FUEL RETAIL TRAINING

FCC LEVEL 2 OUTCOMES

2025/2026

ACAPMA
Australasian Convenience and Petroleum Marketers Association

FCC LEVEL 2
Onsite Managers

COURSE OUTCOMES

On completion of the FCC Level 2 participants will have demonstrated an understanding of the following in addition to the outcomes of FCC Level 1;

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.

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 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.

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.

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.

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.

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,

FCC LEVEL 2

Onsite Managers

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.

FCC 2.11 Customer Complaints

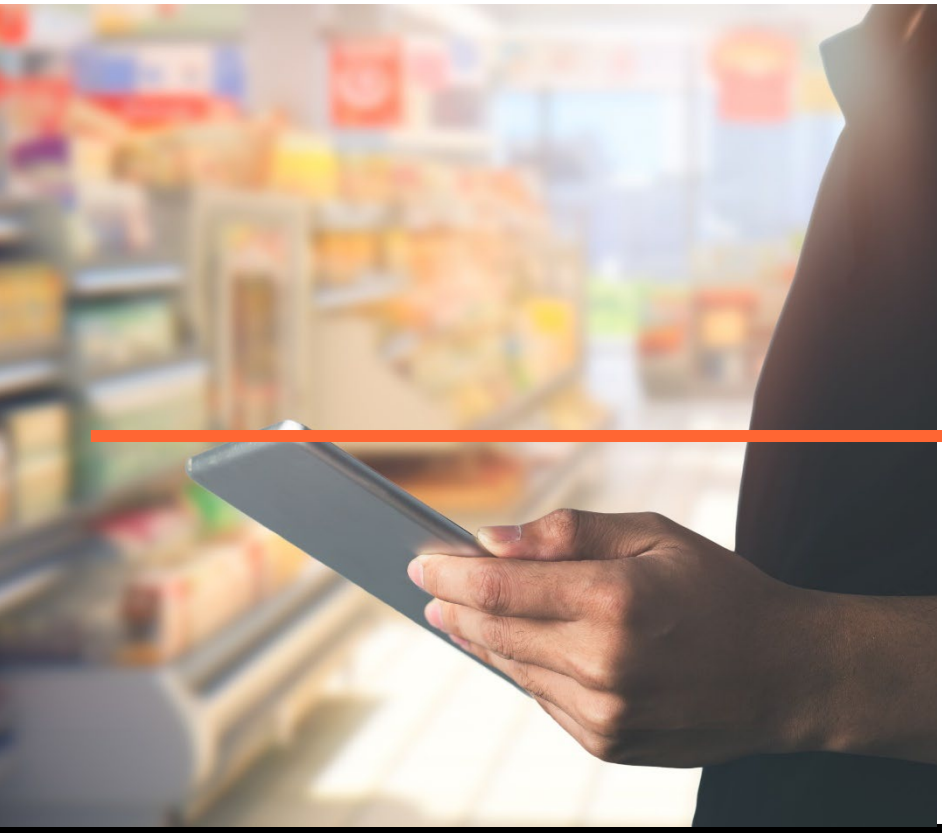
- **Food Complaints** – addressing, documenting and learning,
- **Fuel Pricing Complaints** – proactive communication, de-escalation and when to involve others,
- **Staff and Service Complaints** – active listening and de-escalation, addressing customer complaints with target staff, addressing customer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

FCC 2.12 Privacy

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

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.



FCC Level 2 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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