

Occupational Certificate: Service Station Attendant NQF 2



^ PURPOSE

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.

^ COURSE CONTENT

Module 1: Customer Service

- Principles of customer service

Module 2: Communication

- Communicate with customers
- Processes and procedures for interacting with customers and team members

Module 3: Forecourt Operations

- Forecourt operations
- Perform forecourt services
- Processes and procedures for working on a forecourt

^ DELIVERY

- Duration: 12 Months
- Delivery: Classroom/online/blended

^ ENTRY LEVEL REQUIREMENTS

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

^ CAREER POSSIBILITIES

- Service station attendant
- Cashier
- Maintenance assistant

ACCREDITATION

- Occupational Certificate: Service Station Attendant
- Accreditation: QCTO
- SAQA ID: 99708
- NQF Level: 2

MORE INFO

OUR MOST POPULAR CATEGORIES

SHORT COURSES

LEARNERSHIPS

COMPLIANCE TRAINING

Contact your preferred Sales Executive for assistance or email us at support@speccon.freshdesk.co.za to find out more.