
PRNSG

Petrol Retailers National Steering Group

Guideline

Petroleum Forecourt Operator Training

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Title	Petroleum Forecourt Operator Training	Issue Date:	4 th November 2015			
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		Petroleum Forecourt Operator Training Guideline	en	3.0	No. of sh.	18

Foreword

This guideline has been prepared by the Petrol Retail National Steering Group (PRNSG) to aid in the development of training packages for petroleum forecourt operators.

It is not the intention of this document to specify explicitly what training should be provided, nor replace any existing corporate guidance or methodologies. The intent of this document is to provide an overview of the topics deemed appropriate to be included within a training package.

There are no limitations on further distribution of this document to other organisations outside of PRNSG, provided that:

1. It is understood that this report represents the PRNSG view of the content of training material for petroleum forecourt operators.
2. PRNSG accepts no responsibility in terms of the use or misuse of this document.
3. The report is distributed in a read only format, such that the name and content is not changed and that it is consistently referred to as "PRNSG Guidance – Petroleum Operator Forecourt Training".
4. It is understood that no warranty is given in relation to the accuracy or completeness of information contained in the report except that it is believed to be substantially correct at the time of publication.

Doc. Type	Guideline	Committee				Petrol Retailers National Steering Group	
Title	Petroleum Forecourt Operator Training	Issue Date:				4 th November 2015	
PRNSG		Document identity		Lang.	Rev. ind.	Sheet	2
		Petroleum Forecourt Operator Training Guideline		en	3.0	No. of sh.	18

Contents

FOREWORD	2
CONTENTS.....	3
1. INTRODUCTION	4
2. AIM AND PURPOSE	4
2.1 Audience.....	4
3. LEARNING OBJECTIVES	5
4. ASSESSMENT METHODOLOGY	6
4.1 Training Delivery Time.....	6
4.2 Other Details.....	7
5. TRAINING GUIDELINES.....	8
REFERENCES	17
ABBREVIATIONS	17
REVISION HISTORY	18

Doc. Type	Guideline	Committee				Petrol Retailers National Steering Group
Title	Petroleum Forecourt Operator Training	Issue Date: 4 th November 2015				
PRNSG		Document identity	Lang.	Rev. ind.	Sheet	3
		Petroleum Forecourt Operator Training Guideline	en	3.0	No. of sh.	18

1. Introduction

Because of the nature of the products that they store and dispense, retail petroleum forecourts have the potential to be extremely hazardous. Whilst many automated safeguards are in place to maintain containment of these products, reliance is placed on the forecourt operator to ensure that safe practices are being followed and provide appropriate response in case of an incident.

This training guidance has been developed by employers and training providers to identify the knowledge, understanding, skills and behaviours needed for effective training to take place.

2. Aim and Purpose

To provide a clear understanding of the principles of safe operation and practice for operators who work on petroleum retail sites.

This guidance is intended to provide a reference point for those organisations currently providing training in this area, of those wishing to develop training packages.

Any training given to petroleum forecourt operators either by the employer or by training providers should also consider any specific company policy or procedures, for example staff identification requirements, specific delivery anomalies and simultaneous deliveries.

2.1 Audience

Petroleum forecourt operator training is aimed at all staff involved in the day to day site based operation of a retail site selling petroleum products including Petrol, Diesel and Liquefied Petroleum gas (LPG).

Doc. Type	Guideline	Committee	Petrol Retailers National Steering Group		
Title	Petroleum Forecourt Operator Training	Issue Date:	4 th November 2015		
PRNSG	Document identity	Lang.	Rev. ind.	Sheet	4
		en	3.0	No. of sh.	18
	Petroleum Forecourt Operator Training Guideline				

3. Learning Objectives

The learner should:

1. Understand the fundamentals of safe and healthy site operation.
2. Understand the types of petroleum delivery undertaken, how to take delivery, and their role and responsibilities.
3. Understand the hazards and risks presented by a forecourt and delivery, including the types of incidents and emergencies that can arise, and the required safeguards for effective prevention and mitigation of incidents
4. Understand the issues surrounding security on the site, and how to reduce the incidence of crime.
5. Understand how to communicate effectively with the public.
6. Understand how to manage contractors and visitors on the site.

Doc. Type	Guideline	Committee	Petrol Retailers National Steering Group			
Title	Petroleum Forecourt Operator Training	Issue Date: 4 th November 2015				
PRNSG	Document identity	Lang.	Rev. ind.	Sheet	5	
		en	3.0	No. of sh.	18	
Petroleum Forecourt Operator Training Guideline						

4. Assessment Methodology

Assessment should be completed to ensure that effective learning has taken place. Assessment of the candidates' performance should be against the stated learning objectives and will involve structured assessment. An analysis of the candidate's performance will be conducted to help identify opportunities for further development.

The assessment process should be defined by the training provider, and should:

- Be fair and clear for those undertaking it
- Explain clearly the standards for satisfactory completion of the module
- Be consistent and transparent in its marking

It is recommended that training providers keep an accurate and detailed record of attendance.

4.1 Training Delivery Time

There are no guided learning hours recommended for providing training to cover the learning objectives specified in section 3, this is because training may be provided by one or more providers and be divided between mandatory training before commencement of work, and training that can be completed as part of a probationary period. Each delegate's ability to absorb training and demonstrate competence will also vary greatly. The following table provides a reference which can help in planning the training activity.

Note that the approximate durations identified in the table refer to training periods only. Checks via mentoring and supervision that skills and knowledge are understood, applied and evidenced are crucial to success and will be required over a longer period before specific tasks, such as deliveries, are undertaken.

Learning Objective	Before Probationary or During Probationary Period	Delivery Method ¹	Delivered by	Approximate Duration
1	Before Probationary Period	A combination of classroom, e-learning or site based training	Site Manager or external training provider	2 hours
2	During Probationary Period	Site based training and mentoring	Competent person or fuels provider	Over the course of several deliveries
3	Before Probationary Period and During Probationary Period	A combination of classroom, e-learning or site based training	Site Manager or external training provider	1 hour

Doc. Type	Guideline	Committee	Petrol Retailers National Steering Group		
Title	Petroleum Forecourt Operator Training	Issue Date:	4 th November 2015		
PRNSG		Document identity	Lang.	Rev. ind.	Sheet 6
		Petroleum Forecourt Operator Training Guideline	en	3.0	No. of sh. 18

Learning Objective	Before Probationary or During Probationary Period	Delivery Method ¹	Delivered by	Approximate Duration
4	During Probationary Period	e-learning or site based training	Site Manager or e-learning provider	30 minutes
5	During Probationary Period	A combination of classroom, e-learning or site based training	Site Manager or external training provider	2 hours
6	During Probationary Period	A combination of classroom, e-learning or site based training	Site Manager or external training provider	2 hours

¹ Training providers should use appropriate resources to help deliver the learning objectives. Depending on the objective, different training techniques may be appropriate. These could include:

- Formal classroom sessions
- E-learning
- Site based training and mentoring

4.2 Other Details

Where appropriate, employers and training providers should provide candidates with relevant pre course reading. This may include such publications as the Approved Code of Practice L133 '*Unloading of Petrol from Road Tankers*'.

Doc. Type	Guideline	Committee	Petrol Retailers National Steering Group		
Title	Petroleum Forecourt Operator Training	Issue Date:	4 th November 2015		
PRNSG	Document identity	Lang.	Rev. ind.	Sheet	7
		en	3.0	No. of sh.	18
	Petroleum Forecourt Operator Training Guideline				

5. Training Guidelines

1. Understand the fundamentals of safe and healthy site operation

a) Legal requirements

- i. Outline the legal requirements for safely operating the site, including the Dangerous Substances and Explosive Atmospheres Regulations (DSEAR) and Health and Safety at Work Act (HSWA).
- ii. Outline why compliance with the regulations is important to the safe operation of the site, and to maintain the sites operating licence
- iii. Explain the duties and rights of the forecourt operator to challenge and stop un-safe activities (include information on what 'unsafe' activities are, for example smoking, ignition sources, mobile phones, inappropriate containers and under-age sales)

b) Layout of the forecourt and equipment

- i. Explain the arrangement of the forecourt and the equipment on it
- ii. Explain the pipework and systems that exist below ground level

c) Hazards in the forecourt and the shop

- i. Explain how to monitor and protect the health and safety of self, colleagues and the general public
- ii. Explain how to select, use and care for Personal Protective Equipment (PPE)
- iii. Explain the general hazards that exist on the forecourt
- iv. Explain the general hazards that exist in the shop
- v. Explain the properties of, and risks associated with the fuels sold at the site, including Petrol, Diesel and Liquefied Petroleum Gas (LPG)
- vi. Explain the Fire Triangle – How the combination of fuel, air and ignition sources leads to a fire or explosion risk.
- vii. Explain what Hazardous Zones are, when they occur and why they are important
- viii. Explain the different ignition sources that could exist on the forecourt
- ix. Explain why ignition sources (which includes naked flames, smoking) are dangerous on forecourts
- x. Explain why mobile phones are dangerous to use on forecourts

Doc. Type	Guideline	Committee				Petrol Retailers National Steering Group
Title	Petroleum Forecourt Operator Training	Issue Date:				4 th November 2015
PRNSG		Document identity	Lang.	Rev. ind.	Sheet	8
		Petroleum Forecourt Operator Training Guideline	en	3.0	No. of sh.	18

- xi. Explain why only appropriate containers should be used to store fuel, and describe what these are

d) Site controls

- i. Explain the typical types of alarm used on the site, what they sound like, and what they are used for (should include, but not be limited to, tank alarm and fire alarm)
- ii. Explain the purpose and location of the emergency stop/isolation switch(s)
- iii. Explain the purpose of the pump authorisation mechanism, why it is important and under which circumstances authorisation should not be given
- iv. Explain the operation and use of the Public Address system
- v. Explain the purpose of the night pay window and emergency door locks, and when they should be used
- vi. Outline the purpose of and who can view the Closed Circuit Television (CCTV) systems on the site
- vii. Outline the purpose of adequate lighting on the site
- viii. Explain other safety measures in place on the site, including personal attack alarms and site fixed security measures (safes, fog machines, etc.)
- ix. Outline the procedures in place to deal with equipment malfunctions or breakdowns
- x. Explain the importance and requirements of periodic site checks/inspections
- xi. Outline the implications of lone working
 - Understand who to contact in the event of injury or emergency (including leaks from underground storage tanks and other equipment)

e) Housekeeping and routine maintenance standards

- i. Explain why housekeeping is important and the maintenance schedules, cleaning schedules, cleaning materials and cleaning methods for:
 - Forecourt (including car wash, car vacuum, airline, compressor, fuel dispensers, cones, barriers, hoses and firefighting equipment)
 - Canopy and pole sign
 - Shop and store room

Doc. Type Guideline		Committee Petrol Retailers National Steering Group			
Title Petroleum Forecourt Operator Training		Issue Date: 4th November 2015			
PRNSG	Document identity	Lang.	Rev. ind.	Sheet	9
	Petroleum Forecourt Operator Training Guideline	en	3.0	No. of sh.	18

- ii. Outline how to deal with adverse weather conditions
- iii. Outline the importance of food hygiene requirements

2. Understand the types of petroleum delivery undertaken, how to take delivery, and their role and responsibilities

a) Types of deliveries

- i. Outline how deliveries are arranged for the site
- ii. Outline the different types of deliveries (Driver Assisted Deliveries and Driver Un-Assisted Deliveries)
- iii. Explain the types of deliveries made to the site
- iv. Understand how to complete relevant checks (Driver Assisted Deliveries box, phones etc.) or know who the competent person is that carries out these checks
- v. Understand how overfill can occur, the purpose of overfill prevention and the actions to be taken on overfill.
- vi. Understand the hazards associated with below ground fill points

b) Preparing for the delivery

- i. Explain how notification that a delivery is going to take place is made
- ii. Explain how to prepare the site for a delivery
- iii. Explain restrictions that may apply to visitor and customer car parking in preparation for a delivery

c) Taking delivery

- i. Explain the procedures for taking delivery (for example taking fuel stock levels, specific LPG requirements)
 - Understand your (the forecourt operator) responsibilities
 - Understand the responsibilities of the delivery driver
- ii. Explain how the tanker will safely enter the site (including, but not limited to, relevant banks-man training, pedestrian watching)
- iii. Explain how to secure the delivery area
- iv. Explain the Personal Protective Equipment (PPE) that must be used when taking the delivery

Doc. Type	Guideline	Committee				Petrol Retailers National Steering Group
Title	Petroleum Forecourt Operator Training	Issue Date: 4 th November 2015				
PRNSG		Document identity	Lang.	Rev. ind.	Sheet	10
		Petroleum Forecourt Operator Training Guideline	en	3.0	No. of sh.	18

- v. Explain the location, purpose and use of firefighting equipment that may be called upon during the delivery
 - vi. Outline the importance of providing adequate lighting during the delivery
 - vii. Outline the Petroleum Driver Passport (PDP) scheme, what it is and why it is important
 - viii. Understand the procedure to be taken should a driver be taken ill during a delivery, and how to stop the delivery in an emergency
 - ix. Understand the procedure for dealing with site defects identified by the driver
- d) Completing the delivery
- i. Explain the purpose of the documentation that must be completed, and how it should be completed and the required checks.
 - ii. Explain how the tanker will safely exit the site (including, but not limited to, relevant banks-man training, pedestrian watching)
 - iii. Explain how to clear the delivery area after the tanker has left the site
 - iv. Explain how to Secure the fill points (and manhole covers if appropriate) after the delivery

3. Understand the hazards and risks presented by a forecourt and delivery, including the types of incidents and emergencies that can arise, and the required safeguards for effective prevention and mitigation of incidents

- a) Explain how to identify and take control of unsafe conditions, or unsafe acts, that could lead to an incident, and outline the required safeguards to apply in order to prevent an incident or mitigate an emergency
- b) Explain the types of emergencies that can occur and the action to take, including
 - i. Spill
 - During product receipt (from a tanker)
 - During customer re-fuelling
 - Customer cross-contamination
 - LPG
 - ii. Fire
 - Understand what procedure to follow and the location of the fire extinguisher

Doc. Type Guideline		Committee Petrol Retailers National Steering Group			
Title Petroleum Forecourt Operator Training		Issue Date: 4th November 2015			
PRNSG	Document identity	Lang.	Rev. ind.	Sheet	11
	Petroleum Forecourt Operator Training Guideline	en	3.0	No. of sh.	18

- iii. Injury
 - Contact with dangerous substances
 - First aid
 - iv. Threat of violence
 - v. Vehicle collision
 - vi. Damage to forecourt equipment
 - vii. Response to site alarms
- c) Explain the emergency procedures for the site
- i. Location of assembly points
 - ii. How to close the site in the event of an emergency
 - iii. How to evacuate the site in the event of an emergency
 - iv. How and when to isolate the pumps
 - v. How to inform and instruct the public in the event of an emergency (including prohibiting the movement of vehicles)
 - vi. The methods and materials that should be used to clean up after a spill
- d) Explain responsibilities in the event of an emergency
- e) Explain when and how to call the emergency services and company representatives
- i. Know the contact details for both the emergency services and company representatives
 - ii. Know the address of the site
- f) Explain responsibilities when the emergency services are on site
- g) Explain how to recover from an emergency
- i. How to re-open the site
 - ii. How to Clean-up contaminated materials used to tackle the emergency
 - iii. How to Recover payment for product following pump isolation
- h) Explain how to report the emergency

Doc. Type	Guideline	Committee				Petrol Retailers National Steering Group
Title	Petroleum Forecourt Operator Training	Issue Date: 4 th November 2015				
PRNSG		Document identity	Lang.	Rev. ind.	Sheet	12
		Petroleum Forecourt Operator Training Guideline	en	3.0	No. of sh.	18

- i. How to inform supervisors of the emergency
- ii. How to complete incident report forms
- iii. How to complete near miss report forms

4. Understand the issues surrounding security on the site, and how to reduce the incidence of crime

a) Explain the Basic Security Procedures

- i. Understand the security of stock, cash and premises
- ii. Understand the use and operation of Personal Attack Buttons (PAB), where fitted
- iii. Point of Sale (POS) Procedures
 - Understand the operation of the till
 - Understand how and when cash limits apply, where relevant
 - Understand what to check on credit, debit and fuel cards
- iv. Point of Sale (POS) Area Procedures
 - Understand the entry and exit points from the POS area, and the security arrangements that should be applied
 - Understand admission criteria for the POS area during night-time operations, for example when a night hatch is used.
 - Understand how to ensure that CCTV systems are operational

b) Explain how to respond to a robbery

- i. Understand the procedures to be followed during a robbery
- ii. Understand the procedures to be followed after a robbery
- iii. Understand the procedures to be followed in the event of a drive off

c) Explain the procedures to be followed if a bomb threat is received

d) Explain the procedures to be followed in the event of a demonstration on the site

e) Explain the procedures to be followed in the event of vandalism on the site

f) Explain how to report incidents

- i. How to inform supervisors of the incident

Doc. Type	Guideline	Committee				Petrol Retailers National Steering Group
Title	Petroleum Forecourt Operator Training	Issue Date: 4 th November 2015				
PRNSG		Document identity	Lang.	Rev. ind.	Sheet	13
		Petroleum Forecourt Operator Training Guideline	en	3.0	No. of sh.	18

- ii. How to complete incident report forms

5. Understand how to effectively interact with the public

- a) Understand how to process payments for purchases
- b) Dispensing fuel
 - i. Understand how to monitor the safe dispensing of fuel
 - ii. Understand how to dispense fuel (where attended service is provided)
- c) Explain the site customer policy, specifically;
 - i. Smoking, e-cigarettes
 - ii. Mobile Telephones
 - iii. Control of Children
 - a. Policy regarding age restricted sales
 - b. Health and Safety Risks associated with children on the forecourt
 - iv. Age related Sales
 - v. Motorcycles (Crash helmets, dismounting)
 - vi. Customer parking (only in designated areas)
 - vii. Filling of containers
 - viii. Mis-fuelling
 - ix. Turning off engine during re-fuelling
 - x. Sale of alcohol, medicines and cigarettes
 - xi. Disabled customers
- d) Explain how to enforce site policy with customers
 - i. How to ensure effective communication with the public
 - ii. How to deal with difficult situations, harassment and complaints
 - iii. Where to go for further information (for example, customer services)
 - iv. Escalation procedure, know where to direct customers to
 - v. Understand rights to refuse service to customers

Doc. Type Guideline		Committee Petrol Retailers National Steering Group			
Title Petroleum Forecourt Operator Training		Issue Date: 4th November 2015			
PRNSG	Document identity	Lang.	Rev. ind.	Sheet	14
	Petroleum Forecourt Operator Training Guideline	en	3.0	No. of sh.	18

6. Understand how to manage contractors and visitors to the site

- a) Explain the general requirements applicable to all visitors
 - i. Sign in and sign out procedures
 - ii. Importance of validating visitors identification
 - iii. Ensuring that relevant site policies (for example use of mobile phones) is followed by all visitors
- b) Explain how work is controlled on site
 - i. Explain the key responsibilities with regard to the control of work
 - Understand who is responsible from your company
 - Understand your responsibilities
 - ii. The documents associated with the control of work
 - iii. The isolation of energy sources (for example electrical isolation) and delivery lines
 - iv. Working at height requirements
 - v. Barriers and notices required during work
 - vi. Responsibilities in relation to providing contractors with a health and safety briefing
 - vii. Dealing with unsafe work practices where they are observed
 - viii. The purpose of the Safe Pass Alliance (SPA) Safety Passport, and how to ensure contractors are registered with the scheme
- c) Explain specific requirements for local authorities that may visit the site (Petroleum and Environmental officers)
 - i. Be aware of who can visit the site and what their powers are
 - ii. The documentation and equipment that local authority officers may wish to examine
 - iii. Be aware of what may be asked, and who questions should be referred to
- d) Explain specific requirements for other visitors (for example stores delivery)

Doc. Type	Guideline	Committee				Petrol Retailers National Steering Group
Title	Petroleum Forecourt Operator Training	Issue Date: 4 th November 2015				
PRNSG		Document identity	Lang.	Rev. ind.	Sheet	15
		Petroleum Forecourt Operator Training Guideline	en	3.0	No. of sh.	18

- i. How to ensure safe parking for delivery vehicles
 - ii. Responsibilities for taking deliveries
 - iii. Maintaining site security during delivery (e.g. ensuring counter area is kept locked)
- e) Other People working on the forecourt, excluded from general requirements (attended service, car wash personnel)
- i. How to deal with unsafe work practices if they are observed

Doc. Type Guideline		Committee Petrol Retailers National Steering Group			
Title Petroleum Forecourt Operator Training		Issue Date: 4th November 2015			
PRNSG	Document identity	Lang.	Rev. ind.	Sheet	16
	Petroleum Forecourt Operator Training Guideline	en	3.0	No. of sh.	18

References

The following table provides references to documentation used to develop this report.

Description	Reference
Shell crime prevention guide	N/A
Forecourt Operator National Occupational Standards (NOS)	N/A

Abbreviations

Abbreviation	Description
HSWA	Health and Safety at Work Act
LPG	Liquefied Petroleum Gas
PDP	Petroleum Driver Passport
PPE	Personal Protective Equipment
PRNSG	Petrol Retail National Steering Group
SPA	Safety Pass Alliance

Doc. Type	Guideline	Committee	Petrol Retailers National Steering Group			
Title	Petroleum Forecourt Operator Training	Issue Date:	4 th November 2015			
PRNSG		Document identity	Lang.	Rev. ind.	Sheet	17
		Petroleum Forecourt Operator Training Guideline	en	3.0	No. of sh.	18

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1	All	Updated to include PRNSG comments	05-Nov-2013	Peter Davidson
2	All	Updated to include further PRNSG comments	07-Jan-2014	Peter Davidson
3	5.c.iii	Updated to include policies regarding children on the forecourt	04-Nov-2015	Peter Davidson

Doc. Type Guideline		Committee Petrol Retailers National Steering Group			
Title Petroleum Forecourt Operator Training		Issue Date: 4th November 2015			
PRNSG	Document identity		Lang.	Rev. ind.	Sheet 18
	Petroleum Forecourt Operator Training Guideline		en	3.0	No. of sh. 18