FUEL RETAIL TRAINING

FCC LEVEL 3 OUTCOMES

2025/2026

ACAPMA
Australasian Convenience and Petroleum Marketers Association

FCC LEVEL 3
Senior Managers

COURSE OUTCOMES

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 of the following, relevant to their particular Branch, in addition to the outcomes of FCC Level 1 and FCC Level 2;

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.

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.

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.

FCC 3.04 Auditing for Compliance to Expectations

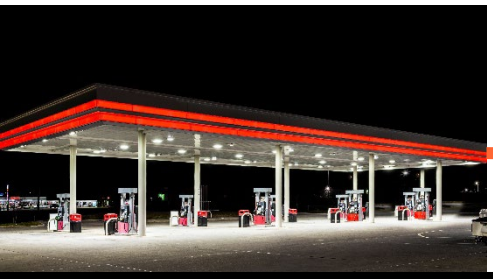
- Weekly system reviews for compliance,
- Weekly Site Engagement for compliance,
- Monthly Self Check for compliance,
- Quarterly compliance priorities,
- External compliance checks.

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.

FCC 3.06 Positioning for Growth

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



FCC Level 3 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

Scan to explore the FCC now

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