NEW ZEALAND FUEL RETAIL TRAINING

PETROLEUM CONVENIENCE COMPLIANCE COURSE (PCCNZ) INFORMATION & APPLICATION

2025/2026

ACAPMA
Australasian Convenience and Petroleum Marketers Association

FUEL RETAIL TRAINING SOLUTIONS

Petrol Convenience Compliance (PCCNZ)

SKILLS FOR COMPLIANCE

It is a requirement of New Zealand 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.

For 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, in Australia, New Zealand and the Asia Pacific region.

The focus of the PCCNZ is compliance and safety, is delivered online using interactive and engaging content, accessible on learners devices enabling them to learn when and where it suits them.

THE PCCNZ IS APPROVED AND RECOMMENDED BY WORKSAFENZ TO MEET THE TRAINING REQUIREMENTS

https://www.worksafe.govt.nz/topic-and-industry/hazardous-substances/guidance/industry-guidance/service-stations/keeping-your-service-station-compliant-with-the-hazardous-substances-regulations/

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

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PCCNZ

Frontline Staff

COURSE INFO

Prerequisites	N/A
Method	Online, self paced. Available across multiple devices (including mobile phones) connected to the internet. Delivered on ACAPMA eLearning Platform (also available for licencing to proprietary platforms)
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 annually
Cost	Individual = $300 iper person per year OR Per Site = $440 per site per year (MTANZ Members)
Application & Cancellation	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 PCCNZ participants will have demonstrated an understanding of;

Module 1 – Consumer Guarantees and Retail Competition

- 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 and Vaping Compliance

- The requirement for tobacco warning signage
- The definition of tobacco and vaping related products
- Restrictions on the age of customers purchasing tobacco and vaping related products
- Appropriate identification for verifying customers age
- Restrictions on the display of tobacco and vaping related products
- Restrictions on the promotion and packaging of tobacco and vaping 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 – 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.

PCCNZ
Frontline Staff

Module 4 – Instore Safety & Manual Handling

- Manual handling risks and hazards,
- Correct methods of manual handling,
- Appropriate handing 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 5 – 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 6 – 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 7 – 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 8 – 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 9 – 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.

Module 10 – LPG Autogas Safety

- The properties of LPG Autogas, Canisters and their 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 first aid.

APPLICATION

Please print this page, complete and email to training@acapma.com.au

Alternatively you can simply email your request to commence FCC training for you or your staff through to training@acapma.com.au and the team will contact you for the details

Business

ABN

Street Address

State Postcode

Contact Name

Contact Email

Contact Phone

INDIVIDUAL ENROLMENT

Please enrol me with the following course option;

☐ PCCNZ– Per Individual Option - $355 per person

SITE ENROLMENT OPTION

Please enrol the above site in the following PCCNZ Per Site Option allowing all staff at the site to access PCCNZ for 12 months, including provision for staff turnover;

☐ PCCNZ Per Site Option - $ 440 per site per year **MTANZ Members ONLY**
☐ PCCNZPer Site Option - $ 880 per site per year NON Members

I 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