

Occupational Certificate: Service Station Attendant NQF 2

^ PURPOSE

The Occupational Certificate: Service Station Assistant (NQF Level 2) provides essential knowledge and skills for working in service station environments. This qualification is designed for individuals seeking entry-level positions in fuel retail and service station operations.

Students will gain practical skills in fuel dispensing, customer service, safety protocols, and environmental compliance while developing essential workplace competencies.

^ COURSE CONTENT

Module 1: Customer Service

- Principles of customer service
- Forecourt operations

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
- Duration: 6-8 Months

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