

ADVOCACY

EMPLOYMENT

EVENTS

NEWS

TRAINING

# ACAPMA

## PCC Outcomes Sheet 2020



## TRAINING REGISTER COURSE OUTCOMES SHEET FOR: PCC

On completion of The Petroleum Convenience Compliance: course participants will be able to demonstrate an understanding of;

### Module 1 – Retail & Consumer Compliance

- Retail Consumer Protection Regulation,
- Prohibited business to business, pricing and anticompetitive behaviours,
- Consumer protections and remedies under the law, and
- Product Descriptions and Advertising.

### Module 2 – Tobacco Compliance

- The requirement for tobacco warning signage
- The definition of tobacco related products
- Restrictions on the age of customers purchasing tobacco related products
- Appropriate identification for verifying customers age
- Restrictions on the display of tobacco related products
- Restrictions on the promotion and packaging of tobacco related products
- Restrictions on the age of the operator selling tobacco related products, and
- Fines and penalties for breaches to tobacco retailing laws

### Module 3 – Restricted Products Compliance

- The categories of restricted magazines
- Penalties that apply to staff and the business for breaches
- The age requirements for each category of restricted magazine
- Seeking and verifying age of customers with appropriate identification, and
- The special cases of ‘not recommended for children’ products such as Energy Drinks.

### Module 4 – Personal Workplace Safety

- The duty of care of staff
- The requirement to engage with management on safety issues
- The requirement to report hazards, incidents and near misses
- The importance of safety systems,
- The importance of Personal Protective Equipment,
- The importance of not being impaired by drugs or alcohol, and
- The nature of bullying, discrimination and harassment.

### Module 5 – Instore Safety & Manual Handling

- Manual handling risks and hazards,
- Correct methods of manual handling,
- Appropriate handling of sharps and blades onsite,
- The risks and controls for slips, trips and falls onsite,
- The risks and controls for electrical hazards onsite,
- The risks and appropriate handling of chemicals onsite, and
- Responses to incidents onsite.

### Module 6 – Forecourt Safety and Safe Fuel Dispensing

- The nature of petroleum products,
- Hazardous Zones during operations,
- Ignition Sources including pilot lights and static electricity,
- Grounding and Portable Containers,

- Fuel dispensing restrictions and responsibilities,
- Fuel emergencies and responses,
- Fuel deliveries and additional safety requirements onsite,
- Fuel spills on ground, people, eyes and ingestion, and
- Roles and responsibilities onsite.

### Module 7 – Environmental Safety and Wetstock Management

- What constitutes a spill and spill response
- Manual Tank Dipping and Water Testing procedures,
- Components of environmental protection systems, and
- Responsibilities of staff.

### Module 8 – LPG Autogas Safety

- The properties of LPG Autogas and its hazards,
- The components and importance of Safety Control Systems,
- The procedures for receiving and retailing LPG Autogas, LPG Autogas emergencies & handling & prevent them, and
- LPG Autogas first aid.

### Module 9 – Fire First Response

- The properties of fire, particularly petroleum fires,
- Fire fighting equipment and appropriate usage,
- Practical fire fighting processes with standard equipment,
- Responses to persons and vehicles on fire, and
- The importance of the Manifest Box and its contents in fire response.

### Module 10 – Armed Robbery and Security

- The risk factors and motivations for armed robbery,
- Cash control and general behaviour to reduce risk factors,
- Appropriate passive responses during armed robbery,
- Likely physical response to stress for the attacker and victim in an armed robbery,
- Post incident procedures,
- Customer dishonesty, theft, drive off and fraud, and
- Methods for handling aggressive customers.

### Module 11 – Food Safety for Food Handlers

- The nature of food contamination, including bacterial contamination,
- Correct receiving, storage, heating, display and sale temperatures for different food classes,
- The importance of temperature testing and checking,
- The importance of avoiding cross contamination,
- The importance of personal hygiene and general cleaning,
- Safe handling of sharps,
- Appropriate customer complaints handling, and
- Penalties to the business and staff for poor food handling practices.

More information on the content and operation of the ACAPMA PCC Set 1 Course for Console Operators can be obtained by contacting ACAPMA on 1300 160 270 or via [training@acapma.com.au](mailto:training@acapma.com.au)

