

# FPS FORECOURT OPERATOR TRAINING PROGRAMME

**“OUR BUSINESS IS YOUR BUSINESS” ..... Keep it Safe and Legal**

## **SUMMARY:**

- A full **on site** learning programme for forecourt retailing employees covering all aspects of working safely and in compliance with legal requirements
- The programme is assessed by the Federation of Petroleum Suppliers (FPS). On successful completion, employees are awarded a certificate – “ **Working Safely on Petrol Stations**”.
- Developed specifically for forecourt staff and checked and confirmed by senior representatives from Petroleum Enforcement Authorities.
- Tested and proven by a working group of site owners and their staff before publication.
- Provides full evidence to Enforcement Authorities of training carried out covering safe working practices and compliance with legal requirements.
- Provides permanent reference materials for individual employees after training has been completed.

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# **“OUR BUSINESS IS YOUR BUSINESS” ..... Keep it Safe and Legal**

## **OVERVIEW**

### **What is it?**

A complete, certificated learning programme for forecourt employees covering what they need to know and be able to do to work safely and in compliance with current legal requirements.

### **Who is it targeted at?**

Forecourt retailing employees in dealer, tenant, or company managed site operations.

### **What does the learning programme consist of?**

The programme includes the five modules listed below plus a management guide.

Two certificated options are available, either with or without Module 5 – Food Safety at Work.

### **Module One**

- **Employee Induction (Our Business is Your Business ..... get to know it)**

Covers the first week at work for new employees and is designed to introduce them to the business giving them essential information required early in their employment. This first module lays a foundation for further, more in-depth training using the rest of the learning programme.

(for full contents list, see page 5)

### **Module Two**

- **Health and Safety at Work**

Focuses on the legal responsibilities of employees for protecting the health and safety of themselves, colleagues, customers and visitors to the site, within the health and safety policy guidelines laid down by their employers.

Covers Health and Safety at Work Act requirements, with special emphasis on fire and explosion risks and dealing with emergencies.

The programme covers all main elements of the IOSH Working Safely training syllabus.

(for full contents list, see page 6)

### **Module Three**

- **Safe Dispensing of Motor Fuel (including LPG)**

Covers self service and attendant operated fuel dispensing, operation of dispensing and control point equipment, hazard awareness, dealing with emergencies and compliance with the law.

Safe dispensing of LPG is also covered in detail within the programme, taking into account the Industry Code of Practice issued by the LP Gas Association (LPGA).

(for full contents list, see page 7)

## **Module Four**

- **Site Security and Personal Safety**

Concentrates on providing clear guidelines on the role of employees and the procedures to follow in order to keep people and property safe and secure on the site.

Covers site security on the forecourt and in the shop, as well as the security of stock and cash. The programme also deals with the handling of incidents threatening site security or the personal safety of employees and members of the public, including theft, robbery, shoplifting and fraud.

(for full contents list, see page 8)

## **Module Five**

- **Food Safety at Work**

Targeted specifically at forecourt employees who handle/sell food, this Module concentrates on establishing safe working practices to prevent the risk of food poisoning and to meet the requirements of current food safety legislation.

The programme covers the main elements of both the CIEH Foundation Certificate in Food Hygiene syllabus and the First Certificate in Food Safety (Royal Institute of Public Health and Hygiene).

(for full contents list, see page 9)

## How has the learning programme been developed?

- The content has been **prepared** in partnership with the Petrol Retailers' Association, with technical and health and safety input from the PRA's Technical Director.
- The content has been **checked** and **confirmed** by Senior Petroleum Officers, Senior Environmental Health Officers and via LACORS (Local Authorities Co-ordinating Body for Regulatory Services).
- Each module of the learning programme has been piloted within selected forecourt businesses and feedback from management and employees (the users) has been taken into account in producing the final programme content.
- Industry Standards (eg Forecourt Operations NVQ) and Approved Codes of Practice have been used to establish knowledge requirements as a basis for assessing achievement in the learning programme.

## How is the programme being kept “up-to-date”?

All pending and future changes to safety legislation will be incorporated into the programme modules, as appropriate. This will be achieved through the direct involvement of health and safety experts participating in sector and cross sector working groups responsible for reviewing the application of legislation changes within the workplace.

## Assessment and Certification

Each module of the learning programme includes an end of module multi-choice questionnaire to enable employees and their manager to assess learning in each separate part of the programme.

These end-of-module assessments help prepare employees for the end of programme **Certification Assessment**, which is also in the form of a multi-choice questionnaire.

On achievement of the pass mark in the end of programme assessment, FPS arranges for the certificate **Working Safely on Petrol Stations**, to be issued to the successful employee.

## Certificate Options

Businesses participating in the programme have the option of two forms of the IOSH Certificate to choose from, depending on the scope of their business:

### Option 1

This Covers:

Module 1:	Induction	Module 3:	Safe Dispensing of Motor Fuel (including LPG)
Module 2:	Health and Safety at Work	Module 4:	Site Security and Personal Safety

### Option 2 – Government funding available

This covers the four modules in Option 1 plus **Module Five – Food Safety at Work**, which is suitable for those businesses where food safety and the ability to be able to demonstrate ‘due diligence’ is essential.

### Further Information

- A copy of the price list is available from FPS office – see contact details on page 1.
- To discuss “**Our Business is Your Business**” ..... **Keep it Safe and Legal** (including options for group operators) contact FPS office – contact details are on page 1.

# **MODULE ONE – EMPLOYEE INDUCTION**

**“Our Business is Your Business” ..... get to know it**

## **CONTENTS**

### **INTRODUCTION**

- Welcome to your new job
- Purpose of Induction
- How it works

### **YOUR FIRST DAY**

- Getting started
- The business and you:
  - General site information
  - Information on the business
  - Who else works in the business?
  - Key job tasks
  - Pay arrangements
  - Absence from work
  - Essential policies you need to know
- The need to work safely
- Point of sale procedures:
  - Point of sale equipment
  - Emergency switches
  - Payment by cash
  - Safe deposits
  - Payment by cheque
  - Payment by debit card
  - Fuel cards/local accounts
  - Non-payments and “drive offs”
  - Lottery
  - Refunds
- **Day One Checkpoint**

### **DAY TWO**

- Know your forecourt
- Caring for the customer
- Know your shop
- **Day Two Checkpoint**

### **THE REST OF WEEK ONE**

- Basic legal requirements:
  - Food safety
  - Housekeeping
  - Minimum age requirements
  - Product pricing

### **INDUCTION REVIEW**

## **MODULE TWO – HEALTH AND SAFETY AT WORK**

**“Our Business is Your Business” ..... keep it safe and legal**

### **CONTENTS**

#### **INTRODUCTION**

- Welcome to “Health and Safety at Work”
- The vital need to work safely
- How to use this workbook

#### **WORKPLACE HEALTH AND SAFETY**

- Our Health and Safety Policy
- Safety matters
- Spotting and reporting of hazards
- Assessing and managing risks
- Slips, trips and falls
- Tips on accident prevention
- Safety signs and signals
- First aid

#### **CHECKPOINT QUIZ ONE**

#### **EQUIPMENT SAFETY**

- Common hazards and general safety precautions

#### **HAZARDOUS SUBSTANCES**

- Hazardous substances on-site
- Hazards and control measures

#### **MANUAL HANDLING**

- Common problems
- Assessing the risk
- Lifting safely

#### **CHECKPOINT QUIZ TWO**

#### **PREPARING FOR A DELIVERY OF MOTOR FUEL**

- Preparing the site for a delivery – safety checks

#### **FIRE PRECAUTIONS**

- Fire and how they start
- Preventing fires
- Evacuation procedure
- Action in the event of a fire:
  - Fire Action Plan
  - Fire Fighting and Equipment

#### **DEALING WITH EMERGENCIES**

- Types of emergencies
- Raising the alarm
- Dealing with emergency situations

#### **CHECKPOINT QUIZ THREE**

#### **HEALTH AND SAFETY LAW**

- Legal responsibilities of employers and employees
- Reporting and recording of accidents
- Enforcement of the Law

#### **MULTIPLE CHOICE QUESTIONNAIRE**

#### **ANSWERS TO CHECKPOINT QUIZZES**

# **MODULE THREE – SAFE DISPENSING OF MOTOR FUEL (including LPG)**

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## **CONTENTS**

### **INTRODUCTION**

- Welcome to “Safe Dispensing of Motor Fuel”
- How to use this workbook

### **THE HAZARDS OF MOTOR FUEL**

- Fire and explosion
- Health
- Environment impact

### **COMPLYING WITH THE LAW**

- Current legislation affecting fuel dispensing
- Your responsibilities under the law
- Law Enforcement

### **CHECKPOINT QUIZ ONE**

### **DISPENSING METHODS AND EQUIPMENT**

- Attendant operated and attended self service dispensing
- Fuel dispensers
- Fuel dispensing authorisation equipment

### **FUEL DISPENSING – ATTENDANT OPERATED**

- Operating the dispenser:
  - Prior to dispensing
  - Dispensing the fuel
  - Filling approved containers

### **CHECKPOINT QUIZ TWO**

### **FUEL DISPENSING – ATTENDED SELF SERVICE**

- Pre-authorisation
- Controlling fuel dispensing

### **DEALING WITH EMERGENCIES**

- Raising the alarm
- Spillages
- Fire
- Product contamination

### **DISPENSING OF LIQUID PETROLEUM GAS (LPG)**

- LPG – a growing market
- Dispensing methods and equipment
- Operating the dispenser
- Controlling fuel dispensing
- Dealing with emergencies

### **MULTIPLE CHOICE QUESTIONNAIRE**

### **ANSWERS TO CHECKPOINT QUIZZES**

## **MODULE FOUR – SITE SECURITY AND PERSONAL SAFETY**

**“Our Business is Your Business” ..... keep it safe and legal**

### **CONTENTS**

#### **INTRODUCTION**

- Welcome to “Site Security and Personal Safety”
- How to use this workbook
- What we mean by Security and Personal Safety
- The consequences of poor security

#### **SITE SECURITY – FORECOURT**

- General Surveillance
- Dealing with drive offs
- Other forecourt crime
- Theft of equipment
- Fuels security

#### **CHECKPOINT QUIZ ONE**

#### **SITE SECURITY – STOCK**

- Receiving deliveries
- Storage of goods

#### **SHOPLIFTING**

- The scale and nature of shoplifting
- Spotting shoplifters
- Deterring shoplifters
- Dealing with incidents

#### **FRAUD AND FORGERY**

- Types of fraud and how to deal with them
  - Fraud by dishonest employees
  - Fraud by the general public
  - Collusion
  - forgery

#### **ROBBERY**

- Precautions and deterrents
- Dealing with a robbery or hold-up

#### **CHECKPOINT QUIZ TWO**

#### **BURGLARY**

- Precautions and deterrents
- Action on discovering a burglary

#### **BOMB THREATS AND ACTION GROUPS**

- Emergency planning and action
  - Bomb threats
  - Action groups

#### **PERSONAL SAFETY**

- Personal safety and you
- The nature of violence at work
- Reducing the risk of violence
- Managing violence in the workplace

#### **MULTIPLE CHOICE QUESTIONNAIRE**

#### **ANSWERS TO CHECKPOINT QUIZZES**

# MODULE FIVE – FOOD SAFETY AT WORK

**“Our Business is Your Business” ..... keep it safe and legal**

## **CONTENTS**

### **INTRODUCTION**

- Welcome to “Food Safety at Work”
- How to use this workbook
- The need for good food safety
- What is food safety?
- Gaining a food safety qualification

### **CHECKPOINT QUIZ ONE**

### **FOOD POISONING**

- What is food poisoning?
- The causes of food poisoning
- Preventing contamination

### **BACTERIA AND FOOD POISONING**

- The background
- What are bacteria?
- Where do they come from?
- Bacteria and high risk foods
- How bacteria multiply and move
- Reducing the risk

### **PERSONAL HYGIENE**

- The importance of good personal hygiene
- Key areas for action

### **CHECKPOINT QUIZ TWO**

### **TEMPERATURE CONTROL AND FOOD STORAGE**

- Temperature control
- Storage of perishable food
- Correct use of refrigerators and refrigerated display cabinets
- Storage and thawing of frozen foods
- Storage of dry foods and canned foods

### **STOCK ROTATION AND DATE CODING**

- Stock Rotation
- Date Coding

### **THE PREPARATION, COOKING AND COOLING OF FOOD**

- General advice

### **CHECKPOINT QUIZ THREE**

### **CLEANING, WASTE DISPOSAL AND PEST CONTROL**

- The reasons for cleaning
- Some cleaning guidelines
- Waste disposal
- Pest control

### **YOU AND FOOD SAFETY LAW**

- Background to current legislation
- The scope of food safety law
- Food Safety Act 1990
- The Food Safety (General Food Hygiene) regulations 1995
- Identifying steps critical to food safety
- The Food Safety (Temperature Control) regulations 1995
- Law enforcement

### **CHECKPOINT QUIZ FOUR**

### **MULTIPLE CHOICE QUESTIONNAIRE**

### **CHECKPOINT QUIZ ANSWERS**