

<b>Title</b>	<b>Carry out automotive service station forecourt duties</b>		
<b>Level</b>	<b>3</b>	<b>Credits</b>	<b>5</b>

<b>Purpose</b>	People credited with this unit standard are able to: sell fuels and lubricants; provide courtesy customer services; maintain the forecourt; and carry out forecourt security procedures.
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<b>Classification</b>	Motor Industry > Automotive Sales
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<b>Available grade</b>	Achieved
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### Guidance Information

- 1 Evidence presented for assessment against this unit standard must be consistent with safe working practices and be in accordance with applicable service information, and company requirements and legislative requirements. This includes the knowledge and use of suitable tools and equipment.
- 2 Performance of the outcomes of this unit standard must comply with the following:  
 Consumer Guarantees Act 1993;  
 Hazardous Substances and New Organisms Act 1996;  
 Health and Safety at Work Act 2015;  
 Food Act 2014;  
 New Zealand Standard AS/NZS 1596:2014, *The storage and handling of LP Gas*;  
 WorkSafe New Zealand, *Guidelines for the Safety of Staff from the Threat of Robbery*, ISBN 0-477-03562-0.
- 3 Any new, amended or replacement Acts, regulations, standards, codes of practice, guidelines, or authority requirements or conditions affecting this unit standard will take precedence for assessment purposes, pending review of this unit standard.
- 4 **Definitions**  
*Company requirements* refer to instructions to staff on policy and procedures that are available in the workplace. These requirements may include – company policies and procedures, work instructions, product quality specifications and legislative requirements.  
*Service information* refers to technical information for a vehicle, machine, or product detailing operation; installation and servicing procedures; manufacturer instructions; technical terms and descriptions; and detailed illustrations.  
*Suitable tools and equipment* refer to industry approved tools and equipment that are recognised within the industry as being the most suited to complete the task in a professional and competent manner with due regard to safe working practices.

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## Outcomes and performance criteria

### Outcome 1

Sell fuels and lubricants.

#### Performance criteria

- 1.1 Types of fuels and lubricants available are identified by label or markings.
- 1.2 Suitable fuels and lubricants for particular vehicles and engines are selected and/or mixed.
- Range reference to the manufacturer specifications may include – oil company charts and tables, vehicle or engine handbook.
- 1.3 Fuels and lubricants are dispensed.
- Range fuels may include but are not limited to – petrol, diesel, LPG (liquefied petroleum gas), CNG (compressed natural gas).

### Outcome 2

Provide courtesy customer services.

#### Performance criteria

- 2.1 Fluid level checks are offered and carried out.
- Range may include but is not limited to – engine oil, coolant, brake fluid, automatic transmission oil, power steering oil, battery electrolyte, windscreen washer fluid.
- 2.2 Windscreens are cleaned of dirt and traffic grime without scratching the glass.
- 2.3 Tyres are checked for air pressure and inflated to the tyre or vehicle manufacturer specifications.
- 2.4 All services are carried out in a polite and courteous manner.

### Outcome 3

Maintain the forecourt.

**Performance criteria**

- 3.1 Cleanliness and tidiness of the forecourt is maintained to enhance visual impact and safety.
- Range may include but is not limited to – cleaning up spills, removing contaminated goods, supplies and equipment in designated places, no waste material lying on forecourt area, stands clean and tidy, rubbish bins maintained.
- 3.2 Any unserviceable lighting and equipment is reported promptly to management.
- 3.3 Supplies of goods for forecourt use are maintained to levels prescribed by management.
- Range fluids, paper towels, expendable items on forecourt.
- 3.4 Fuel storage levels are checked and reported.
- 3.5 Action to take in the event of emergencies is identified.
- Range fire, flood, earthquake, site evacuation, power failure, spillages, leaks, environmental hazards.

**Outcome 4**

Carry out forecourt security procedures.

**Performance criteria**

- 4.1 The reasons for having a company security policy are identified.
- Range safety for staff, security of goods, security of premises, insurance requirements, improve possibility of recovery of stolen goods and apprehension of those responsible, staff knowledge of what to do when security is breached.
- 4.2 The handling of cash, and the use of the point of sale equipment and a safe, are conducted.
- 4.3 Surveillance is kept of goods on display to prevent stock shrinkage.
- 4.4 Forecourt security procedures are described.
- Range operation of alarms or panic buttons, operation of cut-off or emergency switches, transfer of cash to secure facility, opening up site, closing down site, lighting of site, evening and night security operation, admittance of authorised staff, taking action after 'drive offs', action to be taken in the event of personal attack or theft, checking dispensers for safe operation.
- 4.5 The site security system is activated and deactivated.

- 4.6 Confidentiality regarding the company's security arrangements, codes, and cash or valuables kept on the property, is maintained.

<b>Planned review date</b>	31 December 2025
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#### Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	1 October 1993	31 December 2022
Review	2	4 October 1996	31 December 2022
Review	3	30 August 1999	31 December 2022
Review	4	25 June 2007	31 December 2022
Review	5	29 April 2021	N/A

<b>Consent and Moderation Requirements (CMR) reference</b>	0014
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

#### Comments on this unit standard

Please contact MITO New Zealand Incorporated [info@mito.org.nz](mailto:info@mito.org.nz) if you wish to suggest changes to the content of this unit standard.