FUEL RETAIL TRAINING SOLUTIONS

FUEL COMPLIANCE COURSE (FCC) INFORMATION & APPLICATION

2025/2026

ACAPMA
Australasian Convenience and Petroleum Marketers Association

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

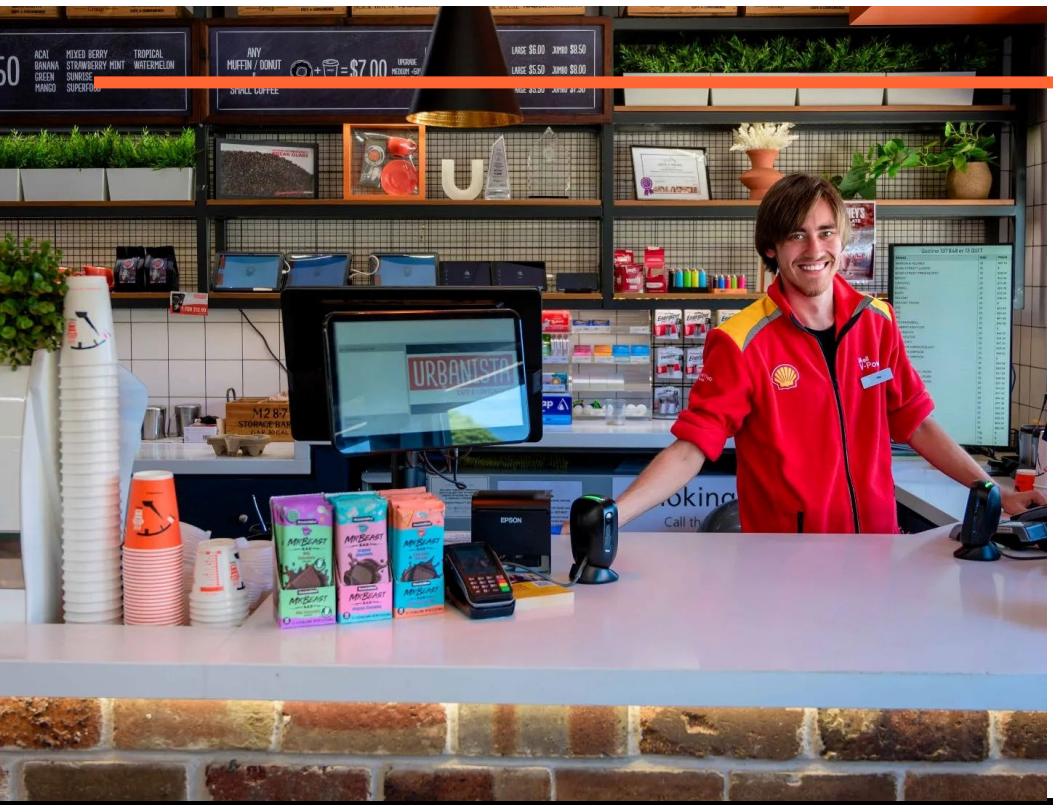
Self paced 100% online learning ensures immediate access anywhere on all devices with detailed completion tracking

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



SCAN TO EXPLORE THE FCC NOW

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FCC LEVEL 1
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 inc GST per person per year Per Site = $1,100 inc GST per site per year (ACAPMA 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 FCC Level 1 participants will have demonstrated an understanding of;

FCC 1.01 Retail Competition & 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.

FCC 1.02 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,
- Other Restricted Products.

FCC 1.03 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 (including infection control),
- The importance of Personal Protective Equipment,
- The importance of not being impaired by drugs or alcohol,
- The nature of bullying, discrimination and harassment.

FCC LEVEL 1
Frontline Staff

FCC 1.04 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 handling of chemicals onsite,
- Responses to incidents onsite.

FCC 1.05 Managing Customer Aggression

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

FCC 1.06 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.

FCC 1.07 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.

FCC 1.08 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 1.09 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.

FCC 1.10 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.

FCC 1.11 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.

FCC 1.12 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.

FCC 1.13 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.

FCC LEVEL 2
Onsite Managers

COURSE INFO

Prerequisites	First complete FCC Level 1
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 12-14h 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 (6 hour) to renew certificate annually
Cost	FCC 1 + 2 Bundle = $1,300 inc GST per person FCC 2 Stand Alone = $1,000 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 OUTCOMES

On completion of the FCC Level 2 participants will have demonstrated an understanding of;

FCC 2.01 Employment Fundamentals

- **Types of employment** – understanding casual and permanent employment in a fuel retail context
- **Ads and Applications** – participating in the recruitment process
- **Conducting Work Trials** – the requirements and duties of care and disclosure pertaining to paid and unpaid work trials
- **New Starter Paperwork and Inducting staff** – taking staff from day one to 'safe to work alone'
- **Business Policies** - understanding, communicating and implementing business expectations
- **Training Records** – managing ongoing compliance training
- **Performance Management** – managing minor breaches
- **Managing misconduct** – addressing serious breaches including theft, harassment, violence and safety
- **Rosters** – managing customer needs, compliance requirements, wage penalties and loading requirements as well as the need to manage change
- **Public Holiday** – requirements, operational considerations and communicating to staff
- **Managing Change Onsite** – operation, policy, equipment and personnel change

Sample Employment Documents as well as information guides provided with the course resources.

FCC 2.02 Safety Management Systems

- **Duty of Care** – management responsibility and role
- **Safety Management Systems** – inclusions and use
- **Chemical Register** – maintaining a chemical register in a fuel retail context
- **Incident Register** – documenting and responding to incidents

FCC LEVEL 2
Onsite Managers

FCC 2.03 Food Safety Systems

- Requirements for a Food Safety System,
- Implementing a Food Safety System,
- Training staff in Food Safety,
- Responding to food incidents and complaints.

Sample and Scaffold Food Safety System provided with the course resources.

FCC 2.04 Fuel Site Operations Plans (FSOPs)

- Requirements for FSOPs,
- Understanding DG Licensing and Manifest requirements,
- Understanding and complying with DG Plans and Equipment Records requirements.

Sample and Scaffold Fuel Site Operations Plans (FSOPs) provided with the course resources

FCC 2.05 Inspectors Onsite

- Understanding cross functional and cross regulator inspection programs,
- Brand, partner and supplier inspections,
- Preparing for a planned inspection,
- Responding to an unannounced inspection,
- Responding to questions and instructions.

Sample and Scaffold Safety, Transparency and Environmental Inspection Checklists provided with the course resources.

FCC 2.06 Instore Operations

- Basic merchandising and promotion impacts on compliance,
- Cash Control; identifying and minimizing internal losses,
- Basic Reports for site managers.

FCC 2.07 Fuel Pricing: Competition, Transparency & Customer Aggression

- Requirements for price transparency and customer protection,
- Penalties for breaches of competition and transparency requirements,
- Addressing fuel pricing enquiries and complaints from customers or inspectors.

Sample and Scaffold Complaints responses provided with the course resources.

FCC 2.08 Restricted Products: Compliance, Training, Promotions & Community Concerns

- Requirements for compliance,
- Penalties to businesses and persons for non compliance,
- Compliant promotions and advertising,
- Record keeping,
- Self check and site auditing,

Sample Site Self Check and Sample Promotions Checklist provided with the course resources.

FCC 2.09 Wetstock Management: Calibration, SIRA, Alarms, Flood, Fire and Damage

- Secondary loss monitoring operation and alarm responses,
- Groundwater monitoring requirements and operations,
- Dispenser calibration and verification requirements,
- Responding to damage onsite,
- Preparing for flood and fire,
- Responding to flood and fire.

FCC 2.10 Site and Stock Security

- **Fuel Theft** – systems to create vigilance in all staff and respond to incidents onsite,
- **Stock Theft** – encouraging stock protection without compromising staff safety,
- **Staff Theft** – addressing staff theft,
- **Armed Robbery** – target hardening, incident response and getting staff the help they need,
- Engaging with the Police.

Sample Security Guide including hardening checklists and post incident response checklists provided with course resources.

FCC 2.11 Customer Complaints

- **Food Complaints** – addressing, documenting and learning,
- **Fuel Pricing Complaints** – proactive communication, de-escalation and when to involve others,
- **Staff and Service Complaints** – active listening and de-escalation, addressing customer complaints with target staff, addressing customer complaints with broader staff group.

Sample Customer Complaints Handling checklists provided with course resources.

FCC LEVEL 2
Onsite Managers

FCC 2.12 Privacy

- Business Information and privacy requirements,
- Customer privacy protections and expectations,
- Staff information privacy in practice.

Sample and Scaffold Privacy Policy provided with the course resources.

FCC 2.13 Site Checks, Tasks and Talks

- **Toolbox Talks** – exploring new and important requirements, equipment and site changes with staff,
- **Drills** – planning and conducting onsite drills to ensure practical understanding of key responses,
- **Onsite Checks** – Daily, Weekly, Monthly Checks for Managers and Staff

Sample Toolbox Talks and Drills (Fire Response, Spill Response, Armed Robbery Response, Fuel Equipment Damage Response, Customer Illness Response, Customer Compliant Response, Customer Missfill Response, Drive Off Response, Robbery Response) and Daily Weekly Monthly Checklists provided with the course resources

A Site Manager at a fuel retail site is managing a unique and challenging environment where staff often work alone and regulation is extensive and detailed.

When managers are often raised from the staff pool this increased and unique pressure means training managers is essential to ensure they understand what compliance looks like.

Even when 'head office' is responsible for things like payroll or DG licencing, the Site Manager is on the floor and is the greatest impact in the real world, so training for context is vital to achieving compliance.

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FCC LEVEL 3
Senior Managers

COURSE INFO

Prerequisites	First complete FCC Level 1, FCC Level 2
Method	Online, self paced, phone friendly
Time	Average 12-18h 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 (6 hour) to renew certificate annually
Cost	FCC 1 + 2 + 3 Bundle = $2,800 inc GST per person FCC 3 Stand Alone = $1,500 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

The FCC 3 is a branched course, where content will differ slightly depending on the learners role and level of control;

Close Branch will focus on those with ultimate responsibility for compliance, such as owners, operators and those employed within MSO networks in which they work and thus have ultimate control on operations onsite.

Arms Length Branch will focus on those with a connection to compliant site operations, but for whom the ultimate control is more than an arms length away, such as Branding Partner Area Managers or Business Development Managers, who are asked to assist sites with compliance, but who are not able to directly impact employment or other operations onsite.

On completion of the FCC Level 3 participants will have demonstrated an understanding, relevant to their particular Branch, of;

FCC 3.01 Setting Expectations for Staff Conduct

- Role of Business Policies on staff conduct,
- Implementing employee codes of conduct,
- Training and induction for setting expectations,
- SOPs and task instructions as expectations.

Sample and Scaffold SOPs and Work Instructions, Induction Plans, Business Policies and Codes of Conduct provided with the course resources.

FCC 3.02 Setting Expectations for Manager Responsibility

- Setting Site Manager authority levels for staff, stock, cash, site and operations,
- Position Descriptions, KPIs and Policies to communicate detailed site manager instructions and responsibilities,
- Training and Mentoring New Managers.

Sample and Scaffold Contracts, Position Descriptions, KPI and Incentive Programs and Management Policy Instructions provided with the course resources.

FCC LEVEL 3

Senior Managers

FCC 3.03 Establishing Systems of Control and Performance Based Review

- Manual Site, Staff and Manager review processes,
- Setting system 'red flags' for review,
- KPIs as a performance control,
- Meetings, Check Ins and Reporting for control.

Sample and Scaffold Meeting and KPI resources provided with the course resources.

FCC 3.04 Auditing for Compliance to Expectations

- Weekly system reviews for compliance,
- Weekly Site Engagement for compliance,
- Monthly Self Check for compliance,
- Quarterly compliance priorities,
- External compliance checks.

Sample and Scaffold Self Checks for single and MSO operations provided with the course resources.

FCC 3.05 Managing for Non Compliance

- KPIs and bonus withholding for non compliance,
- Demotions, performance improvement plans and 'restrictions' due to non compliance,
- Termination considerations and operational reality.

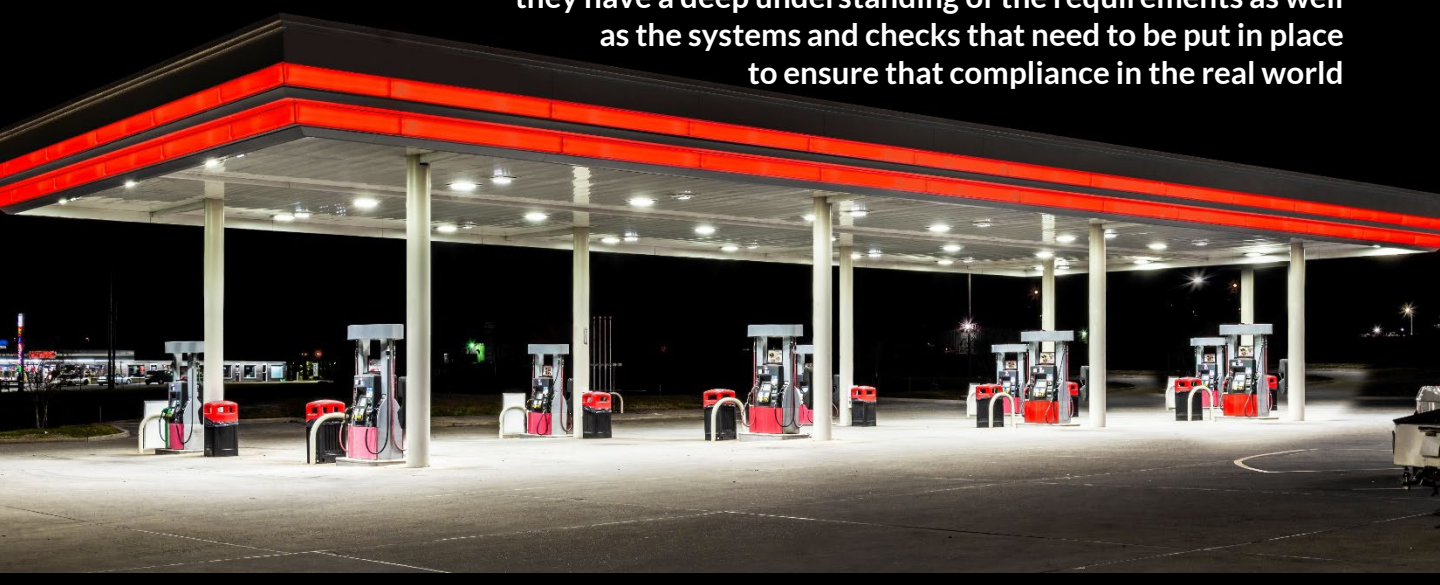
Sample Performance Management Guide with Template Letters and KPI assessment responses provided with the course resources

FCC 3.06 Positioning for Growth

- Systems to support growth,
- Preparing for leakage and loss,
- Distance operations,
- Custom vs off the shelf solutions.

Sample Checklists for MSO operations provided with the course resources

While Staff and Managers are the face of the business it is the Owners, Operators & even Brand Partners who have the ultimate responsibility for compliance onsite. It is these Senior Managers that will face penalties (including jail time) for non compliance onsite, so it is vital that they have a deep understanding of the requirements as well as the systems and checks that need to be put in place to ensure that compliance in the real world



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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;

- ☐ FCC Level 1 – Per Individual Option - $300 inc GST per person
- ☐ 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 ENROLMENT OPTION – Only available for FCC Level 1

Please enrol the above site in the following FCC Level 1 Per Site Option allowing all staff at the site to access FCC Level 1 for 12 months, including provision for staff turnover;

- ☐ 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

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