

| External Assessment Specifications Document | | | |  |
|---------------------------------------------|-----------------------------------------------------|-----------------------|------------|-------------------------------------------------------------------------------------|
| Curriculum Code | Qualification Title | | NQF Level | |
| 524501001 | Occupational Certificate: Service Station Attendant | | 2 | |
| Assessment Quality Partner | Name | E-mail | Phone | Logo |
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DQP Representative Signature

Date

AQP Representative Signature

Date

TABLE OF CONTENT

| | | |
|-------|--------------------------------------------------------------------------|---|
| 1 | ASSESSMENT STRATEGY..... | 3 |
| 1.1 | Assessment Model..... | 3 |
| 1.2 | Qualification Purpose..... | 3 |
| 1.3 | Assessment Standards..... | 3 |
| 1.3.1 | Assessment Standards for the Qualification..... | 3 |
| 2 | ASSIGNMENTS TO BE EVALUATED EXTERNALLY..... | 4 |
| 3 | CRITICAL ASPECTS OF THE INTERNAL ASSESSMENTS BE ASSESSED EXTERNALLY..... | 4 |
| 4 | CRITERIA FOR THE REGISTRATION OF ASSESSORS..... | 4 |
| 5 | FOUNDATIONAL LEARNING..... | 4 |
| 6 | ELIGIBILITY REQUIREMENTS FOR THE EXTERNAL ASSESSMENT..... | 4 |
| 6.1 | Qualification..... | 4 |
| 6.2 | Phase 1..... | 6 |
| 6.3 | Part Qualification..... | 6 |

1 ASSESSMENT STRATEGY

1.1 Assessment Model

The external assessment will consist of both a set of written responses (paper or on-line) which will test the candidate's ability to communicate, solve problems and make decisions in relation to a set of typical situations and circumstances which are encountered on a forecourt in a service station environment when interacting with customers and providing forecourt services where the candidate can demonstrate providing customer service that encourages customer loyalty and performing safe forecourt services.

The external assessment will be conducted at an approved assessment centre/site and candidates must be shown the point of sale system prior to the assessment. The assessment will be assessed by registered assessors and will be conducted over half a day.

1.2 Qualification Purpose

Promotes customers loyalty while recording purchases and receiving payment and minimising losses to the establishment.

A qualified learner will be able to:

- Provide customer service that encourages loyalty customers
- Provide forecourt services
- Promote safety in the industry

1.3 Assessment Standards

1.3.1 Assessment Standards for the Qualification

Integrated Assessment Focus Area 1 (30%)

The ability to provide a level of service that encourages customer loyalty.

Associated Assessment Criteria

- Appropriate responses are provided for a variety of customer requests and interactions on a forecourt
- Various scenarios in which forecourt attendants greet and direct customers are evaluated and recommendations are proposed to improve service to improve customer service experience.
- Appropriate responses are provided for a variety of team interactions on a forecourt

- Appropriate responses are provided where customers are not adhering to safety requirements on a forecourt

Integrated Assessment Focus Area 2 (70%)

The ability to provide safe forecourt services

Associated Assessment Criteria

- Various unsafe customer behaviours on a forecourt are identified and corrected
- The various services provided on a forecourt including but not limited to: re-fuelling, checking and topping up oil, and inflating tyres are identified as generally accepted in the industry
- The steps for refuelling vehicles and checking and topping up oil are listed as generally accepted in the industry.
- The correct safety measures are identified when refuelling vehicles and accepting delivery of fuel.

2 ASSIGNMENTS TO BE EVALUATED EXTERNALLY

No assignments must be produced for external evaluation

3 CRITICAL ASPECTS OF THE INTERNAL ASSESSMENTS BE ASSESSED EXTERNALLY

No internal assessments to be re-assessed during external assessment

4 CRITERIA FOR THE REGISTRATION OF ASSESSORS

- Qualified and registered assessor
- A retail store supervisor, manager, area manager or owner with a minimum of 3 years' experience or a lecturer or trainer with at least 3 years' experience in all aspects of retail till usage
- Registered with AQP as an assessor

5 FOUNDATIONAL LEARNING

Foundational learning competence is a pre-requisite for the awarding this qualification.

6 ELIGIBILITY REQUIREMENTS FOR THE EXTERNAL ASSESSMENT

In order to qualify for the external summative assessment learners must have a copy of a completed and signed Statement of Work Experience as well as proof of successful completion of the following subjects and modules or alternative programmes where applicable.

6.1 Qualification

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And

Statement of Work experience

6.2 Phase 1

No Phase Tests applicable

6.3 Part Qualification

No Part Qualifications applicable