

# FUEL **RETAIL** TRAINING SOLUTIONS

FCC  
INFO  
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2023/2024



# FUEL RETAIL TRAINING SOLUTIONS

## Fuel Convenience Compliance (FCC)

### 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.

In collaboration with regulators, retailers and experts, ACAPMA developed industry leading fuel retail compliance training that delivered frontline staff with practical and engaging training in the compliance and safety elements that are common to all fuel retail sites.

After more than a decade as the gold standard in compliance training in the industry, delivered to over 20,000 learners every year, the Petroleum Convenience Compliance (PCC) course for console operators, has evolved.

The ACAPMA Fuel Convenience Compliance (FCC) course surpasses the PCC. The focus of the new FCC remains compliance and safety, and like its predecessor the FCC will be delivered online using interactive and engaging content, accessible on learners devices enabling them to learn when and where it suits them.

The FCC will still cater for Frontline Staff, however, unlike its predecessor the FCC extends

beyond the frontline, providing dedicated industry specific training for staff in, or striving for management roles.

**The FCC has been designed with three tiers providing a clear pathway for development affording the opportunity to recognise, progress and retain strong performers and develop tomorrows leaders.**

The three tiered pathway program offers the ability to upskill staff or progress them through from the frontlines to senior management roles.

This pathway approach delivers content that is appropriate to the learners current level, 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.





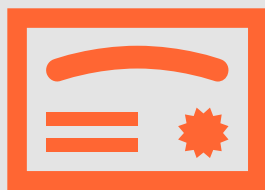
### INDUSTRY SPECIFIC

Detailed training developed by the fuel 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



# FCC LEVEL 1

## Frontline Staff

### COURSE INFO

<b>Prerequisites</b>	N/A
<b>Method</b>	Online, self paced, phone friendly
<b>Time</b>	Average 2-3h to complete
<b>Assessment</b>	In course quiz assessments and forced view completion
<b>Certificate</b>	Secure email embedded certificate on completion of all modules, valid 1 year
<b>Refresher</b>	Short review course (30 minutes) to renew certificate
<b>Cost</b>	Individual = \$300 inc GST per person per year Per Site = \$1,100 inc GST per site per year (ACAPMA Members)
<b>Application &amp; Cancellation</b>	Apply once and get ongoing access, invoiced on anniversary. Cancel any future invoices by email



- ✓ Console Operators
- ✓ Baristas
- ✓ Kitchen Staff
- ✓ Roadhouse Attendants
- ✓ Customer Service Representatives

### COURSE OUTCOMES

On completion of the FCC Level 1 participants will have demonstrated an understanding of;

#### Retail & Consumer Compliance

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

#### Tobacco and Restricted Product 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 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,
- Fines and penalties for breaches to tobacco retailing laws

#### Personal Workplace Safety

- The duty of care of staff
- Engaging with management on safety issues
- Reporting 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,
- The nature of bullying, discrimination and harassment.

### **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 handling of chemicals onsite,
- Responses to incidents onsite.

### **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,
- LPG Bottles and Autogas onsite,
- Fuel dispensing restrictions and responsibilities,
- Fuel emergencies and responses,
- Fuel deliveries & safety requirements onsite,
- Fuel spills on ground, people, eyes and ingestion,
- Roles and responsibilities onsite.

### **Environmental Safety and Wetstock Management**

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

### **Fuel Complaints and Missfills**

- Types of fuel complaints,
- Addressing fuel price complaints,,
- Addressing fuel measurement complaints,
- Addressing fuel quality complaints,
- The nature of a fuel missfill and assisting customers with a response onsite.

### **Drive Off and Failure To Pay**

- The legal implications of the console authorisation,
- The safety implications of DO & FTP.
- Responding to a drive off,
- Responding to a failure to pay,
- Preventing DO & FTP.

### **Managing Aggression**

- Identifying escalating behaviour,
- Deescalating aggressive situations,
- Methods for handling aggressive customers.
- Protection and seeking assistance.

### **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,
- The importance of the Manifest Box and its contents in fire response.

### **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,

### **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 & checking,
- The importance of avoiding cross contamination,
- The importance of hygiene & general cleaning,
- Safe handling of sharps,
- Appropriate customer complaints handling,
- Penalties to the business and staff for poor food handling practices.

### **Inspectors Onsite**

- Inspector access, sign in and identification requirements,
- Preparing for a planned inspection,
- Responding to an unannounced inspection,
- Responding to questions and instructions.



# FCC LEVEL 2

## Onsite Managers

### COURSE INFO

<b>Prerequisites</b>	First complete FCC Level 1
<b>Method</b>	Online, self paced, phone friendly
<b>Time</b>	Average 6-8h to complete
<b>Assessment</b>	In course quiz assessments and forced view completion
<b>Certificate</b>	Secure email embedded certificate on completion of all modules, valid 1 year
<b>Refresher</b>	Short review course (1 hour) to renew certificate
<b>Cost</b>	FCC 1 + 2 Bundle = \$1,300 inc GST per person FCC 2 Stand Alone = \$1,000 inc GST per person
<b>Application &amp; Cancellation</b>	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 FCC 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
- Forecourt Safety and Safe Fuel Dispensing
- Environmental Safety and Wetstock Management
- Fuel Complaints and Missfills
- Drive Off and Failure To Pay
- 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
- Fuel System Operations Plans
- Daily/Weekly/Monthly Checks and self audits
- Fuel Price Transparency



# FCC LEVEL 3

## Senior Managers

### COURSE INFO



<b>Prerequisites</b>	First complete FCC Level 1, FCC Level 2
<b>Method</b>	Online, self paced, phone friendly
<b>Time</b>	Average 8-12h to complete
<b>Assessment</b>	In course quiz assessments and forced view completion
<b>Certificate</b>	Secure email embedded certificate on completion of all modules, valid 1 year
<b>Refresher</b>	Short review course (1 hour) to renew certificate
<b>Cost</b>	FCC 1 + 2 + 3 Bundle = \$2,800 inc GST per person FCC 3 Stand Alone = \$1,500 inc GST per person
<b>Application &amp; Cancellation</b>	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 FCC 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
- Forecourt Safety and Safe Fuel Dispensing
- Environmental Safety and Wetstock Management
- Fuel Complaints and Missfills
- Drive Off and Failure To Pay
- 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
- Fuel System Operations Plans
- Daily/Weekly/Monthly Checks and self audits
- Fuel Price Transparency
- Site Visits & Compliance Auditing

# APPLICATION

Please print these pages, fill and return to [training@acapma.com.au](mailto: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;

- FCC Level 1 – Per Individual Option - \$300 inc GST per person per year
- FCC Level 2 – \$1,000 Inc GST per person
- FCC Level 3 – \$ 1,500 Inc GST per person
- FCC 1 + 2 Bundle – \$1,300 inc GST per person
- FCC 1 + 2 + 3 Bundle – \$2,800 inc GST per person

## SITE OPTION FCC 1

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

- FCC Level 1 Per Site Option - \$1,100 inc GST per site per year ACAPMA Members ONLY
- FCC Level 1 Per Site Option - \$1,650 inf GST per site per year NON Members

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