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NATIONAL OCCUPATIONAL STANDARDS FOR FORECOURT OPERATIONS

Approved by UKCG August 2003



**The Sector Skills Council for Chemicals, Nuclear, Oil and Gas, Petroleum and
Polymers**

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Unit 1 : Contribute To Health And Safety Within The Fuel Dispensing Area

This unit is about your competence in maintaining health and safety within the fuel dispensing area. It includes identifying and controlling potential hazards and risks on the premises and surrounding environment which may have an impact on the fuel dispensing area. Note that in this context 'fuel' includes petroleum spirit, diesel and liquid petroleum gas (LPG). Employees will need to know how to take emergency action for fire, explosion, accidents, toxic fumes and spillage situations - including major and minor spills. You will be involved in activities such as:

- monitoring and maintaining the health and safety of self, colleagues and members of the public within the fuel dispensing area
- monitoring forecourt activities to control risks to the fuel dispensing area
- taking emergency action

During this work you must take account of the relevant operational requirements and safe working practices.

Unit-wide Underpinning Knowledge and Understanding

Within the limits of your responsibility you must be able to demonstrate that you know:

1. the site safety requirements and procedures
2. how to select, use and care for PPE including sight/hearing protection, gloves, footwear, hard hats, appropriate workwear
3. the implications of statutory e.g. HASAWA, COSHH, RIDDOR, DSEAR, MHSWR and organisational requirements
4. emergency shut down procedures
5. limits of own authority and procedures in the event of breaching those limits
6. how to interpret operational requirements e.g. policies, procedures, instructions, codes of practice, standards, schedules
7. your own responsibilities as they relate to Organisational Safety Policy, Workplace Safety Policy, Evacuation Procedures, Fire Procedures

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Element 1.1 : Monitor and maintain the health and safety of self, colleagues and members of the public within the fuel dispensing area

Standards of Performance

In achieving this element you will have:

- a. ensured that aspects of health and safety within your responsibility are free from hazards and safe systems of work are followed
- b. accurately identified discrepancies, damage and potentially unsafe features within the fuel dispensing area and taken relevant action
- c. correctly carried out routine health and safety checks and fire drills
- d. accurately and completely reported accidents
- e. correctly used and safely handled equipment, fixtures and materials
- f. used approved safe methods and techniques when lifting heavy or bulky items
- g. safely disposed of waste materials and potentially environmentally damaging materials in an approved location

Underpinning Knowledge and Understanding see also Unit Guidance

Within the limits of your responsibility you must be able to demonstrate that you know:

1. How to safely use equipment and fixtures, including relevant organisational and manufacturer's instructions
2. What relevant action to take. This includes rectify; report; record.
3. The safe lifting procedures
4. The potentially environmentally damaging materials. These should include fuel; oils; automotive fluids; cleaning and their disposal requirements.
5. The specific organisational risk assessment details

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Element 1.2 : Monitor forecourt activities to control risks in the fuel dispensing area

Standards of Performance

In achieving this element you will have:

- a. maintained vigilance of fuel and non-fuel dispensing area operations and monitored safety of customers, visitors and personnel
- b. accurately identified risk situations and taken relevant remedial action
- c. accurately identified hazardous incidents and taken relevant action
- d. complied with instructions relating to exposure to fuel
- e. accurately completed all relevant documentation

Underpinning Knowledge and Understanding see also Unit Guidance

Within the limits of your responsibility you must be able to demonstrate that you know:

1. Specific organisational risk assessment details
2. What constitutes a risk situation. This includes to the buildings and equipment; to the environment; on-site; off-site; sources of ignition; those using forecourt and dispensing equipment; extraneous hazards; and toxic fumes. The risk may be identified visually or reported.
3. The remedial action options open to you. This includes report; rectify; shutdown; put emergency procedures into effect; record.
4. What constitutes a hazardous incident. This includes fuel spillage; personal contamination; fire.
5. How to deal with exposure to fuel according to instructions for fuel on clothes and on skin/hair
6. The potentially environmentally damaging materials. This includes fuel; oils; automotive fluids; cleaning and their disposal requirements.
7. The physical characteristics of petroleum

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Element 1.3 : Take emergency action

Standards of Performance

In achieving this element you will have:

- a. promptly raised the alarm and immediately implemented any necessary action to prevent further incident occurring
- b. correctly identified the requirement for emergency services and taken the relevant action
- c. promptly and safely followed evacuation procedures
- d. used the correct equipment for the emergency according to its use and limitations
- e. reported accidents in accordance with legal and organisational procedures
- f. accurately and promptly reported injuries involving individuals to competent first aider or authorised person and maintained appropriate interim support when necessary to minimise further injury

Underpinning Knowledge and Understanding see also Unit Guidance

Within the limits of your responsibility you must be able to demonstrate that you know:

1. How to identify emergency situations and the action to be taken. These should involve fire; explosion; accidents; toxic fumes and spillage.
2. The methods used to prevent further incidents, including fuel shutdown procedures
3. The location, use and limitations of fire fighting equipment and first aid equipment
4. The evacuation procedures. This includes location of fire exits; assembly points; discipline associated with emergency procedures.
5. Who the designated first aiders are and how to contact them and request assistance. This should also include fire; police; ambulance
6. How to provide interim support to minimise further injury

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Unit 3 : Develop And Maintain Positive Working Relationships With Forecourt Customers

This unit is about your competence in dealing with forecourt customers in a courteous, positive, professional manner even in difficult situations. It includes meeting customer needs, demonstrating sensitivity to customer feelings and communicating appropriately and clearly. You will be involved in activities such as:

- presenting a positive personal image to customer
- balancing needs of customer and organisation
- responding to feelings expressed by the customer
- adapting methods of communication to the customer

During this work you must take account of the relevant operational requirements and safe working practices.

Unit-wide Underpinning Knowledge and Understanding

Within the limits of your responsibility you must be able to demonstrate that you know:

1. the site safety requirements and procedures
2. how to select, use and care for PPE including sight/hearing protection, gloves, footwear, hard hats, appropriate workwear
3. the implications of statutory e.g. HASAWA, COSHH, RIDDOR, DSEAR, MHSWR and organisational requirements
4. emergency shut down procedures
5. limits of own authority and procedures in the event of breaching those limits
6. how to interpret operational requirements e.g. policies, procedures, instructions, codes of practice, standards, schedules
7. your own responsibilities as they relate to Organisational Safety Policy, Workplace Safety Policy, Evacuation Procedures, Fire Procedures
8. the organisation's service standards and code of practice
9. the organisation's standards for appearance and behaviour
10. the relevant legislation and regulations relating to work with customers

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Element 3.1 : Present positive personal image to customer

Standards of Performance

In achieving this element you will have:

- a. treated all customers in a courteous and helpful manner
- b. consistently maintained organisation standards for personal appearance and behaviour
- c. ensured that equipment and supplies used in transactions with customers are available, up-to-date and in good order
- d. actively sought opportunities for improving working relationships with all customers
- e. ensured that own behaviour consistently conveys a positive image of the organisation to current and potential customers, and to colleagues

Underpinning Knowledge and Understanding see also Unit Guidance

Within the limits of your responsibility you must be able to demonstrate that you know:

1. Procedures for the storage, safety, display, maintenance and replacement of equipment and supplies. This includes literature; stationery; forms; mechanical; electronic; consumables in own area of responsibility.
2. How to manage stressful situations
3. How to set an example of positive behaviour for others
4. Ways of creating opportunities to enhance working relationships with customers

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Element 3.2 : Balance needs of customer and organisation

Standards of Performance

In achieving this element you will have:

- a. made determined attempts to meet customer needs within own limits of authority
- b. clearly and positively explained organisational limitations to the customer
- c. effectively minimised conflict between customer needs and organisational limitations
- d. recognised organisational limitations and sought assistance from others
- e. clearly recorded and properly stored proposals put to customers

Underpinning Knowledge and Understanding see also Unit Guidance

Within the limits of your responsibility you must be able to demonstrate that you know:

1. The relevant products or services of the organisation
2. The organisational limitations. This includes costs; time; resources.
3. The procedures for storage, security and confidentiality of records
4. Formal and informal communication routes with customers and organisation.
5. Ways of involving others in meeting customer needs
6. How to use formal and informal methods to satisfy customer needs. This includes pro-active; on request within the resources available.
7. When to seek assistance and when to use own initiative

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Element 3.3 : Respond to feelings expressed by the customer

Standards of Performance

In achieving this element you will have:

- a. accurately judged customers' feelings through their behaviour and tone and through sensitive questioning
- b. effectively acknowledged customers' feelings and adapted own behaviour accordingly
- c. regularly checked perceptions of customers' feelings with customer
- d. effectively implemented relevant procedures to respond to customers' complaints

Underpinning Knowledge and Understanding see also Unit Guidance

Within the limits of your responsibility you must be able to demonstrate that you know:

1. The organisation's complaints procedures
2. The relevant products or services relating to own area of responsibility
3. Techniques to adapt own behaviour to respond positively to the feelings of the customer. This includes body language; sensitive questioning; observation; listening for and responding to customer feelings. This may include anxiety; anger; confusion.

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Element 3.4 : Adapt methods of communication to the customer

Standards of Performance

In achieving this element you will have:

- a. selected appropriate types of communication to keep customers informed about current or future actions
- b. employed written and spoken language which is suited to the customer
- c. employed methods of communication which are suited to customers with individual communication needs
- d. regularly checked understanding of communication with customer
- e. openly acknowledged customer difficulties and sought appropriate help to resolve them

Underpinning Knowledge and Understanding see also Unit Guidance

Within the limits of your responsibility you must be able to demonstrate that you know:

1. Forms of verbal and non verbal communication. This includes face-to-face; written; by telephone; body language used in working with customers. This includes those with physical disabilities; learning disabilities; language differences includes dialects and accents.
2. Other colleagues able to assist in communicating with customers with specific individual communication needs
3. Procedures for keeping customers informed
4. Selecting what and when to tell customers about ongoing service issues
5. How to sense – and get right – different ways of ‘getting through’ to customers
6. How to check understanding with customers by ‘reading’ a variety of signals from them
7. Ways of seeking help from others to resolve communication difficulties

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Unit 4 : Contribute to the Security of the Forecourt Environment

This unit is about your competence in maintaining the security of people, stock (including petroleum spirit, diesel and liquid petroleum gas (LPG)) and premises and demonstrating the ability to deal with risks to security in a Forecourt Environment. You will be involved in activities such as:

- maintaining the security of people, stock and premises
- implementing procedures to deal with risks to security

During this work you must take account of the relevant operational requirements and safe working practices.

Unit-wide Underpinning Knowledge and Understanding

Within the limits of your responsibility you must be able to demonstrate that you know:

1. the site safety requirements and procedures
2. how to select, use and care for PPE including sight/hearing protection, gloves, footwear, hard hats, appropriate workwear
3. the implications of statutory e.g. HASAWA, COSHH, RIDDOR, DSEAR, MHSWR and organisational requirements
4. emergency shut down procedures
5. limits of own authority and procedures in the event of breaching those limits
6. how to interpret operational requirements e.g. policies, procedures, instructions, codes of practice, standards, schedules
7. your own responsibilities as they relate to Organisational Safety Policy, Workplace Safety Policy, Evacuation Procedures, Fire Procedures
8. the indicators of risks to security. This includes criminal; violent and abusive behaviour; terrorism; harassment of people, stock. The latter will include stock being displayed; being stored; being moved and premises

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Element 4.1 : Maintain the security of people, stock and premises

Standards of Performance

In achieving this element you will have:

- a. monitored the behaviour of people and accurately identified indicators of risks to security
- b. accurately identified risks of violence and harassment and taken action that is most likely to minimise the risks to people and property
- c. accurately identified risks of theft or damage and taken actions to prevent them
- d. fully implemented approved procedures for protecting premises and stock
- e. promptly reported risks to security to your manager

Underpinning Knowledge and Understanding see also Unit Guidance

Within the limits of your responsibility you must be able to demonstrate that you know:

1. The techniques for managing risks of violence
2. The methods for maintaining and maximising the security of stock, cash and premises
3. The procedures for dealing with theft and suspected theft
4. The behaviour that may constitute harassment
5. The procedures for managing harassment in the workplace

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Element 4.2 : Implement procedures to deal with risks to security

Standards of Performance

In achieving this element you will have:

- a. ensured that action taken to deal with risks maximises protection
- b. promptly identified and dealt with breaches of security
- c. accurately identified and reported indicators of theft to an appropriate authority
- d. completed all relevant documentation

Underpinning Knowledge and Understanding see also Unit Guidance

Within the limits of your responsibility you must be able to demonstrate that you know:

1. How to deal with breaches of security and theft
2. The methods for managing and minimising risks to security, and maximising protection for self, others, cash, goods and materials and premises
3. How to recognise behaviour that may constitute harassment
4. The procedures for dealing with harassment in the workplace

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Unit 5 : Process Payments For Purchases within the Forecourt Environment

This unit is about your competence in processing payments for purchase. It includes calculation of correct prices, issue of proper documentation, ensuring merchandise is not faulty or damaged and checking payments are not counterfeit or fraudulent. You will be involved in activities such as:

- calculating the price of customer purchases
- processing sales payments

During this work you must take account of the relevant operational requirements and safe working practices.

Unit-wide Underpinning Knowledge and Understanding

Within the limits of your responsibility you must be able to demonstrate that you know:

1. the site safety requirements and procedures
2. the implications of statutory e.g. HASAWA, COSHH, RIDDOR, DSEAR, MHSWR and organisational requirements
3. limits of own authority and procedures in the event of breaching those limits
4. how to interpret operational requirements e.g. policies, procedures, instructions, codes of practice, standards, schedules
5. your own responsibilities as they relate to Organisational Safety Policy, Workplace Safety Policy, Evacuation Procedures, Fire Procedures
6. what the local procedures for identifying and checking prices are
7. the sources of information and advice . This includes written; colleagues; management to deal with pricing problems
8. the rights, duties and the responsibilities relating to the sale of goods act, the Trade Description Act, Food Safety Act and where appropriate the Licensing Act.
9. the importance of consistent customer service. This includes during busy trading conditions; normal trading conditions to effective trading operations

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Element 5.1 : Calculate the price of the customers' purchases

Standards of Performance

In achieving this element you will have:

- a. accurately identified the price of items
- b. promptly resolved problems in pricing goods by using available sources of information and advice
- c. made correct calculations at a pace which balances the need for accuracy and customer care with the need to process sales quickly
- d. visually inspected purchases for condition and quality as they are processed
- e. taken prompt action to provide customers with satisfactory products when faults or discrepancies in items are observed
- f. been courteous to the customers at all times
- g. taking prompt action where faults or discrepancies in items are observed to make sure customers are provided with satisfactory products

Underpinning Knowledge and Understanding see also Unit Guidance

Within the limits of your responsibility you must be able to demonstrate that you know:

1. How to identify and check prices in your own store environment
2. Where to get information and advice to deal with pricing problems
3. How to identify any defects in products as they are being processed for sale e.g. damage, loose packaging, cracks, defects in food products etc.
4. How to identify any current discounts and special offers e.g. 2-for-1 offers, coupons, etc
5. The way payments are calculated in your store
6. Common methods of calculating payments including point of sale technology and physical calculations

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Element 5.2 : Process sales payments

Standards of Performance

In achieving this element you will have:

- a. clearly and accurately informed customers of the amount due
- b. confirmed the amount given and the change tendered
- c. confirmed appropriate authorisation for accepting non-cash payments
- d. tactfully informed the customer when authorisation cannot be obtained for non-cash payments
- e. completed all relevant documentation
- f. promptly identified and remedied discrepancies and errors
- g. securely stored payments and protected them from theft
- h. offered assistance in packing and transporting purchase
- i. courteously conducted the transaction in a manner appropriate to the customer and the context

Underpinning Knowledge and Understanding see also Unit Guidance

Within the limits of your responsibility you must be able to demonstrate that you know:

1. How to keep cash and other payments safe and secure
2. The types of payment that you are able to receive
3. Procedures for authorising non-cash transactions
4. How to check for and identify counterfeit payments
5. How to check for stolen cheques, credit cards, charge cards or debit cards
6. How to deal with customers offering suspect tender or non-cash payments
7. Relevant rights, duties and responsibilities relating to The Sale of Goods Act
8. Organisational procedures for calculating and taking payments
9. Organisational procedures for dealing with suspected fraud
10. The value and importance of customer service to effective trading operations
11. How to balance giving the correct amount of attention to individual customers whilst maintaining a responsibility towards other customers in busy trading periods

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Unit 8 : Maintain Operational Effectiveness Of Forecourt Equipment

This unit is about your competence in cleaning, routine inspection and consumable replacement for various pieces of forecourt equipment, including a mechanical car wash, a car vacuum, an airline, compressor, the fire fighting equipment and fuel dispensers. You will be involved in activities such as:

- cleaning equipment
- carrying out routine inspection of equipment and replace consumables

During this work you must take account of the relevant operational requirements and safe working practices.

Unit-wide Underpinning Knowledge and Understanding

Within the limits of your responsibility you must be able to demonstrate that you know:

1. the site safety requirements and procedures
2. how to select, use and care for PPE including sight/hearing protection, gloves, footwear, hard hats, appropriate workwear
3. the implications of statutory e.g. HASAWA, COSHH, RIDDOR, DSEAR, MHSWR and organisational requirements
4. emergency shut down procedures
5. limits of own authority and procedures in the event of breaching those limits
6. how to interpret operational requirements e.g. policies, procedures, instructions, codes of practice, standards, schedules
7. your own responsibilities as they relate to Organisational Safety Policy, Workplace Safety Policy, Evacuation Procedures, Fire Procedures

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Element 8.1 : Clean equipment

Standards of Performance

In achieving this element you will have:

- a. effectively isolated equipment, where appropriate, from the mains prior to cleaning and routine inspection operations
- b. used safe and approved methods and materials for cleaning equipment
- c. safely disposed of waste-cleaning agents and ensured potentially environmentally damaging materials are in an approved location
- d. cleaned equipment is according with locally agreed schedules
- e. used appropriate safety clothing and equipment when working with hazardous cleansing agents and equipment

Underpinning Knowledge and Understanding see also Unit Guidance

Within the limits of your responsibility you must be able to demonstrate that you know:

1. The organisational cleaning schedules and routines
2. How to isolate equipment
3. The cleaning methods and materials. This includes solvents; detergents for different equipment. This includes mechanical car wash; car vacuum; air line; compressor; fire fighting equipment; fuel dispensers.
4. The potentially environmentally damaging materials, waste-cleaning agents and their disposal requirements.
5. How and when to use safety clothing and equipment. This includes gloves; goggles; overalls; footwear.

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Element 8.2 : Carry out routine inspection of equipment and replace consumables

Standards of Performance

In achieving this element you will have:

- a. correctly identified the inspection routine and organised the work accordingly
- b. identified, replaced and reported consumables requiring replacement
- c. replaced and renewed labels and branding according to equipment and organisational requirements
- d. confirmed that the equipment is functional
- e. confirmed that the security devices are operational in accordance with manufacturer and organisational requirements
- f. promptly identified and reported faults to the appropriate authority
- g. carried out the inspection process in accordance with health, safety and security requirements and ensured minimum disruption to customers
- h. ensured that equipment and the immediate area are left clean, tidy and hazard free, and materials are returned to their designated location

Underpinning Knowledge and Understanding see also Unit Guidance

Within the limits of your responsibility you must be able to demonstrate that you know:

1. The inspection routines. This includes equipment type; manufacturer's instructions; organisational requirements and methods for different equipment. This includes mechanical car wash; car vacuum; air line; compressor; fire fighting equipment; fuel dispensers.
2. The methods of replacing consumables. This includes cleaning detergents; cleaning chemicals; oils.
3. The organisational policies and procedures for replacing and renewing labels and branding
4. The operating checks for different equipment
5. The fault reporting procedures

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Unit 6 : Dispense Fuel To Customer Requirements

This unit is about your competence in dispensing fuel on an attended site. Note that in this context 'fuel' includes petroleum spirit, diesel and liquid petroleum gas (LPG). It includes safe dispensing of the grades, quantities and amounts of fuel requested by the customer. You will be involved in activities such as:

- dispensing fuel
- monitoring the safe dispensing of fuel

During this work you must take account of the relevant operational requirements and safe working practices.

Unit-wide Underpinning Knowledge and Understanding

Within the limits of your responsibility you must be able to demonstrate that you know:

1. the site safety requirements and procedures
2. how to select, use and care for PPE including sight/hearing protection, gloves, footwear, hard hats, appropriate workwear
3. the implications of statutory e.g. HASAWA, COSHH, RIDDOR, DSEAR, MHSWR and organisational requirements
4. emergency shut down procedures
5. limits of own authority and procedures in the event of breaching those limits
6. how to interpret operational requirements e.g. policies, procedures, instructions, codes of practice, standards, schedules
7. your own responsibilities as they relate to Organisational Safety Policy, Workplace Safety Policy, Evacuation Procedures, Fire Procedures
8. specific organisational risk assessment details
9. hazardous characteristics of petroleum and what constitutes a risk situation during fuel dispensing. This includes sources of ignition
10. legal and organisational requirements for dealing with risk situations with regard to relevant petroleum regulations and manufacturer's instructions
11. legal and organisational requirements for dealing with dispensing equipment not functioning correctly and safely, with regard to relevant petroleum regulations, industry guidance and codes of practice and manufacturer's instructions
12. how to deal with visitors and specific petroleum regulations and requirements for site contractors
13. how to identify risk situations. This includes on-site; off-site; sources of ignition; spillage; other hazards

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Element 6.1 : Dispense fuel

Standards of Performance

In achieving this element you will have:

- a. correctly identified the customer requirements
- b. confirmed that the dispensing area is appropriate for dispensing operations to be carried out
- c. correctly selected the grade and type of fuel
- d. safely and correctly operated the fuel dispenser without any damage or spillage
- e. safely dispensed the correct amount of fuel
- f. correctly replaced the fuel dispenser nozzle and vehicle cap
- g. correctly confirmed the cost with the customer and identified payment details

Underpinning Knowledge and Understanding see also Unit Guidance

Within the limits of your responsibility you must be able to demonstrate that you know:

1. How to confirm appropriate dispensing conditions. This includes safe; legal
2. Fuel types and grades.
3. How to use fuel dispenser correctly and safely

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Element 6.2 : Monitor the safe dispensing of fuel

Standards of Performance

In achieving this element you will have:

- a. maintained vigilance of dispensing area operations and confirmed dispensing area safety
- b. accurately identified risk situations and taken relevant action
- c. accurately identified malfunctioning dispensing equipment and taken relevant action

Underpinning Knowledge and Understanding see also Unit Guidance

Within the limits of your responsibility you must be able to demonstrate that you know:

1. The range of dispensing area operations. This includes dispensing equipment and the actions of customers, visitors, personnel.
2. How to identify risk situations. This includes on-site; off-site; sources of ignition; spillage; extraneous hazards.
3. The relevant actions to take in the event of malfunctioning equipment. This includes report; shutdown; rectify; secure fuel nozzle; put emergency procedures into effect; record.

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Unit 7 : Control Fuel Dispensing And Authorisation Equipment

This unit is about your competence, within the dispensing area only, in providing and monitoring safe dispensing of fuel and transferring the transaction to point-of-sale. Note that in this context 'fuel' includes petroleum spirit, diesel and liquid petroleum gas (LPG). It covers those employees who control fuel dispensing and authorisation equipment, e.g. the pump controller. You will be involved in activities such as:

- enabling safe dispensing of fuel
- monitoring the safe dispensing of fuel
- transferring transaction to point-of-sale

During this work you must take account of the relevant operational requirements and safe working practices.

Unit-wide Underpinning Knowledge and Understanding

Within the limits of your responsibility you must be able to demonstrate that you know:

1. the site safety requirements and procedures
2. how to select, use and care for PPE including sight/hearing protection, gloves, footwear, hard hats, appropriate workwear
3. the implications of statutory e.g. HASAWA, COSHH, RIDDOR, DSEAR, MHSWR and organisational requirements
4. emergency shut down procedures
5. limits of own authority and procedures in the event of breaching those limits
6. how to interpret operational requirements e.g. policies, procedures, instructions, codes of practice, standards, schedules
7. your own responsibilities as they relate to Organisational Safety Policy, Workplace Safety Policy, Evacuation Procedures, Fire Procedures
8. specific organisational risk assessment details
9. hazardous characteristics of petroleum and what constitutes a risk situation during fuel dispensing. This includes sources of ignition
10. legal and organisational requirements for dealing with risk situations with regard to relevant petroleum regulations and manufacturer's instructions
11. legal and organisational requirements for dealing with dispensing equipment not functioning correctly and safely, with regard to relevant petroleum regulations, industry guidance and codes of practice and manufacturer's instructions
12. how to deal with visitors and site contractors with reference to specific petroleum regulations
13. how to identify risk situations. This includes on-site; off-site; sources of ignition; spillage; other hazards
14. how to recognise and deal with incorrect dispensing

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Element 7.1 : Enable safe dispensing of fuel

Standards of Performance

In achieving this element you will have:

- a. effectively confirmed that the dispensing area is appropriate for dispensing operations to be carried out
- b. accurately identified risk situations and taken relevant action
- c. correctly activated fuel dispensing equipment

Underpinning Knowledge and Understanding see also Unit Guidance

Within the limits of your responsibility you must be able to demonstrate that you know:

1. How to confirm appropriate dispensing conditions. This includes safe; legal; dispensing equipment; non dispensing equipment; customers; personnel; visitors; age limit; container and vehicle type; engine switched off.
2. How to identify risk situations. This includes on-site; off-site; sources of ignition; spillage; other hazards.

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Element 7.2 : Monitor the safe dispensing of fuel

Standards of Performance

In achieving this element you will have:

- a. maintained vigilance of dispensing area operations and confirmed dispensing area safety
- b. accurately identified risk situations and taken relevant action
- c. accurately identified malfunctioning dispensing equipment and taken relevant action

Underpinning Knowledge and Understanding see also Unit Guidance

Within the limits of your responsibility you must be able to demonstrate that you know:

1. The range of dispensing area operations. This includes dispensing equipment; customers; visitors; personnel.
2. The relevant actions to take in the event of malfunctioning equipment. This includes report; shutdown; rectify; secure fuel nozzle; put emergency procedures into effect; record.

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Element 7.3 : Transfer transaction to point-of-sale

Standards of Performance

In achieving this element you will have:

- a. confirmed customer fuel dispensing as complete
- b. confirmed correct fuel transaction with authorisation equipment and customer
- c. correctly transferred transaction to point-of-sale
- d. promptly identified problems with transferring the transaction and taken the relevant action

Underpinning Knowledge and Understanding see also Unit Guidance

Within the limits of your responsibility you must be able to demonstrate that you know:

1. How to use authorisation equipment
2. Organisational requirements regarding fuel transaction confirmation
3. The potential problems. This includes with customer; with authorisation equipment which may occur and the action to take. This includes rectify; report.

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Unit 2 : Receive Deliveries Of Motor Fuel

This unit is about your competence in receiving deliveries of motor fuel (note that in this context 'fuel' includes petroleum spirit, diesel and liquid petroleum gas (LPG)). It covers the preparation needed for receipt of fuel, including tank/ullage checks, identifying potential hazards, placing safety guards in position, preparing the appropriate documentation, attending the delivery and maintaining vigilance, ensuring all other documentation is fully and correctly completed, and returning the site to its normal operating status. You will be involved in activities such as:

- preparing to receive deliveries of motor fuel
- carrying out legislative and organisational requirements on delivery vehicle arrival
- receiving fuel deliveries
- returning site to normal operating status

During this work you must take account of the relevant operational requirements and safe working practices.

Unit-wide Underpinning Knowledge and Understanding

Within the limits of your responsibility you must be able to demonstrate that you know:

1. the site safety requirements and procedures
2. how to select, use and care for PPE including sight/hearing protection, gloves, footwear, hard hats, appropriate workwear
3. the implications of statutory e.g. HASAWA, COSHH, RIDDOR, DSEAR, MHSWR and organisational requirements
4. emergency shut down procedures
5. limits of own authority and procedures in the event of breaching those limits
6. how to interpret operational requirements e.g. policies, procedures, instructions, codes of practice, standards, schedules
7. your own responsibilities as they relate to Organisational Safety Policy, Workplace Safety Policy, Evacuation Procedures, Fire Procedures
8. the safety, legal and organisational requirements for fuel deliveries. This includes identifying the correct tank; the correct product; the volume required; the connection to site tank(s) with regard to relevant Petroleum and Environmental Regulations, industry guidance and codes of practice. These regulations and guidance will include hose connection details and sequence of connections where stage 1b vapour recovery is fitted, and how to complete the appropriate documentation

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Element 2.1 : Prepare To Receive Deliveries Of Motor Fuel

Standards of Performance

In achieving this element you will have:

- a. confirmed expected time of delivery and load due against documentation details
- b. ensured that nominated tanks have sufficient ullage to receive quantities and grades of fuel ordered and confirmed fill point information against site records
- c. identified and dealt with problems relating to receiving delivery
- d. confirmed operational nature and availability of materials and equipment required to ensure safe delivery
- e. identified and dealt with potential hazards
- f. correctly prepared for receipt of delivery and ensured availability of relevant documentation
- g. accurately placed safety guards in designated location according to site, organisational and delivery requirements
- h. accurately confirmed that the delivery area and site are safe for ready access of delivery and emergency vehicle use

Underpinning Knowledge and Understanding see also Unit Guidance

Within the limits of your responsibility you must be able to demonstrate that you know:

1. How to confirm the operational nature and availability of materials and equipment. This includes telephone system; lighting; fire extinguishers; clean dry sand; tank keys; manhole lifters; drainage channels; fire buckets; cordoning off equipment; tank identification.
2. The documentation requirements
3. How to deal with problems and potential hazards. This includes remove; make safe; record; report.
4. How to confirm delivery area and site safety. This includes free of unauthorised parking; clear exits; clear exit paths; designated sites.
5. The requirement to carry out pre-delivery and fuel inventory checks
6. The methods of confirming and calculating ullage
7. The typical delivery problems and how to deal with them. This includes adjusting delivery requirements; canceling delivery as required.
8. The use of materials and equipment for safe delivery of fuel
9. The hazardous characteristics of petroleum and what constitutes a potential hazard. This includes sources of ignition; combustible material; access chambers; neighbouring site activities.
10. The use of safety guards. This includes caution boards; fire extinguishers; fire buckets.

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Element 2.2 : Carry Out Legislative And Organisational Requirements On Delivery Vehicle Arrival

Standards of Performance

In achieving this element you will have:

- a. accurately identified the need to assist the delivery vehicle onto the site and into the correct position and taken the relevant action
- b. confirmed delivery against site details, grades and quantities of fuel ordered
- c. accurately undertaken a physical check, where possible, of delivery vehicle contents to confirm delivery requirements
- d. accurately established and confirmed ullage of site tanks and fuel grades
- e. accurately completed all relevant documentation
- f. identified and clarified problems with receiving delivery with the relevant personnel and taken relevant action in accordance with instructions received

Underpinning Knowledge and Understanding see also Unit Guidance

Within the limits of your responsibility you must be able to demonstrate that you know:

1. The correct location and position of delivery vehicle
2. The organisational ordering details. This includes ordering and delivery details, site tank capacities and fuel grades
3. How to undertake a physical check.
4. The problems you are likely to encounter. This includes variations to the ordered delivery; inability to receive delivery as specified.
5. The methods of confirming and calculating ullage
6. The requirements for completion of relevant documentation

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Element 2.3 : Receive Fuel Deliveries

Standards of Performance

In achieving this element you will have:

- a. confirmed delivery vehicle is in correct off-loading position and safety equipment is correctly positioned
- b. relayed the legislative requirements relating to deliveries to relevant personnel in order that deliveries comply with relevant conditions
- c. accurately confirmed relevant delivery information and safely and securely transferred specified quantities and grades of fuel to designated location
- d. attended the delivery vehicle throughout and identified and dealt with potentially hazardous occurrences and problems
- e. undertaken a physical check of the delivery vehicle contents to confirm complete delivery
- f. accurately completed all relevant documentation
- g. returned the site to normal operating status
- h. followed personal hygiene requirements after delivery

Underpinning Knowledge and Understanding see also Unit Guidance

Within the limits of your responsibility you must be able to demonstrate that you know:

1. The correct location and positioning of delivery vehicle and safety equipment
2. The hazardous characteristics of petroleum and what constitutes a potential hazard. This includes spillages; emergencies; crossed hose contamination; overfills; personal contamination.
3. How to deal with problems and potential hazards. This includes remove; make safe; record; report; stop delivery; put emergency procedures into effect.
4. The importance of the driver and / or designated person attending the delivery and maintaining vigilance throughout.
5. How to undertake a physical check
6. The documentation requirements
7. The equipment storage location. This includes storage of on-site vapour hose where fitted for stage 1b vapour recovery.

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Unit 9 : Prepare To Receive And Confirm Driver-Controlled Deliveries Of Motor Fuel

This unit is about your competence in dealing with operating driver-controlled motor fuel deliveries (note that in this context 'fuel' includes petroleum spirit, diesel and liquid petroleum gas (LPG)). It covers those employees involved in making pre-delivery and tank/ullage checks, and includes providing the documentation and equipment needed by the driver for delivery purposes, confirming the delivery has taken place properly, that any other documentation has been correctly completed, and that equipment used by the driver is returned to its proper location. You will be involved in activities such as:

- carrying out pre-delivery and tank inventory checks
- carrying out post driver-controlled delivery checks

During this work you must take account of the relevant operational requirements and safe working practices.

Unit-wide Underpinning Knowledge and Understanding

Within the limits of your responsibility you must be able to demonstrate that you know:

1. the site safety requirements and procedures
2. how to select, use and care for PPE including sight/hearing protection, gloves, footwear, hard hats, appropriate workwear
3. the implications of statutory e.g. HASAWA, COSHH, RIDDOR, DSEAR, MHSWR and organisational requirements
4. emergency shut down procedures
5. limits of own authority and procedures in the event of breaching those limits
6. how to interpret operational requirements e.g. policies, procedures, instructions, codes of practice, standards, schedules
7. your own responsibilities as they relate to Organisational Safety Policy, Workplace Safety Policy, Evacuation Procedures, Fire Procedures
8. the safety, legal and organisational requirements for fuel deliveries. This includes correct tank; correct product; volume required; connection to site tank with regard to relevant Petroleum and Environmental Regulations, industry guidance and codes of practice. This also includes hose connection details and sequence of connections where stage 1b vapour recovery is fitted, and how to complete the appropriate documentation

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Element 9.1 : Carry out pre-delivery and tank inventory checks

Standards of Performance

In achieving this element you will have:

- a. confirmed expected time of delivery and load due against documentation details
- b. ensured that nominated tanks have sufficient ullage to receive quantities and grades of fuel ordered and confirmed fill point information against site records
- c. identified and dealt with problems relating to receiving delivery
- d. confirmed operational nature and availability of materials and equipment required to ensure safe delivery
- e. identified and dealt with potential hazards
- f. correctly prepared for receipt of delivery and ensured availability of relevant documentation
- g. accurately confirmed that the delivery area and site are safe for ready access of delivery and emergency vehicle use

Underpinning Knowledge and Understanding see also Unit Guidance

Within the limits of your responsibility you must be able to demonstrate that you know:

1. How to confirm the operational nature and availability of materials and equipment. This includes driver-controlled delivery point; telephone system; lighting; fire extinguishers; clean, dry sand; tank keys; manhole lifters; drainage channels; fire-buckets; cordoning-off equipment, and tank identification required to ensure safe delivery.
2. The documentation requirements
3. How to deal with problems and potential hazards. This includes remove; make safe; record; report.
4. How to identify and deal with potential hazards. This includes sources of ignition; combustible material; access chambers; neighbouring site activities.
5. The requirement to carry out pre-delivery and fuel inventory checks
6. The methods of confirming and calculating ullage
7. The typical delivery problems and how to deal with them. This includes adjusting delivery requirements; canceling delivery as required.
8. The use of materials and equipment for safe delivery of fuel
9. The hazardous characteristics of petroleum and what constitutes a potential hazard. This includes sources of ignition; combustible material; access chambers; neighbouring site activities.
10. The use of safety guards. This includes caution boards; fire extinguishers; fire buckets.

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Element 9.2 : Carry out post driver-controlled delivery checks

Standards of Performance

In achieving this element you will have:

- a. accurately confirmed fuel received against delivery documentation details
- b. effectively confirmed fuel storage is safe and secure
- c. identified and dealt with potential hazards
- d. completed and dealt with all relevant documentation

Underpinning Knowledge and Understanding see also Unit Guidance

Within the limits of your responsibility you must be able to demonstrate that you know:

1. The documentation requirements. This includes quantities of fuel; grades of fuel; tank allocations; delivery advice; ullage printout.
2. How to identify problems and hazards. This includes tank fillers improperly secured; damage and deal with them. This includes remove; make safe; record; report.