

No. 831

6 August 2004

**SOUTH AFRICAN QUALIFICATIONS AUTHORITY (SAQA)**

In accordance with regulation 24(c) of the National Standards Bodies Regulations of 28 March 1998, the Standards Generating Body (SGB) for

Vehicle Maintenance

Registered by NSB 06, Manufacturing, Engineering and Technology, publishes the following qualification and unit standards for public comment.

This notice contains the titles, fields, sub-fields, NQF levels, credits, and purpose of the qualification and unit standards. The qualification and unit standards can be accessed via the SAQA web-site at www.saqa.org.za. Copies may also be obtained from the Directorate of Standards Setting and Development at the SAQA offices, Hatfield Forum West, 1067 Arcadia Street, Hatfield, Pretoria.

Comment on the unit standards should reach SAQA at the address ***below and no later than 6 September 2004***. All correspondence should be marked **Standards Setting – SGB for Vehicle Maintenance** and addressed to

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SOUTH AFRICAN QUALIFICATIONS AUTHORITY

QUALIFICATION:

National Certificate: Service Station Operations

SAQA QUAL ID	QUALIFICATION TITLE		
48969	National Certificate: Service Station Operations		
SGB NAME	SGB Vehicle Maintenance		
NSB ACRONYM	PROVIDER NAME		
NSB 06			
QUAL TYPE	FIELD	SUBFIELD	
National Certificate	Manufacturing, Engineering and Technology	Manufacturing and Assembly	
ABET BAND	MINIMUM CREDITS	NQF LEVEL	QUALIFICATION CLASS
Undefined	125	Level 2	Regular-Unit Stds Based

PURPOSE OF THE QUALIFICATION

The purpose of the qualification is to provide learners, education and training providers and employers with the standards and the range of learning required to work effectively within a service station forecourt environment and meet the challenges of such an environment.

The chief skills that are recognised in this qualification are: interact with customers, detail and up-sell products and services, collect and effect payment and solve operational problems on the service station forecourt. These skills require an in-depth understanding of the sector terms and concepts, the services and products available on the service station forecourt, service delivery principles as well as payment handling practices.

Qualifying learners will also be able to support the various policies and procedures related to the safety, health and environmental systems that govern their workplace.

Rationale for the qualification:

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 led 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. In such operations, the attention to detail is imperative and margin of error in terms of customer relations and service rendered need to be kept to a minimum if small companies are to survive. On-going development and changing technology as the result of constantly changing customer needs and environmental issues require of service stations to provide exceptional service and respond to quality issues and increasing competition in the domestic market.

This means that people working at Service Stations require a range of skills and knowledge that will help them respond to the exacting quality requirements and ongoing change.

This is one of a series of qualifications for learners who want to follow a career in service station operations.

For those who have been in this type of environment for a long time, this qualification represents part of an RPL process to acknowledge workplace skills acquired without the benefit of formal education or training.

The qualification also forms the basis for further development within service station operations and the management thereof in the higher education and training band.

RECOGNIZE PREVIOUS LEARNING?

Y

LEARNING ASSUMED TO BE IN PLACE

This qualification assumes learners have a General Education and Training Certificate at NQF level 1, or alternatively, ABET level 4 qualifications.

If the learner does not already have such a qualification, learning in preparation for this qualification would also have to include:

> Communication, mathematics and basic concepts of physical science and technology at NQF level 1

Recognition of prior learning:

This qualification may be obtained through a process of RPL. The learner should be thoroughly briefed prior to the assessment and support provided to assist in the process of developing a portfolio. While this is primarily a workplace-based qualification, evidence from other areas of endeavour may be introduced if pertinent to any of the exit-level outcomes.

QUALIFICATION RULES

N/A

EXIT LEVEL OUTCOMES

1. Interact with customers on the service station forecourt
2. Communicate with peers and members of supervisory / management levels
3. Work effectively with others, understand own role and purpose in the organisation
4. Understand options for further learning and preparation requirements for such learning in this or a related field of learning

ASSOCIATED ASSESSMENT CRITERIA

1.> Products and services, their features and advantages are presented to the customer in order to make an informed decision

> Basic vehicle safety items are inspected to ensure public safety during the use of the vehicle

> Vehicles are cleaned in order to restore them to a pristine condition

> Payments for services rendered and products purchased are effected using Electronic payment Terminals (EPT)

> Options considered and selected for solving routine problems are appropriate to the nature of the problem and reported timeously to the relevant personnel

2.> Relationships with peers and supervisory / management levels are established and functioning

> Communication is effective, regular and ongoing

> Information is clear and accurate and timeously conveyed

3.> Own work activities and efforts do not spoil or disrupt work group efforts

> Received information or decisions are acted on

> Relevant information is reported or passed on

> Respond appropriately to questions and discuss issues at the level of the qualification related to own role and the purpose of the service station

4.> Options and preparation requirements are explained

> Learning plan is developed

Integrated Assessment:

The integrated assessment must be based on a summative assessment guide. The guide will spell out how the assessor will assess different aspects of the performance and will include:

- > Observing the learner at work (both in the primary activity as well as other interactions)
- > Asking questions and initiating short discussions to test understanding
- > Looking at records and reports in the portfolio and reviewing previous assessments

The learner may choose in which language s/he wants to be assessed. This should be established as part of a process of preparing the learner for assessment and familiarising the learner with the approach being taken.

While this is primarily a workplace-based qualification, evidence from other areas of endeavour may be introduced if pertinent to any of the exit-level outcomes.

The assessment process should cover both the explicit tasks required for the qualification as well as the understanding of the concepts and principles that underpin the activities associated with the service station forecourt.

INTERNATIONAL COMPARABILITY

International comparability

Though the stakeholders' companies have close links with their overseas principals and partners, enquiries into similar or equivalent international qualifications elicited little information, not just at this level, but at all levels of the qualification frameworks probed. It was found that companies focus more on operational standards than on individual worker qualifications. Where contact was established, the overseas companies often expressed an interest in the qualification for their own use.

No evidence of standards-based qualifications in service station operations was found in Japan, Malaysia, or the United States of America.

Reference to service station operations related unit standards and qualifications were found in the Australian National Training Authority, the New Zealand Qualifications Authority and United Kingdom National Vocational Qualifications (NVQ).

Australian National Training Authority documentation refers to a qualification entitled Certificate II in Automotive (Sales - Service Station Operations) AUR22199. The table below compares the Australian qualification with the unit standards or outcomes in this South African qualification. Learning hours, as reflected in documentation from Learning Automotive Training, an accredited New Apprenticeship provider for the Automotive Industry, are also shown.

Unit Title - Learning - Hours
Compulsory Common Core

Follow workplace occupational health and safety requirements - 18
Use and maintain workplace tools and equipment - 18
Contribute to workplace communication - 18
Establish relations with customers - 18
Total Core competency hours - 72

Compulsory Stream

Carry out stock control procedures - 36
Identify automotive parts/components/accessories - 36
Carry out console operations - 36
Carry out cash and/or credit/funds transfer transactions - 36
Carry out merchandising procedures - 36
Carry out sales of stock lines - 36
Work with colleagues and customers - 15
Follow workplace hygiene procedures - 15

Total Compulsory stream hours - 246

3 of the following Elective units

Apply sales procedures - 20
 Carry out driveway service, manage forecourt and handle fuel dispensing - 44
 Carry out manual handling operations - 18
 Receive and pass on message to facilitate communication flow - 15
 Apply knowledge of enterprise to complete routine administrative tasks - 10
 Follow established work schedules to achieve designated team/section goals - 10
 Operate a range of office equipment to complete routine tasks - 10
 Negotiate with team members to allocate and complete tasks to achieve team goals - 15
 Develop and update hospitality industry knowledge

Total Elective hours - 35

Total hours for training package - 353

The above programme may take up to 12 months to complete.

The New Zealand Qualifications Authority cites no references to registered qualifications, however a number of individual related unit standards are listed. The table below compares the New Zealand unit standards with the unit standards or outcomes in this South African qualification

Unit Title - Credits

NQF Level 2

Dispense CNG (compressed natural gas) fuel - 2
 Dispense LPG (liquefied petroleum gas) fuel - 2
 Display and sell service station goods - 4

NQF Level 3

Carry out automotive service station forecourt duties - 6

It was found to be difficult to compare the Australian and New Zealand narrow focus qualifications with this broad-based qualification that also includes fundamentals and generic core standards.

Further reference is found in the West Cheshire College course leaflet referring to a tailor-made part time vocational qualification entitled NVQ 2 Retail Operations with Forecourt Units, which is backed by COGENT, the National Standards Organisation that oversees the delivery of training to petroleum industry employees through a global network of approved training providers and centres. The course detail was not available. A comparison is therefore not possible.

The main difficulty in comparison is that one is not always comparing like with like. This notwithstanding, the technical content of this qualification for service station operations does correspond loosely with the level of highlighted international qualifications in Service Station Operations.

ARTICULATION OPTIONS

This qualification has been designed and structured so that qualifying learners can move both horizontally from one area of specialisation (service station operations) to another (motor sales and support), and vertically, further specialising in a particular skills area. It has been designed so that the learner can meaningfully articulate into the next higher NQF band once s/he has obtained the NQF Level 2 qualification. Further qualifications in service station operations are planned at NQF Levels 3 to 5. This will be done in conjunction with subject matter experts in the field. At these levels learners are introduced initially to Wholesale & Retail fundamentals as it would be used in a Service Station Convenience Store context, followed by further learning enabling them to ultimately manage a service station. Learners will also have portable skills. This qualification is designed for learners who are learning and applying service

station operations skills in a wide variety of contexts. Employers or institutions should be able to evaluate the outcomes of this qualification against the needs of their context and structure top-up learning appropriately. Equally, holders of other qualifications may be evaluated against this qualification for the purpose of RPL.

MODERATION OPTIONS

Moderators for the qualification should be qualified and accredited with an appropriate ETQA and have a qualification in service station operations at NQF level 3 or equivalent. To assure the quality of the assessment process, the moderation should cover one or more of the following:

- > Assessor credentials
 - > The assessment instrument
 - > The assessment process (including preparation and post-assessment feedback)
- Assessment and moderation should be in terms of appropriate ETQA requirement.

CRITERIA FOR THE REGISTRATION OF ASSESSORS

The following criteria should be applied by the relevant ETQA:

1. Appropriate qualification and preferably relevant workplace practical experience of at least 6 months in the field of service station operations at or above NQF level 2
2. Appropriate experience and understanding of assessment theory, processes and practices
3. Good interpersonal skills and the ability to balance the conflicting requirements of:
 - > Maintaining national standards
 - > The interests of the learner
 - > The need for transformation and redressing the legacies of the past
 - > The cultural background and language of the learner
4. Registration as an assessor with the relevant ETQA
5. Any other criteria required by the relevant ETQA

NOTES

N/A

UNIT STANDARDS

(Note: A blank space after this line means that the qualification is not based on Unit Standards.)

	UNIT STANDARD ID AND TITLE	LEVEL	CREDITS	STATUS
Core	12532 Clean building surrounds	Level 1	4	Registered
Core	14445 Frame and implement an individual action plan to improve productivity within an organisational unit	Level 1	3	Registered
Core	14569 Demonstrate an understanding of how to participate effectively in the workplace	Level 1	3	Registered
Core	110075 Apply basic fire fighting techniques	Level 1	3	Registered
Core	7621 Performing basic business calculations in Retail/Wholesale practices	Level 2	6	Reregistered
Core	8275 Handling cash	Level 2	12	Reregistered
Core	8281 Understanding industry, structures, terms and concepts	Level 2	8	Registered
Core	8288 Applying safety, security and housekeeping	Level 2	12	Reregistered
Core	9322 Work in a team	Level 2	3	Registered
Core	9874 Direct, receive and communicate with customers on the forecourt	Level 2	4	Registered
Core	9875 Perform basic safety checks to ensure general vehicle safety	Level 2	8	Registered
Core	12463 Understand and deal with HIV/AIDS	Level 2	3	Registered
Core	12483 Perform basic first aid	Level 2	4	Reregistered
Core	13222 Deal with safety, health and environmental emergencies in the workplace	Level 2	4	Registered
Elective	13999 Demonstrate an understanding of basic accounting practices	Level 1	4	Reregistered
Elective	116376 Clean the inside of a vehicle	Level 1	4	Draft - Prep for P Comment

04/07/29

Qual ID

48969

SAQA: NLRD Report "Qualification Detail"

Elective	116378 Wash the exterior of a vehicle manually	Level 1	4	Draft - Prep for P Comment
Elective	116386 Wash the exterior of a vehicle using automated vehicle washing equipment	Level 1	4	Draft - Prep for P Comment
Elective	8285 Promoting merchandise	Level 2	16	Reregistered
Elective	12465 Develop a learning plan and a portfolio for assessment	Level 2	6	Registered
Fundamental	7467 Collect and use data to establish basic statistical and probability models and solve related problems	Level 2	5	Reregistered
Fundamental	7469 Use mathematics to investigate and monitor the financial aspects of personal and community life	Level 2	2	Registered
Fundamental	7480 Demonstrate understanding of rational and irrational numbers and number systems	Level 2	3	Registered
Fundamental	8962 Maintain and adapt oral communication	Level 2	5	Registered
Fundamental	8963 Access and use information from texts	Level 2	5	Registered
Fundamental	8964 Write for a defined context	Level 2	5	Registered
Fundamental	8967 Use language and communication in occupational learning programmes	Level 2	5	Registered
Fundamental	9009 Apply basic knowledge of statistics and probability to influence the use of data and procedures in order to investigate life related problems	Level 2	4	Registered
Fundamental	12444 Measure, estimate and calculate physical quantities and explore, describe and represent geometrical relationships in 2-dimensions in different life or workplace contexts	Level 2	3	Registered



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

Wash the exterior of a vehicle using automated vehicle washing equipment

SAQA US ID		UNIT STANDARD TITLE	
116386		Wash the exterior of a vehicle using automated vehicle washing equipment	
SGB NAME		NSB ACRONYM	PROVIDER NAME
SGB Vehicle Maintenance		NSB 06	
FIELD		SUBFIELD	
Manufacturing, Engineering and Technology		Manufacturing and Assembly	
ABET BAND		UNIT STANDARD TYPE	NQF LEVEL
Undefined		Regular	Level 1
			CREDITS
			4

Specific Outcomes:

SPECIFIC OUTCOME 1

Prepare for operating automated vehicle washing equipment.

SPECIFIC OUTCOME 2

Prepare a vehicle to be washed by automated vehicle washing equipment.

SPECIFIC OUTCOME 3

Operate automated vehicle washing equipment.

SPECIFIC OUTCOME 4

Finishes a vehicle exterior.

SPECIFIC OUTCOME 5

Perform end of task duties when using automated vehicle-washing equipment.



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

Wash the exterior of a vehicle manually

SAQA US ID	UNIT STANDARD TITLE		
116378	Wash the exterior of a vehicle manually		
SGB NAME		NSB ACRONYM	PROVIDER NAME
SGB Vehicle Maintenance		NSB 06	
FIELD		SUBFIELD	
Manufacturing, Engineering and Technology		Manufacturing and Assembly	
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 1	4

Specific Outcomes:**SPECIFIC OUTCOME 1**

Prepare for washing the exterior of a vehicle.

SPECIFIC OUTCOME 2

Wash a vehicle exterior.

SPECIFIC OUTCOME 3

Wash a vehicle engine.

SPECIFIC OUTCOME 4

Finish a vehicle exterior.

SPECIFIC OUTCOME 5

Perform end of task duties for washing vehicles.



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

Clean the inside of a vehicle

SAQA US ID	UNIT STANDARD TITLE		
116376	Clean the inside of a vehicle		
SGB NAME		NSB ACRONYM	PROVIDER NAME
SGB Vehicle Maintenance		NSB 06	
FIELD		SUBFIELD	
Manufacturing, Engineering and Technology		Manufacturing and Assembly	
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 1	4

Specific Outcomes:

SPECIFIC OUTCOME 1

Prepare for the cleaning of the interior of a vehicle.

SPECIFIC OUTCOME 2

Clean the interior of a vehicle.

SPECIFIC OUTCOME 3

Perform end of task duties for cleaning the interior of a vehicle.