

C-STORE

TRAINING

SOLUTIONS

CSC

INFO

PACK

2023/2024





C-STORE TRAINING SOLUTIONS

Convenience Store Compliance (CSC)

SKILLS FOR COMPLIANCE

It is a requirement of Australian safety laws that a business is able to demonstrate that they have trained all workers effectively in the risks, hazards and compliance requirements faced in the workplace. ACAPMA can help meet these requirements.

Building on its proven history delivering the gold standard in compliance training in the P&C segment, ACAPMA has developed a dedicated convenience store focused

training solution: The ACAPMA Convenience Store Compliance (CSC) course.

The CSC is focused on compliance, safety and those elements that are common to every site. Delivered online, the training is accessible on learners devices, giving flexibility to study when and where it suits, providing interactive, up to date and engaging content.

The CSC offers training options that are designed to be completed by frontline staff, onsite managers and senior managers. It provides

tiered learning levels that form skill and development pathways from site entry level roles to management roles.

The CSC is the dedicated, customised and fully supported compliance training that C-Stores have been asking for.

The use of a three tiered pathway program offers the ability to upskill staff or progress them through a development pathway from frontline to senior management.

It provides content appropriate to the level the learner is currently employed, while providing a clear pathway for progression into higher responsibility roles within the industry.

Completion of preceding levels before progression allows managers to better understand the frontline perspective, and contextualise their own higher level responsibilities.





INDUSTRY SPECIFIC

Detailed training developed by the industry association, that changes and evolves as legislative and best practice changes



ONLINE MULTI DEVICE

Self paced 100% online learning ensures immediate access anywhere on all devices with detailed completion tracking



CERTIFICATE

Certificates issued on course completion are mapped to the Learning Outcomes for clarity and transparency with certificates valid for 1 year



REFRESHERS

Initial training is backed by condensed annual refresher training keeps compliance current and efficient



CSC LEVEL 1

Frontline Staff

COURSE INFO

Prerequisites	N/A
Method	Online, self paced, phone friendly
Time	Average 2-3h to complete
Assessment	In course quiz assessments and forced view completion
Certificate	Secure email embedded certificate on completion of all modules, valid 1 year
Refresher	Short review course (30 minutes) to renew certificate
Cost	Individual = \$300 inc GST per person per year Per Site = \$1,000 inc GST per site per year
Application & Cancellation	Apply once and get ongoing access, invoiced on anniversary. Cancel any future invoices by email



- ✓ Sales Staff
- ✓ Baristas
- ✓ Kitchen Staff
- ✓ Customer Service Representatives

COURSE AREAS

On completion of the FCC Level 1 participants will have demonstrated an understanding of the following topic areas at the level of onsite frontline staff;

- Retail & Consumer Compliance
- Tobacco and Restricted Product Compliance
- Personal Workplace Safety
- Instore Safety & Manual Handling
- Managing Aggression
- Fire First Response
- Armed Robbery and Security
- Food Safety for Food Handlers
- Inspectors Onsite
- Fuel Price Transparency



CSC LEVEL 2

Onsite Managers

COURSE INFO



Prerequisites	First complete CSC Level 1
Method	Online, self paced, phone friendly
Time	Average 6-8h to complete
Assessment	In course quiz assessments and forced view completion
Certificate	Secure email embedded certificate on completion of all modules, valid 1 year
Refresher	Short review course (1 hour) to renew certificate
Cost	CSC 1 + 2 Bundle = \$1,100 inc GST per person CSC 2 Stand Alone = \$800 inc GST per person
Application & Cancellation	Apply once and get ongoing access, invoiced on anniversary. Cancel any future invoices by email

- ✓ Site Manager
- ✓ Assistant Site Manager
- ✓ 2IC
- ✓ Kitchen Manager

COURSE AREAS

On completion of the CSC Level 2 participants will have demonstrated an understanding of the following topic areas at the level of onsite management and possess the practical tools to manage staff and site compliance at the site manager responsibility level;

- Retail & Consumer Compliance
- Tobacco and Restricted Product Compliance
- Personal Workplace Safety
- Instore Safety & Manual Handling
- Managing Aggression
- Fire First Response
- Armed Robbery and Security
- Food Safety for Food Handlers
- Inspectors Onsite
- Safety Onsite
- Emergency Evacuations
- Chemical Registers
- Toolbox Talks and Drills
- Job ads and applications
- Work Trials
- New Starter Paperwork
- Inducting Staff
- Setting Expectations
- Training Records
- Permanent v Casual Staff
- Rostering Principles
- Public Holidays
- Roster Changes and Overtime
- Rostering Records
- Misconduct Onsite
- Performance Management
- Payslips and Wage Rates
- Employee Records & Privacy
- Food Safety System
- Cash control
- Stocktake and rotation
- Managing promotions
- Basic Business Reports
- Credit Card Compliance
- Daily/Weekly/Monthly Checks and self audits



CSC LEVEL 3

Senior Managers

COURSE INFO

Prerequisites	First complete CSC Level 1, CSC Level 2
Method	Online, self paced, phone friendly
Time	Average 8-12h to complete
Assessment	In course quiz assessments and forced view completion
Certificate	Secure email embedded certificate on completion of all modules, valid 1 year
Refresher	Short review course (1 hour) to renew certificate
Cost	CSC 1 + 2 + 3 Bundle = \$2,400 inc GST per person CSC 3 Stand Alone = \$1,300 inc GST per person
Application & Cancellation	Apply once and get ongoing access, invoiced on anniversary. Cancel any future invoices by email



- ✓ Site Operator (CA model)
- ✓ Retail Manager
- ✓ Area Manager
- ✓ Operations Manager
- ✓ Head Office

COURSE AREAS

On completion of the CSC Level 3 participants will have demonstrated an understanding of the following topic areas at the level of senior manager and possess the practical tools to manage site compliance at onsite (CA Model pathway) and at a distance (BDM/Head Office pathway);

- Retail & Consumer Compliance
- Tobacco and Restricted Product Compliance
- Personal Workplace Safety
- Instore Safety & Manual Handling
- Managing Aggression
- Fire First Response
- Armed Robbery and Security
- Food Safety for Food Handlers
- Inspectors Onsite
- Safety Onsite
- Emergency Evacuations
- Chemical Registers
- Toolbox Talks and Drills
- Arms Length Recruitment & Selection in Context
- Training Records
- Permanent v Casual Staff
- Rostering Principles
- Public Holidays
- Roster Changes and Overtime
- Rostering Records
- Misconduct Onsite
- Performance Management
- Payslips and Wage Rates
- Employee Records & Privacy
- Food Safety System
- Cash control
- Stocktake and rotation
- Managing promotions
- Basic Business Reports
- Credit Card Compliance
- Daily/Weekly/Monthly Checks and self audits
- Site Visits & Compliance Auditing

APPLICATION

Please print these pages, fill and return to training@acapma.com.au

Business	<input type="text"/>		
ABN	<input type="text"/>		
Street Address	<input type="text"/>		
	<input type="text"/>		
State	<input type="text"/>	Postcode	<input type="text"/>
Contact Name	<input type="text"/>		
Contact Email	<input type="text"/>		
Contact Phone	<input type="text"/>		

INDIVIDUALS

Please enrol me with the following course option;

- CSC Level 1 – Per Individual Option - \$300 inc GST per person per year
- CSC Level 2 – \$800 Inc GST per person
- CSC Level 3 – \$ 1,300 Inc GST per person
- CSC 1 + 2 Bundle – \$1,100 inc GST per person
- CSC 1 + 2 + 3 Bundle – \$2,400 inc GST per person

SITE OPTION CSC 1

Please enrol the above site in the following FCC Level 1 Per Site Option;

- CSC Level 1 Per Site Option - \$1,000 inc GST per site per year

In understand that if I have selected a 'per year' option that I will be invoiced on anniversary for the coming year and that any cancellation of the ongoing service needs to be provided in writing prior to the issuing of an anniversary invoice.

I understand that Learners may be contacted about enrolment in higher levels of the courses and industry professional development recognition programs from time to time and that learners will retain the right to unsubscribe at any time to these communications.

Signed

Dated