

No. 1096

17 October 2008

**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 Organising Field 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 full Qualification and Unit Standards can be accessed via the SAQA web-site at www.saqg.org.za. Copies may also be obtained from the Directorate of Standards Setting and Development at the SAQA offices, SAQA House, 1067 Arcadia Street, Hatfield, Pretoria.

Comment on the Qualification and Unit Standards should reach SAQA at the address below and **no later than 17 November 2008**. All correspondence should be marked **Standards Setting SGB for Vehicle Maintenance** and addressed to

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ACTING DIRECTOR: STANDARDS SETTING AND DEVELOPMENT



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

QUALIFICATION:
National Certificate: Service Station Operations

SAQA QUAL ID	QUALIFICATION TITLE		
62709	National Certificate: Service Station Operations		
ORIGINATOR	PROVIDER		
SGB Vehicle Maintenance			
QUALIFICATION TYPE	FIELD	SUBFIELD	
National Certificate	6 - Manufacturing, Engineering and Technology	Manufacturing and Assembly	
ABET BAND	MINIMUM CREDITS	NQF LEVEL	QUAL CLASS
Undefined	120	Level 2	Regular-Unit Stds Based

This qualification replaces:

Qual ID	Qualification Title	NQF Level	Min Credits	Replacement Status
48969	National Certificate: Service Station Operations	Level 2	125	Will occur as soon as 62709 is registered

PURPOSE AND RATIONALE OF THE QUALIFICATION

Purpose:

The purpose of this qualification is to equip learners with the required knowledge, skills and attitudes to function in a fuel retail environment by providing learners with the underlying principles of all of the major areas related to the Fuel Retail industry, thus enabling them to become effective employees, employers and/or self-employed members of society. The National Certificate in Service Station Operations further aims to provide career paths with associated learnerships through various levels and areas of the Fuel Retail industry and the wider Wholesale and Retail industry thus promoting the notion of quality lifelong learning.

This Certificate provides learners with a solid basis in all areas of fuel retail. This will enable them not only to understand the South African context of this sub sector but also to use this learning in various business environments. It will also assist in changing perceptions on the status and functional levels of service station operators in the work place. This qualification will provide the service station operators with pride, self worth and enhance their morale in their chosen career.

This Certificate will form part of a learning pathway for individuals functioning or aspiring to function within a fuel and/or retail industry. It further forms part of a learning pathway for individuals that intend embarking on fuel retail related qualifications that will span across Levels 2 to Level 5 on the national qualifications framework. This qualification resides on Level 2 on the NQF. It is an entry level qualification for individuals performing forecourt operations and convenience store operations. In respect of the forecourt operations, this qualification is aimed at the Forecourt Attendant, Supervisors and Car Wash Attendant. In respect of the convenience store operations, this qualification is aimed at the Cashier, Merchandiser, Cleaner and Food Handler. Thus there will be a ready progression and articulation within the qualification and across the various operations. Further there will be a ready progression of learning from Level 2 upwards, ultimately culminating in a qualification at NQF Level 5. There will also be articulation

between this qualification and related wholesale and retail qualifications as well as food preparation related qualifications.

Qualifying learners will be able to know and do the following:

- > Planning and organizing of own job requirements.
- > Knowledge of legislation regarding safety, health and environment.
- > Problem solving and decision making.
- > Self management and teamwork.
- > Improved communication skills.

Rationale:

This qualification is a direct outcome of the revision of the former National Certificate: Service Station Operations NQF Level 2, NLRD ID: 48969 the demand is based on the transformation of the existing qualification into a qualification that meets the needs of the fuel retail industry, supporting the principles of the NQF and providing flexibility of bridging into a supervisory type qualification with a strong customer focus.

The National Certificate: Service Station Operations, NQF Level 2, is designed to meet the needs of the learners who are already employed at service stations. It further allows access to, and meets the needs and aspirations of youth and the unemployed who wish to pursue a career in service station operations, or in fields where this learning may be useful. This furthermore includes adult learners who want to enter the arena or develop their careers in service station operations or the related sub-fields. Since this Certificate is part of the learning pathway it will allow mobility to persons operating at any level in the field.

The development of competence in this field will lead to world-class service delivery, company longevity, the promotion of wealth, and job creation. Application of the learning achieved in completing this qualification will also assist employed and unemployed persons to enter other industries where they will be able to apply this learning in a practical context.

The impact of this Certificate on society and the economy is reflected in the multiple job roles and careers that can stem from the qualification, including self-employment opportunities, job creation opportunities and the development of, or entry to, learners who are employed within the private or public sector. It can further stimulate and support skills development for emerging business owners. The range of learners would include school-leavers, youth, unemployed, emerging fuel retail business owners and those already employed at the appropriate levels desiring learning and growth opportunities, as well as the self-employed.

The added value of the skills, knowledge and understanding developed by the Certificate will be evidenced by greater productivity resulting from the improved performance by the learner, due to the integration of the learning which will have taken place in the workplace.

RECOGNIZE PREVIOUS LEARNING?

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LEARNING ASSUMED IN PLACE

It is assumed that learners are already competent in:

- > Communication at NQF Level 1.
- > Mathematical Literacy at NQF Level 1.

Recognition of Prior Learning:

- > This Qualification can be achieved wholly or in part through recognized RPL processes.

- > Evidence of prior learning must be assessed through formal RPL processes through recognized methods.
- > Any other evidence of prior learning should be assessed through formal RPL processes to recognize achievement thereof.
- > Learners submitting themselves for RPL should be thoroughly briefed prior to the assessment, and will be required to submit a Portfolio of Evidence in the prescribed format to be assessed for formal recognition. While this is primarily a workplace-based qualification, evidence from other areas of learning may be introduced if pertinent to any of the exit level outcomes.

Access to the Qualification:

- > Access to this qualification is open bearing in mind learning assumed to be in place.

QUALIFICATION RULES

All Fundamental Unit Standards totalling 36 credits are compulsory.

All the Core Unit Standards totalling 42 credits are compulsory.

Elective Unit Standards:

- > There are specialization areas provided for in the elective components. Learners must choose the relevant specialization area and additional relevant unit standards to make up the required 120 credits to complete the qualification.

Specialization Area 1: Forecourt Attendant:

Learners must complete all 30 credits in respect of the elective unit standards listed below as well as choose a further 12 credits from any one of the remaining specialisation areas to complete the full qualification:

- > ID 114896: Receive Stock, Level 3, 12 credits.
- > ID 114889: Record Transactions, Level 2, 8 credits.
- > ID 256599: Perform Vehicle Maintenance Functions on the Forecourt, Level 2, 10 credits.

Specialization Area 2: Cashier:

Learners must choose a minimum of 42 credits from the elective unit standards listed below:

- > ID 114902: Operate a computer in a wholesale/retail outlet, Level 2, 6 credits.
- > ID 114894: Process Payment at a point of sale (POS), Level 2, 10 credits.
- > ID 114906: Mark merchandise and maintain displays, Level 2, 10 credits.
- > ID 117897: Maintain stock balances in a distribution centre, Level 3, 8 credits.
- > ID 114892: Despatch Stock, Level 3, 10 credits.
- > ID 114896: Receive Stock, Level 3, 12 credits.

Specialization Area 3: Merchandiser:

Learners must complete all 40 credits in respect of the elective unit standards listed below as well as choose a further 2 credits from any one of the remaining specialisation areas to complete the full qualification:

- > ID 114906: Mark merchandise and maintain displays, Level 2, 10 credits.
- > ID 117897: Maintain stock balances in a distribution centre, Level 3, 8 credits.
- > ID 114892: Despatch Stock, Level 3, 10 credits.
- > ID 114896: Receive Stock, Level 3, 12 credits.

Specialization Area 4: Car Wash Attendant:

Learners must complete all 24 credits in respect of the elective unit standards listed below as well as choose a further 18 credits from any one of the remaining specialisation areas to complete the full qualification:

- > ID 116378: Wash the exterior of the vehicle manually, Level 1, 4 credits.
- > ID 116386: Wash the exterior of a vehicle using automated vehicle washing equipment, Level 1, 4 credits.
- > ID 116376: Clean the inside of a vehicle, Level 1, 4 credits.
- > ID 114889: Record transactions, Level 3, 12 credits.

Specialization Area 5: Cleaner:

Learners must complete all 18 credits in respect of the elective unit standards listed below as well as choose a further 24 credits from any of the remaining specialisation areas to complete the full qualification:

- > ID 253194: Sweep Floors, Level 1, 4 credits.
- > ID 243198: Mop wet floors, Level 1, 4 credits.
- > ID 243207: Clean windows, Level 1, 4 credits.
- > ID 243206: Clean toilets and bathrooms, Level 1, 6 credits.

Specialization Area 6: Food Handler:

Learners must complete all 19 credits in respect of the elective unit standards listed below as well as choose a further 23 credits from any one or more remaining specialisation areas to complete the full qualification:

- > ID 243193: Practice good health and grooming habits, Level 1, 4 credits.
- > ID 114908: Apply food handling practices in a wholesale and retail outlet, Level 2, 7 credits.
- > ID 123367: Handle and bake off a range of frozen products in a craft baking or retail environment, Level 2, 8 credits.

EXIT LEVEL OUTCOMES

1. Communicate both verbally and in writing.
2. Understand and apply mathematics when handling cash and/or processing payments.
3. Apply basic life skills to maintain a safe and secure work environment by applying health, safety, environmental and quality aspects.
4. Understand the fuel and retail environment to provide effective customer service.

AND

5. Receive, mark and display wet and dry stock.

OR

6. Perform the general cleaning and vehicle forecourt functions at the service station.

OR

7. Prepare and sell food.

Critical Cross-field Outcomes:

This qualification promotes, in particular, the following Critical Cross-Field Outcomes:

Identifying and solving problems in which responses display that responsible decisions using critical and creative thinking have been made when:

- > Identifying potential risks on the forecourt and implementing appropriate solutions to maintain a safe and secure work environment.
- > Identifying and resolving general customer queries and customer vehicle maintenance deviations.
- > Managing vehicle flow at the car wash bay, on the forecourt and the flow of customers in the convenience store.
- > recording payments with minimum inconvenience to the customer.

Working effectively with others as a member of a team, group, organisation, and community when:

- > Directing customers and colleagues to attend to customers on a forecourt and in the convenience store.
- > Demonstrating an understanding of the impact of service delivery on the customer whilst performing the vehicle maintenance functions on the forecourt.
- > Interacting with clients, co-workers and suppliers at the service station.
- > Communicating and receiving advice from supervisor.

Organising and managing oneself and one's activities responsibly and effectively when:

- > Setting out the work area at start and end of shift.
- > Identifying, minimising and reporting potential occupational health and safety hazards and risks in the workplace.
- > Performing activities in accordance with industry standards.
- > Maintaining minimum quantities of cash, stock and supplies at the service station during shift.

Collecting, analysing, organising and critically evaluating information to better understand and explain by:

- > Carrying out written instructions issued by the customers and supervisors, correctly and efficiently.
- > Interpreting customer payment details and methods correctly.
- > Interpreting information obtained from vehicle when performing checks.

Communicating effectively using visual, mathematical and/or language skills in the modes of oral and/or written persuasion when:

- > Issuing clear verbal instructions to team members.
- > Actively listening to feedback received from team members.
- > Evaluating and reporting problem situations to the client.

Using science and technology effectively and critically, showing responsibility towards the environment and health of others when:

- > Presetting pumps and the impact thereof on the business.

- > Analysing Automatic Tank Gauge.
- > Interpreting the automated card reading equipment.

Demonstrating an understanding of the world as a set of related systems by recognising that problem-solving contexts do not exist in isolation when:

- > Applying the inter-relatedness of the petroleum manufacture, distribution, storage and sale thereof.
- > Recognising the interrelated between various retail business units at the service station.

ASSOCIATED ASSESSMENT CRITERIA

Associated Assessment Criteria for Exit Level Outcome 1:

- 1.1 Texts are read and responded to.
- 1.2 Main ideas in literary texts are identified and interpreted.
- 1.3 A variety of speaking and listening strategies, accommodating socio-cultural sensitivities, are used to maintain communication.
- 1.4 Information is organised using the appropriate learning strategies and presented in a focused and coherent manner.
- 1.5 A specific audience and purpose is written for by adapting language to suit the context.

Associated Assessment Criteria for Exit Level Outcome 2:

- 2.1 Rational and irrational numbers and number systems are understood and applied in terms of basic business calculations.
- 2.2 Basic calculations are made using a range of techniques and electronic equipment.
- 2.3 Scientific notation is understood and used.
- 2.4 The legal requirements associated with retail calculations are recognised.
- 2.5 Problems are solved by using a range of patterns and mathematical functions.
- 2.6 3-Dimensional shapes are used to measure and calculate physical quantities.
- 2.7 Probability and statistical concepts are understood and used in problem solving and decision making.
- 2.8 Point of sales functions are performed efficiently according to administration and security procedures.
- 2.9 Point of sales transactions are recorded accurately and end of day procedures are effected.
- 2.10 An understanding of shrinkage and sales targets at a point of sales is demonstrated.

Associated Assessment Criteria for Exit Level Outcome 3:

- 3.1 Legislation regarding Occupational Health and Safety is understood and applicable safety procedures in workplace are described.
- 3.2 Sexuality and sexually transmitted infections including HIV/AIDS is understood in terms of the impact of these infections on oneself, as well as in the workplace and society.
- 3.3 Basic first aid treatment in the workplace is carried out so that emergencies are assessed and first line treatment applied to oneself.
- 3.4 Appropriate action can be taken with regards to hazards and emergency situations.
- 3.5 Basic fire fighting techniques are applied to identify, contain, prevent and extinguish different types of fires by operating basic fire fighting equipment.

Associated Assessment Criteria for Exit Level Outcome 4:

- 4.1 The relationship between various categories and sub-sectors within the Wholesale and Retail environment is identified.
- 4.2 The relationship between various operational departments in a Wholesale and Retail store is identified.

4.3 The various forms of legislation that impact on the Wholesale and Retail environment are identified and complied with.

4.4 Knowledge of how to behave in a business environment and an understanding of basic business ethics is demonstrated.

4.5 The standards for customer service are identified.

4.6 Products and services are sold to customers.

4.7 Customer queries/complaints are resolved.

4.8 Customer service and satisfaction levels are maintained.

Associated Assessment Criteria for Exit Level Outcome 5:

5.1 Promotional displays are erected and maintained as per the organisation's promotional strategy.

5.2 Merchandise is unpacked and displayed using the correct fixtures and fittings and applying the appropriate merchandise handling techniques based on stock characteristics.

5.3 Merchandise is clearly marked using appropriate equipment and in compliance with promotional brief.

5.4 Displays are monitored according to instructions and stock characteristics and in such a manner that minimises losses and enhances the supply chain function of the organisation.

5.5 Stock is received into the retail outlet ensuring that stock balances are maintained.

5.6 Stock is delivered in compliance with legislation relating to the Occupational Health and Safety Act and organisation specific standard operating procedures.

5.7 Legal requirement and organisation policies and procedures for the receipt and storage of goods are applied.

5.8 Administrative functions related to stock receipt and delivery is performed.

5.9 Stock takes are performed.

Associated Assessment Criteria for Exit Level Outcome 6:

6.1 Legislation regarding the Occupational Health and Safety is understood and applied when dispensing fuel.

6.2 The interior and exterior of a vehicle is cleaned and maintained in compliance with the organisation's requirements and vehicle specifications.

6.3 Building surfaces are cleaned and maintained as per the organisation's standard operating procedures.

6.4 Internal and external housekeeping standards are maintained.

Associated Assessment Criteria for Exit Level Outcome 7:

7.1 Personal health and grooming practices are applied when working with food to prevent the spread of illnesses.

7.2 Food safety practice are applied to maintain a safe and healthy food environment.

7.3 A range of frozen products are stored following the cold requirements and baked at the appropriate temperature setting.

Integrated Assessment:

Integrated assessment at this level will evaluate the learner's ability to combine actions and ideas across a range of activities and knowledge areas. The integrated assessment must specifically assess the learner's ability to:

> Demonstrate competence by means of the practical application of the embedded knowledge in a manner that meets the required performance standards required.

> Illustrate a clear understanding of the concepts, theory and principles that underpin the practical action taken.

The assessment will require assessment methods, which take evidence generated during on-the-job activities into account. Because assessment practices must be open, transparent, fair, valid and reliable; ensuring that no learner is disadvantaged in any way whatsoever, an integrated assessment approach is incorporated into the qualification.

A variety of methods must be used in assessment and tools and activities must be appropriate to the context in which the learner is working or will work. Where it is not possible to assess the learner in the workplace simulations, case studies, role-plays and other similar techniques should be used to provide a context appropriate to the assessment.

The term integrated assessment implies that theoretical and practical components should be assessed together. Whenever possible the assessment of knowledge, skills, attitudes and values shown in the Unit Standards should be integrated and, during integrated assessment, the assessor should make use of a range of formative and summative assessment tools and methods. Combinations of practical, applied, and foundational competencies should be assessed. Assessment should further ensure that all specific outcomes, embedded knowledge and critical cross-field outcomes are evaluated in an integrated way.

Assessors must assess and give credit for the evidence of learning that has already been acquired through formal, informal and non-formal learning and work experience as the assessment process is capable of being applied to RPL, subject to the rules and criteria of the relevant ETQA.

INTERNATIONAL COMPARABILITY

This qualification has been benchmarked against international practice in the Fuel Retail industry. However, it needs to be recognised that revised National Certificate: Service Station Operations Level 2 is explicitly placed within the South African context.

Reference to service station operations unit standards and qualifications were found in the New Zealand Qualifications Authority. Qualification comparability was conducted with these countries as similarities exist between such frameworks and the South African Qualifications Framework. The following international qualification and its associated unit standards closely relates to this revised National Certificate: Service Station Operations Level 2:

> National Certificate in Motor Industry (Service Station Sales) NQF Ref: 0026.

Reference to a related service station qualification was made with the Australian Qualifications Authority namely:

> Certificate II in Automotive Sales Service Station Operation - AUR21105.

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

Whilst the South African NQF qualification design makes provision for the Fundamental, Core and Elective learning areas, the New Zealand qualifications makes provision for a compulsory core generic area of learning and an elective area of learning and the Australian qualifications makes provision for a compulsory, inventory and elective area of learning. Whilst the related New Zealand qualification includes a number of communication literacy unit standards within the compulsory core learning areas the Australian qualification makes reference to only one required communication literacy unit standard. Further learning unique to the convenience store, forecourt and car wash areas at a service station are combined and included across the New

Zealand and Australian qualification. This design limits learning selection in each specialisation area at a service station.

Both the New Zealand and Australian qualifications has a strong focus on motor and automotive retail areas of learning rather than generic retail and fuel retail in specific.

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

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

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

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

Numerous private international service providers offer Forecourt related training but course outlines and curricula were not available for comparison purposes.

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. International Comparability was completed before during and after the qualification redesign process.

ARTICULATION OPTIONS

This qualification allows for horizontal articulation and vertical articulation.

Horizontal Articulation can occur with:

> ID 48763: National Certificate: Retail Shop Floor Practices, Level 2.

Vertical Articulation can occur with:

> ID 49689: National Certificate: Automotive Repair and Maintenance, Level 2.

MODERATION OPTIONS

> Anyone assessing a learner, or moderating the assessment of a learner, against this Qualification must be registered as an assessor with the relevant ETQA.

> Any institution offering learning that will enable the achievement of this Qualification must be accredited as a provider with the relevant ETQA, or with an ETQA that has a Memorandum of Understanding with the relevant ETQA.

> Assessment and moderation of assessment will be overseen by the relevant ETQA according to the policies and guidelines for assessment and moderation of that ETQA, in terms of agreements reached around assessment and moderation between various ETQAs (including professional bodies), and in terms of the moderation guideline.

> Moderation must include both internal and external moderation of assessments at all exit points of the Qualification, unless ETQA policies specify otherwise. Moderation should also encompass achievement of the competence described both in individual Unit Standards as well as the integrated competence described in the Exit Level Outcomes of the Qualification.

> A learner wishing to be assessed against this Qualification may apply to be assessed by any assessment agency, assessor or provider institution that is accredited by the relevant ETQA, or with an ETQA that has a Memorandum of Understanding with the relevant ETQA.

> The options as listed above provide the opportunity to ensure that assessment and moderation can be transparent, affordable, valid, reliable and non-discriminatory.

CRITERIA FOR THE REGISTRATION OF ASSESSORS

The assessor must be:

- > Registered as an assessor with the relevant ETQA.
- > Have at least a minimum of 1 year relevant practical experience.
- > Have a similar qualification above the level of the qualification.

NOTES

This qualification replaces qualification 48969, "National Certificate: Service Station Operations", Level 2, 125 credits.

UNIT STANDARDS

	ID	UNIT STANDARD TITLE	LEVEL	CREDITS
Fundamental	119463	Access and use information from texts	Level 2	5
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	3
Fundamental	7480	Demonstrate understanding of rational and irrational numbers and number systems	Level 2	3
Fundamental	119454	Maintain and adapt oral/signed communication	Level 2	5
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
Fundamental	119460	Use language and communication in occupational learning programmes	Level 2	5
Fundamental	7469	Use mathematics to investigate and monitor the financial aspects of personal and community life	Level 2	2
Fundamental	9007	Work with a range of patterns and functions and solve problems	Level 2	5

	ID	UNIT STANDARD TITLE	LEVEL	CREDITS
Fundamental	119456	Write/present for a defined context	Level 2	5
Core	252250	Apply fire fighting techniques	Level 1	3
Core	114895	Define the core concepts of the wholesale and retail environment	Level 2	10
Core	114912	Maintain a safe and secure wholesale and retail environment	Level 2	10
Core	12483	Perform basic first aid	Level 2	4
Core	12463	Understand and deal with HIV/AIDS	Level 2	3
Core	114900	Sell products to customers in a Wholesale and Retail outlet	Level 3	12
Elective	116376	Clean the inside of a vehicle	Level 1	4
Elective	243206	Clean toilets and bathrooms	Level 1	6
Elective	243207	Clean windows	Level 1	4
Elective	243193	Practice good health and grooming habits	Level 1	4
Elective	243194	Sweep floors	Level 1	4
Elective	116378	Wash the exterior of a vehicle manually	Level 1	4
Elective	116386	Wash the exterior of a vehicle using automated vehicle washing equipment	Level 1	4
Elective	243198	Wet mop floors	Level 1	4
Elective	114908	Apply food safety practices in a wholesale and retail outlet	Level 2	7
Elective	123367	Handle and bake off a range of frozen products in a craft baking or retail environment	Level 2	8
Elective	114906	Mark merchandise and maintain displays	Level 2	10
Elective	114902	Operate a computer in a Wholesale/Retail outlet	Level 2	6
Elective	256599	Perform vehicle maintenance functions on the forecourt	Level 2	10
Elective	114894	Process payment at a Point of Sales (POS)	Level 2	10
Elective	114889	Record transactions	Level 2	8
Elective	114892	Dispatch stock	Level 3	10
Elective	117897	Maintain stock balances in a distribution centre	Level 3	8
Elective	114896	Receive stock	Level 3	12

LEARNING PROGRAMMES RECORDED AGAINST THIS QUALIFICATION**None**



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:***Perform vehicle maintenance functions on the forecourt***

SAQA US ID		UNIT STANDARD TITLE	
256599		Perform vehicle maintenance functions on the forecourt	
ORIGINATOR		PROVIDER	
SGB Vehicle Maintenance			
FIELD		SUBFIELD	
6 - Manufacturing, Engineering and Technology		Manufacturing and Assembly	
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 2	10

This unit standard does not replace any other unit standard and is not replaced by another unit standard.

SPECIFIC OUTCOME 1

Dispense fuel.

SPECIFIC OUTCOME 2

Perform vehicle maintenance checks.

SPECIFIC OUTCOME 3

Perform housekeeping on the forecourt.

QUALIFICATIONS UTILISING THIS UNIT STANDARD

	ID	QUALIFICATION TITLE	LEVEL
Elective	62709	National Certificate: Service Station Operations	Level 2