# FUEL RETAIL TRAINING

## FCC LEVEL 1 OUTCOMES

**2025/2026**

ACAPMA
Australasian Convenience and Petroleum Marketers Association

# FCC LEVEL 1
## Frontline Staff

## 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 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 LEVEL 1

Frontline Staff

## 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

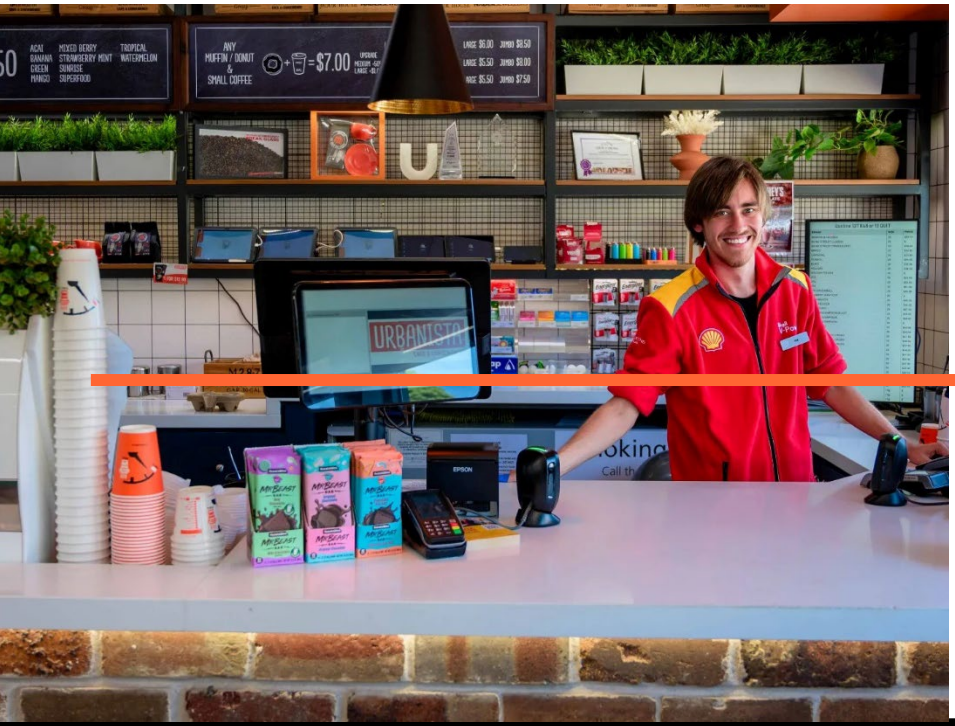
- The legal implications of the console authorisation,
- The safety implications of DO & FTP.
- Responding to a drive off,
- Responding to a failure to pay,
- Preventing DO & FTP.

## 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 1 is standardised industry compliance training delivered by ACAPMA, the industry association for Fuel wholesale, transport and retail businesses.

For more information contact ACAPMA via training@acapma.com.au

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