

Crew Certificate

in Operations (CCO)



What is it?

The Crew Certificate in Operations or CCO is our entry level qualification at McDonald's. All staff have the opportunity to learn the basics of working at McDonald's through completing their CCO. Recognition of CCO is split into two parts there is achievement of the CCO Payrate and then there is achievement of the CCO qualification/capability.

How do I achieve the CCO Payrate?

To achieve the CCO payrate, you must be trained on these 14 Stations in FRED and verified in the Campus Training Tracker.

- RBIT: Food Safety (First Shift)
- RBIT: Security (First Shift)
- RBIT: Safety (First Shift)
- RBIT: Quality (First Shift)
- French Fries & Hashbrowns
- Beverages & Desserts
- FC Order & Pay
- FC Assemble & Present
- Grilling
- Frying
- Regular Menu Initiate
- Regular Menu Assemble
- Production Wash Up & Set Up
- Breakfast Cooking



Once you have been verified on all these stations in FRED and Campus your hourly payrate will automatically increase by \$0.25 cents.

How do I achieve the CCO qualification/capability?

To receive the CCO qualification you must complete the 14 stations shown above as well as all the items listed below:

- A CCO Training Agreement
- CCO Quiz
- Electrical Isolation eModule
- AIF - Auto Intermittent Filtration eModule
- Workplace Violence Prevention (crew) eModule
- Building a Safe, Respectful and inclusive Workplace for Crew eModule

When will all this take place?

You should be completing your CCO TAG, the CCO Quiz, the eModules and your RBIT station in your first 5 shifts.

Then you will just need to be trained and verified on the remaining 10 other stations.

You should aim to have all these stations completed within 6 to 9 months of joining us. This will depend on your availability and how many shifts you are able to work each week.

If you have any questions, please talk to your Restaurant Manager.