

# COGFO6

## Dispense fuel to customer requirements



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### Overview

This unit is about your competence in dispensing fuel on an attended site. Note that in this context “fuel” includes petroleum spirit, diesel and liquid petroleum gas (LPG). It includes safe dispensing of the grades, quantities and amounts of fuel requested by the customer.

This unit deals with the following:

1. Dispensing fuel
2. Monitoring the safe dispensing of fuel

During this work you must take account of the relevant operational requirements and safe working practices AS THEY APPLY TO YOU.

#### **Previous version:**

Unit 6 - National Occupational Standards in Forecourt Operations – August 2003

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### Performance criteria

*You must be able to:*

- P1 identify the customer requirements correctly
- P2 check that the dispensing area is appropriate for dispensing operations to be carried out
- P3 select the correct grade and type of fuel
- P4 operate the fuel dispenser safely and correctly without any damage or spillage
- P5 dispense the correct amount of fuel safely
- P6 replace the fuel dispenser nozzle and vehicle cap correctly
- P7 confirm the cost with the customer correctly and identify payment details
- P8 maintain vigilance of dispensing area operations and confirm dispensing area safety
- P9 identify risk situations accurately and take relevant action
- P10 identify malfunctioning dispensing equipment accurately and take relevant action

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### Knowledge and understanding

*You need to know and understand:*

- K1 how to confirm appropriate dispensing conditions. This includes safe, legal
- K2 fuel types and grades
- K3 how to use fuel dispenser correctly and safely
- K4 the range of dispensing area operations. This includes dispensing equipment and the actions of customers, visitors, personnel
- K5 how to identify risk situations. This includes on-site, off-site, sources of ignition, spillage, extraneous hazards
- K6 the relevant actions to take in the event of malfunctioning equipment. This includes report, shutdown, rectify, secure fuel nozzle, put emergency procedures into effect, record

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### Additional Information

#### Scope/range related to performance criteria

- 1 the site safety requirements and procedures
- 2 how to select, use and care for Personal Protective Equipment (PPE) including sight/hearing protection, gloves, footwear, hard hats, appropriate work wear
- 3 the implications of statutory and organisational requirements
- 4 emergency shutdown procedures
- 5 limits of own authority and procedures in the event of breaching those limits
- 6 how to interpret operational requirements e.g. policies, procedures, instructions, codes of practice, standards, schedules
- 7 your own responsibilities as they relate to Organisational Safety Policy, Workplace Safety Policy, Evacuation Procedures, Fire Procedures
- 8 specific organisational risk assessment details
- 9 the hazardous characteristics of petroleum and what constitutes a risk situation during fuel dispensing. This includes sources of ignition
- 10 legal and organisational requirements for dealing with risk situations with regard to relevant petroleum regulations and manufacturers' instructions
- 11 legal and organisational requirements for dealing with dispensing equipment not functioning correctly and safely, with regard to relevant petroleum regulations, industry guidance and codes of practice and manufacturers' instructions
- 12 how to deal with visitors and specific petroleum regulations and requirements for site contractors
- 13 how to identify risk situations. This includes on-site, off-site, sources of ignition, spillage, other hazards

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**Relevant occupations** Retail and commercial enterprise; Service enterprises; Sales and Customer Services Occupations; Sales Assistants and Retail Cashiers

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**Suite** Forecourt Operations

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