE WITH QQSF 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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| NB: - QUAL ID AND LIFE SPAN FOR QUALIFICATION(S)/PART-QUALIFICATION(S) TO BE COMPLETED BY SAQA - SKILLS PROGRAMME ID AND LIFE SPAN TO BE COMPLETED BY QCTO | | | | |

| DESIGNATION | NAME AND SURNAME | SIGNATURE | DATE |
|-----------------------------------|------------------|-----------|------|
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1. QUALIFICATION/PART-QUALIFICATION/SKILLS PROGRAMME DETAILS

Add additional space/table lines as is required

1.1 Sub-Framework: Occupational Qualifications Sub-Framework

QCSF

1.2 Type (Nomenclature):

1.2.1 Specify if this is a Qualification/Part-Qualification/Skills Programme

NB: Credit value of more than 120 and above is a Qualification.

Credit value of less than 120 credits is a Part-Qualification

Skills Programme 8 – 60 credits

Qualification

1.2.2 Type: (Nomenclature) e.g. Advanced Occupational Certificate)

NB: For Part-Qualification use Occupational Certificate as Qualification Nomenclature

Skills Programmes use Skills Programme, as nomenclature.

Elementary Occupational Certificate

1.3 Title Descriptor:

State the Occupation, Specialisation, context or Skills Programme context

Service Station Attendant

1.4 NQF Level:

2

1.5 Credits:

120

1.6. Organising Field and Sub-field:

NB: Not Applicable to Skills Programmes

1.6.1 Organising Field:

Field 11 - Services

1.6.2 Organising Sub-Field:

Wholesale and Retail

1.7 QCTO Curriculum Code:

524501-000-01-00

1.8 Originator/Quality Partner (QP) – Development/Assessment

1.8.1 Quality Partner (Qualifications Development):

Wholesale And Retail Seta

1.8.2 Quality Partner (Assessment):

NB: Not Applicable to Skills Programmes

Wholesale And Retail Seta

1.9 Replacement

For the Replacement of Registered Occupational/Historical Qualifications/Unit Standards (US) and/or Learning Programmes (LP)/ QCTO/SETA Approved Skills Programmes, list details below:

This qualification replaces:

| SAQA QUAL/US/LP ID OR QCTO/SETA APPROVAL ID | QUALIFICATION TITLE | Pre-2009 NQF Level | CURRICULUM CODE (if Occupational) | NQF LEVEL | MIN. CREDITS |
|------------------------------------------------------|------------------------|--------------------------|-----------------------------------------|--------------|-----------------|
| | | | | | |

If there are no qualifications or learning programmes that must be replaced, then state that this qualification does not replace any other qualification, and no other qualification replaces it.

2. RATIONALE

2.1 The need for the Qualification, Part-Qualifications/Skills Programmes

One of the central objectives of the National Skills Development Strategy is to alleviate unemployment and increase skills level of the population. This is a specialised part-qualification designed to give lower level skilled individuals the opportunity to learn service station related competencies.

2.2 Similar Qualification(s), Part-Qualifications/Skills Programmes

List similar Qualification(s), Part-Qualifications/Skills Programmes, already NQF registered/ QCTO approved:

None

2.3 Benefit to the sector, society and the economy:

In South Africa the labour force is increasingly called upon to be self-employed or to seek employment in small businesses in contrast to the past where the majority of workers were employed by large companies, the State and parastatals. This situation has lead to a large increase in the number of small companies with a small labour force.

Service stations are an example of such small businesses where business is conducted within the competitive and challenging environment of selling fuel, related products and services. Skilled Service Station Attendants who will be able to increase income and improve the image of the service station will contribute to the profitability of these businesses in the Fuel industry. This will mean reducing unemployment levels in the South African economy.

2.4 Typical learners:

Learners will be able to access the National Certificate: Service Station Operations qualifications which will add great value to a sustainable career path. Learners who complete these qualifications will not only be an asset to the Fuel industry, but other industries too, also the economy will benefit as possible employment opportunities will rise from implementing this entry level qualification.

2.5 Relation to Occupation(s) and/or Profession(s)

2.5.1 Occupation(s) related:

2.5.1.1 Collaboration with relevant stakeholders:

Retail workers / cashiers, customer service representatives, mechanics / automotive technicians, retail sales associates, maintenance workers, warehouse workers / stock clerks, safety officers, cash office personnel, delivery drivers.

2.5.1.2 List typical occupations in which the qualifying learner will operate (if relevant)

Forecourt attendant, Petrol attendant, customer service representative, automotive service worker, maintenance worker, safety / compliance officer, cash handler / financial clerk, logistics and fleet support, environmental and waste management, security and surveillance, driver / fuel delivery professional, marketing / sales promotion.

2.5.2 Profession(s) related:

2.5.2.1 Collaboration with relevant stakeholders:

Customers, suppliers, agents, Call centre agent, front desk clerk, hospitality worker, supermarket cashier, retail associate, sales clerk, auto body technician, vehicle repair specialist, cleaner, building maintenance technician, equipment repairer, environmental health and safety (EHS) specialist, industrial safety technician, inventory specialist, shipping/receiving clerk, fire marshal, safety compliance officer, truck driver, courier, postal worker, hotel receptionist, concierge, restaurant server, financial clerk, bank representative, fleet manager, truck dispatcher, logistics coordinator, store manager, facility manager, business operations supervisor.

2.5.2.2 List typical professions in which the qualifying learner will operate (if relevant)

Front desk clerk, call centre agent, hospitality worker, retail sales associate, cashier, inventory clerk, stockroom worker, tire specialist, car wash attendant, maintenance worker, cleaner, equipment repair technician, safety officer, hazardous materials handler, fire safety officer, cashier, financial clerk, logistics coordinator, transport dispatcher, pollution control officer, shift worker, security guard, sales associate, marketing representative, product promoter, delivery driver.

3. PURPOSE

3.1 Benefit the learners:

Learners gain valuable experience in interacting with a wide range of customers, learning to manage different personalities and resolve customer queries and complaints. Learners develop the ability to create and implement health, safety, and environmental best practice that also carries over to other areas of life. They acquire the disciplines of a positive work ethic, reliability, and punctuality, as service stations often operate on strict schedules, requiring individuals to manage time and responsibilities efficiently. These are transferable skills valuable in many industries.

3.2 What the qualification or part-qualification intends to achieve:

i.e. what the qualifying learner will know, do and understand after achievement;

The purpose of this qualification is to prepare a learner to operate as a Service Station Attendant.

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

A qualified learner will be able to:

- Interact with customers on a forecourt.
- Implement forecourt operations.
- Ensure service station, customer and personal safety and security.

3.3 Typical Graduate attributes

1. Customer Service Orientation
2. Technical Proficiency
3. Problem-Solving Skills
4. Attention to Detail
5. Health and Safety Awareness
6. Numeracy Skills
7. Adaptability
8. Positive Work Ethic
9. Professionalism
10. Vigilance
11. Communication Skills
12. Time Management
13. Cultural Awareness / Diversity
14. Teamwork and Collaboration

4. ENTRY REQUIREMENTS

NQF Level 1 qualification with Mathematical Literacy and Communication.

5. RECOGNITION OF PRIOR LEARNING (RPL)

5.1 RPL for Access to Training:

NB: QCTO Standard Statement

Accredited providers and approved workplaces may recognise prior learning against the relevant access requirements.

5.2 RPL for Access to the External Integrated Summative Assessment (EISA):

NB: QCTO Standard Statement

Accredited providers and approved workplaces must apply the internal assessment criteria specified in the related curriculum document to establish and confirm prior learning.

Accredited providers and workplaces must confirm prior learning by issuing a statement of result or certifying a work experience record.

6. RULES OF COMBINATION

6.1 Components:

KNOWLEDGE/THEORY COMPONENT

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

State compulsory modules:

| MODULE CODE | MODULE TITLE | NQF LEVEL | CREDITS | MODE OF DELIVERY |
|---------------------|------------------------------------------------------------------|-----------|---------|----------------------------------|
| 524501-001-01-KM-01 | Principles of Customer Service | 2 | 15 | Face to face / on-line / blended |
| 524501-001-01-KM-02 | Forecourt Operations | 2 | 15 | Face to face / on-line / blended |
| 524501-001-01-KM-03 | Basic Service Station, Customer and Personal Safety and Security | 2 | 10 | Face to face / on-line / blended |
| 524501-001-01-KM-04 | Fundamentals of Communication | 2 | 10 | Face to face / on-line / blended |
| 524501-001-01-KM-05 | Basic Financial Transactions | 2 | 10 | Face to face / on-line / blended |

State if combinations of modules are required. Include selection criteria:

NB: The number of categories is not prescribed e.g. (select two from Category A; select two from Category B etc.):

Category A

| MODULE CODE | MODULE TITLE | NQF LEVEL | CREDITS | MODE OF DELIVERY |
|-------------|--------------|-----------|---------|------------------|
| | | | | |

Total credits of the selected modules = 60

Category B

| MODULE CODE | MODULE TITLE | NQF LEVEL | CREDITS | MODE OF DELIVERY |
|-------------|--------------|-----------|---------|------------------|
| | | | | |

Total credits of the selected modules =

APPLICATION COMPONENT

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

- For Qualifications, the Application Component includes compulsory Practical Skills Modules and Work Experience/Work Based Learning Modules.
- For Part-Qualifications, the Applications Component includes Practical Skills Modules and/or Work Experience/Work Based Learning Modules.
- For Skills Programmes, the Application Component includes Practical Skills Modules.

PRACTICAL SKILLS MODULE(S)

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

State compulsory modules:

| MODULE CODE | MODULE TITLE | NQF LEVEL | CREDITS | MODE OF DELIVERY |
|---------------------|----------------------------|-----------|---------|---------------------------------|
| 524501-001-01-PM-01 | Communicate with customers | 2 | 10 | Face to face / online / blended |

| | | | | |
|---------------------|-----------------------------------------------|---|----|------------------------------------|
| 524501-001-01-PM-02 | Perform forecourt services | 2 | 10 | Face to face / online / blended |
| 524501-001-01-PM-03 | Ensure service station safety and security | 2 | 10 | Face to face / online / blended |

State if combinations of modules are required. Include selection criteria:

NB: The number of categories is not prescribed e.g. (select two from Category A; select two from Category B etc.):

Category A

| MODULE CODE | MODULE TITLE | NQF LEVEL | CREDITS | MODE OF DELIVERY |
|-------------|--------------|--------------|---------|---------------------|
| | | | | |

Total credits of the selected modules = 30

Category B

| MODULE CODE | MODULE TITLE | NQF LEVEL | CREDITS | MODE OF DELIVERY |
|-------------|--------------|--------------|---------|---------------------|
| | | | | |

Total credits of the selected modules =

WORK EXPERIENCE MODULES

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

State compulsory modules:

| MODULE CODE | MODULE TITLE | NQF LEVEL | CREDITS | MODE OF DELIVERY |
|---------------------|--------------------------------------------------------------------------------|--------------|---------|---------------------------|
| 524501-001-01-WM-01 | Processes and procedures for interacting with customers and team members | 2 | 10 | Face to face / Logbook |
| 524501-001-01-WM-02 | Processes and procedures for working on a forecourt | 2 | 10 | Face to face / Logbook |
| 524501-001-01-WM-03 | Guidelines for ensuring service station safety and security | 2 | 10 | Face to face / Logbook |

Total number of credits: 30

State if combinations of modules are required. Include selection criteria:

NB: The number of categories is not prescribed e.g. (select two from Category A; select two from Category B etc.):

Category A

| MODULE CODE | MODULE TITLE | NQF LEVEL | CREDITS | MODE OF DELIVERY |
|-------------|--------------|--------------|---------|---------------------|
| | | | | |

| | | | | |
|--|--|--|--|--|
| | | | | |
|--|--|--|--|--|

Total credits of the selected modules = 16

Category B

| MODULE CODE | MODULE TITLE | NQF LEVEL | CREDITS | MODE OF DELIVERY |
|-------------|--------------|-----------|---------|------------------|
| | | | | |

Total credits of the selected modules =

State compulsory modules:

| MODULE CODE | MODULE TITLE | NQF LEVEL | CREDITS | MODE OF DELIVERY |
|-------------|--------------|-----------|---------|------------------|
| | | | | |

State if combinations of modules are required. Include selection criteria:

NB: The number of categories is not prescribed e.g. (select two from Category A; select two from Category B etc.):

Category A

| MODULE CODE | MODULE TITLE | NQF LEVEL | CREDITS | MODE OF DELIVERY |
|-------------|--------------|-----------|---------|------------------|
| | | | | |

Total credits of the selected modules =

Category B

| MODULE CODE | MODULE TITLE | NQF LEVEL | CREDITS | MODE OF DELIVERY |
|-------------|--------------|-----------|---------|------------------|
| | | | | |

Total credits of the selected modules =

6.2 Soft Skills Included:

Indicate if 5% -10% of soft skills is included and give location notes on the modules where this is found:

6 provide credit value/20% of soft skill(s) is/are included in 524501-000-01-KM-01, 524501-000-01-KM-02, 524501-000-01-KM-03, 524501-000-01-KM-04, 524501-000-01-KM-05, 524501-000-01-PM-01, 524501-000-01-PM-02, 524501-000-01-PM-03, 524501-000-01-WM-01, 524501-000-01-WM-02, 524501-000-01-WM-03

6.3. Foundational Learning:

Indicate if foundational learning and give location notes on the modules where this is found:

Pre-requisite is the attendance of foundational learning.

7. EXIT LEVEL OUTCOMES (ELO) AND ASSOCIATED ASSESSMENT CRITERIA (AAC)

7.1 Exit Level Outcomes (ELO) 1:

Provide a level of service that encourages customer loyalty.

Associated Assessment Criteria (AAC) for ELO 1:

- Explain the importance of customer loyalty in service delivery.
- Identify key factors that contribute to customer loyalty, including reliability, trust, service consistency, and positive customer experiences.
- Deliver services with attention to detail, minimizing errors or delays that could affect customer satisfaction.
- Demonstrate effective communication skills by greeting customers politely, understanding their needs, and offering assistance in a courteous manner.
- Deliver accurate and timely services, such as refuelling vehicles and assisting with tire checks, lubricant levels and windscreen washing, ensuring customer satisfaction.
- Handle customer queries, complaints, or special requests with professionalism and issues are escalated, when necessary.
- Engage customers by making them feel valued and appreciated through positive interactions, such as friendly greetings, thanking them for their business, or offering loyalty programs or promotions (if applicable).
- Display knowledge of customer preferences, and anticipating their needs, enhancing their overall experience.
- Demonstrate awareness of customer safety and comfort, especially when handling potentially hazardous materials like fuels, lubricants, break fluid, and such.

- Manage time effectively by delivering prompt service, minimizing customer waiting times, and ensuring that multiple tasks (e.g., refuelling, tire checks) are completed efficiently.

7.2 Exit Level Outcomes (ELO) 2:

Provide safe forecourt services.

Associated Assessment Criteria (AAC) for ELO 2:

- Provide various services on the forecourt, such as fuelling, windscreen cleaning, tire pressure checks, and basic car maintenance.
- Demonstrate knowledge of operational procedures, including customer interaction, forecourt services, and safety and security.
- Describe the importance of adhering to service station policies, including health, safety, and environmental standards.
- Operate a point-of-sale system through processing transactions accurately and efficiently.
- Handle customer payments securely, providing accurate change, when necessary, whilst adhering to cash handling procedures.
- Identify and address possible fraudulent activities appropriately, such as counterfeit currency, card payment signatures, and such.
- Identify and report routine problems such as equipment malfunctions, misunderstandings with customers, or stock shortages.
- Demonstrate flexibility in dealing with issues like long queues, emergencies, or operational delays while maintaining a high level of customer service.
- Display effective teamwork to ensure smooth forecourt operations and service delivery.
- Identify different fuel types (e.g., petrol, diesel, unleaded) correctly and provide customers with the correct type for their vehicles.
- Provide basic assistance to customers in selecting other vehicle-related services or products (e.g., car care products, air pressure).
- Inspect and maintain forecourt tools and equipment (e.g., fuel pumps, air pressure gauges, cleaning tools) to ensure they are in proper working order.
- Report any equipment malfunctions to supervisors and take appropriate steps to minimize disruptions to service.
- Maintain a clean and organised forecourt area, ensuring smooth flow of operations by balancing multiple tasks such as serving customers, cleaning, and maintaining equipment.

7.3 Exit Level Outcomes (ELO) 3:

Implement and maintain safety and security procedures in a service station.

Associated Assessment Criteria (AAC) for ELO 2:

- Identify and explain relevant safety regulations and protocols applicable to a service station, including fuel handling and emergency procedures.
- Recognise potential hazards on the forecourt (e.g., fuel spills, fire risks, faulty equipment) and take immediate corrective actions to minimize risks.
- Respond to emergencies such as fires, fuel leaks, or accidents, including initiating emergency shutdowns, evacuations, and using fire extinguishers.
- Demonstrate the handling, storage, and disposal of hazardous materials like fuel, lubricants, and cleaning products according to safety guidelines.
- Educate and assist customers in adhering to safety rules (e.g., no smoking, proper use of fuel pumps) to prevent accidents.
- Inspect safety equipment regularly (e.g., fire extinguishers, spill kits, first aid supplies) to ensure they are operational and take appropriate action if issues are identified.
- Document safety- and security-related incidents or breaches and report to management as part of a continuous improvement process.

8. INTEGRATED ASSESSMENT

8.1 Formative Assessments conducted internally

NB: QCTO standard statements

The skills development provider will use the curriculum to guide them on the stipulated internal assessment criteria and weighing. They will also apply the scope of practical skills and applied knowledge as stipulated by the internal assessment criteria. This formative assessment leads to entrance into the integrated external summative assessment.

8.2 Integrated Summative Assessments conducted Internally

NB: QCTO standard statements

An external integrated summative assessment, conducted through the relevant Quality Council for Trades and Occupations (QCTO) Assessment Quality Partner is required for the issuing of this qualification.

8.3 External Integrated Summative Assessment (EISA) – a national assessment

NB: QCTO standard statements provided

The external integrated summative assessment will focus on the exit level outcomes and associated assessment criteria. The external assessment model requires that the external assessment will be conducted through a combination of written assessment and practical task at an accredited assessment centre.

The written examination will be concluded at an accredited assessment centre and marked by registered assessors. Practical tasks will also be assessed by registered assessors. The combination of the written and practical assessment will be conducted over a period of two days for each type of material.

9. INTERNATIONAL COMPARABILITY

NB: Not Applicable to Skills Programmes

9.1 Introductory Statement

This qualification has been compared against international practice in the Fuel Retail industry. Reference to service station operations unit standards and qualifications were found in New Zealand and Australia.

9.2 Detailed Outline

The New Zealand National Certificate in Motor Industry (Service Station Sales) NQF Ref: 0026, and the Australian Certificate II in Automotive Sales Service Station Operation (AUR2110)5.

The related New Zealand qualification covers all aspects of this Service Station Attendant qualification. The Australian qualification makes reference to sales as well as service station operation which is a component of the larger qualification. All aspects of this qualification are covered by the Australian core and elective standards.

Both the New Zealand and Australian qualifications have a strong focus on motor and automotive retail areas of learning rather than specifically forecourt services. In terms of retail and the automotive learning areas, the New Zealand qualification comprises core generic and elective unit standards where the core generic aspects relates to time management, understanding the automotive industry, carrying out personal workplace requirements, maintaining automotive stock, identifying the location of motor vehicle systems and components, displaying goods, selling products, carrying out forecourt duties.

The New Zealand qualification also comprises of maintaining a safe and secure work environment, mastering the fundamentals of consumer behaviour, interpreting the retail distribution legislation and environment, attending to customers, providing customer service, performing calculations, employing customer service techniques.

The electives include automotive administration such as carrying out office functions, determining stock levels, determining warranties and demonstrating the use of automotive products as well as automotive electrical and electronics such as servicing a battery.

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

The South African qualification shows **similarities** to the New Zealand qualification in as far as customer service, overall forecourt operations and the forecourt, the customer and personal safety and security are concerned. The New Zealand qualification **differs** in as far as in-depth office functions, determining warranties and demonstrating the use of automotive products as well as automotive electrical and electronics such as servicing a battery, are concerned.

The Australian qualification is located within the Australian Apprenticeship Services. The compulsory units of competence include applying safe work practices, establishing customer relations, working effectively with others, communicating effectively in the workplace, applying

environmental regulations and best practices in the workplace, selling products, delivering customer service.

The Service Station Descriptors include learning units such as identifying the automotive parts and selecting the products, presenting stock and sales area, carrying out cash/credit/fund transfer transactions, applying legal requirements relating to product sales, using business technology, maintaining workplace safety, applying point of sale handling procedures, minimising theft.

The South African qualification shows **similarities** to the Australian qualification in as far as customer service, overall forecourt operations and the forecourt, the customer and personal safety and security are concerned. The Australian qualification **differs** in as far as in-depth sales and stock level functions, are concerned.

9.3 Concluding Statement

This qualification compares favourably with the international comparisons done in terms of maintaining a safe and secure work environment, mastering the fundamentals of consumer behaviour and carrying out forecourt duties.

10. ARTICULATION

10.1 Articulation for Qualifications and Part- Qualifications

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

10.1.1 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.

10.1.2 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

10.1.3 Diagonal Articulation: This qualification articulates diagonally across NQF levels and across Sub-Frameworks:

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

10.1.4 Validation of Entry Requirements into articulation possibilities provided:

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

Yes

10.2 Articulation for Skills programmes

10.2.1 Work Opportunities:

N/A

10.2.2 Learning Opportunities:

N/A

11. NOTES

11.1 Additional Legal or Physical Entry Requirements

None

11.2 Criteria for Accreditation

Accreditation requirements, against which Skills Development Providers (SDP) and Assessment Centres, will be accredited, is found in the Curriculum Document, as listed below.

Curriculum Code:- 524501-000-01-00

11.3 Encompassed Trades (where applicable)

This is not a trade.

12. ASSOCIATED QUALIFICATION(S)/PART-QUALIFICATION(S):

| SAQA QUAL ID | QUALIFICATION TYPE | QUALIFICATION DESCRIPTOR | CURRICULUM CODE | NQF LEVEL | CREDITS |
|--------------|--------------------|--------------------------|-----------------|-----------|---------|
| None | | | | | |