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Our e-learning courses

Our selection of e-learning courses allow you to demonstrate your due diligence, operate best practice and upskill your workforce.



Age Verification

It is a legal requirement for all licensed premises to ensure an age verification policy exists in relation to the supply of alcohol on their premise. This course enables you to fulfil your legal obligation by providing you with a model age verification policy.

The course is for anyone whose role involves them selling or serving alcohol in licensed premises such as a bar, restaurant or convenience store.



AUASP

Award in Underage Sales Prevention

It is best practice to know the law in relation to age-restricted products. This qualification will teach employees what the age restrictions are and the skills needed to refuse underage sales.

This course is for anyone whose job role involves them in the retail sale of age-restricted products such as bar and counter staff in pubs, clubs, bars, restaurants, off licences, supermarkets and convenience stores.



Bribery Act Awareness

The UK Bribery Act 2010 makes training and protection against corruption and bribery a legal requirement for all businesses operating within the UK. The course provides employees with the knowledge and skills to implement anti-bribery policies and carry out risk assessments.

This course is designed for businesses of all sizes, across all sectors to help them demonstrate their due diligence under the new legislation.



ALPS

Award for Licensed Premises Staff

The ALPS course is designed to give staff selling or serving alcohol in England and Wales an understanding of the licensing objectives and the importance of selling and serving alcohol in a lawful and socially responsible manner.

It is particularly important for staff to understand law and best practice in relation to refusing sales of alcohol to underage customers and to those intoxicated by alcohol.



Bar Excellence Award

The course in conjunction with Cask Marque, the champions of quality cask ale, is suitable for both new and existing bar staff delivering a consistent and clear training message for employees. It is designed by drinks companies, retailers, legal experts and existing bar staff.

This course provides indispensable training for anyone working behind a bar, from new and existing staff to bar staff and managers.



Introduction to Cellar Management



The course in conjunction with Cask Marque, the champions of quality cask ale, will help licensed premises increase beer sales, improve beer quality and most importantly customer satisfaction through a good knowledge and understanding of cellar management.

This course covers all areas from how beer is made to serving the perfect pint and is aimed at managers and those responsible for cellar maintenance in licensed premises.



Coffee Skills

The course is designed to give employees an understanding of coffee including bean variety, storage conditions and equipment. The skills and knowledge gained from this course will help employees prepare and serve the perfect coffee every time.

This course is designed for employees working in the food and beverage industry who wish to increase their coffee skills and produce the finest coffees for their customers.



COSHH

Control Of Substances Hazardous to Health

It is best practice for anyone working with dangerous substances to understand how to work with them safely. This course provides an overview for those whose job role involves working with hazardous substances, including cleaning products, to help them recognise potential risks and the controls needed to prevent them.

COSHH regulations require employers to provide their employees with suitable and sufficient information and training.



Disability Awareness

Businesses operating within the UK must provide their employees with formal disability awareness training under the Equality Act 2010. The course provides a comprehensive look at disability, including types of discrimination and employer responsibilities.

This course is primarily for managers/employers across all sectors, but is also useful training for employees with customer-facing roles helping them understand how to successfully service customers with a disability.



Conflict Management

The course provides a comprehensive understanding of conflict resolution. Employees will increase their self-awareness and problem solving skills enabling them to recognise potential conflict situations quickly and giving them the confidence to defuse them.

This course is suitable for those who may face conflict as part of their day-to-day job role such as bar and counter staff, security staff and door supervisors.



Customer Service

This course is designed to help employees exceed customer expectations and make the most from each customer visit. Areas covered include recognising customer behaviour styles and adapting to them, how to represent your employer positively, and complaint handling.

This course is suitable for employees at all levels, including management, in customer-facing roles across sectors, including hospitality and retail.



Drugs Awareness

This Award deals with the legal and social issues surrounding illegal drug use and drug dealing in licensed premises, helping to minimise risk to the business. The course covers the basics of drugs awareness, drug use and combating drug use.

This course is suitable for anyone whose job role involves supervising licensed premises such as personal licence holders, premises supervisors, door supervisors, bar and counter staff.



Equality & Diversity

The Equality Act 2010 requires all businesses operating within the UK, whether in the public or private sector, to offer equal treatment in terms of access to goods and services, employment, training and promotion in respect of 'protected characteristics', such as race, gender and sexuality.

This course is suitable for all levels of employees and managers across sectors and will help them understand and operate best equality and diversity workplace practices.



Front of House

Food Safety

UK and EU regulations make training appropriate to their job role in basic food safety procedures a legal requirement for food handlers. The course emphasises the front of house role of the food server. The skills and understanding gained from this course will allow food servers to demonstrate their due diligence with regards to food safety.

This course is designed specifically for front of house food handlers who deal with both customers and food, such as waiting-on staff.



Food Safety in Manufacturing

UK and EU regulations make it a legal requirement for any food business to ensure that employees handling food are trained in food safety. This online course provides a thorough understanding of food safety and hygiene including implementing a HACCP Food Safety Management System.

The course is suitable for all manufacturing businesses regardless of size and will benefit anyone involved in the processing, manufacturing, assembly, packing or storage of food.



Fire Awareness

Fire safety training is essential. The course provides training for employees across all business sectors. It focuses on safety legislation, risk assessment and reporting procedures to deliver workplace fire safety training to employees.

This course is designed for any employee, within any sector, carrying out or wishing to carry out the role of Fire Marshal or Fire Warden within the workplace.



Food Safety in Catering

The Level 2 Award in Food Safety in catering is a course designed to give catering employees knowledge and understanding of good food hygiene practice. UK and EU regulations make training appropriate to their job role in basic food safety procedures a legal requirement for food handlers.

The course should be completed by anyone whose job role involves cooking, preparing or serving food.



HACCP

Hazard Analysis and Critical Control Point

This course delivers a basic knowledge and understanding of the importance of the HACCP as a precautionary food safety management system. Regulations, which came into effect in January 2006, make HACCP-based food safety training mandatory in all UK food handling operations.

This course is primarily aimed at senior supervisors and managers working within the food manufacturing industry - those responsible for assessing risks to food safety and implementing controls.



Health & Safety

This is a qualification designed to provide basic knowledge and understanding of the principles of Health and Safety. Find out what rights and responsibilities you have towards your own wellbeing, customers, visitors to your premises and your colleagues.

This course is designed for anyone, within any sector and is suitable for all levels of employees.



Interview Skills

From writing a job description, creating a job spec and evaluating CVs to asking the right questions, handling candidate questions and ultimately hiring the right person, this course covers all skills and techniques to help you hire with confidence.

This course is designed for HR professionals, line managers and those who are involved in the employment process, who wish to improve their interviewing skills.



Money Laundering Awareness

As an introduction to anti-money laundering, this course provides employees with an understanding of money laundering, the law and how to identify money laundering activities. It details the regulations, policies and procedures needed to give employees the skills to protect the business.

This course is suitable for those involved in financial services and fraud departments or for anyone aspiring to join one of these fields.



Front of House

Health & Safety

The course provides an overview of key health and safety legislation, including risk assessment and appropriate control measures, to help employees gain the knowledge and skills they need to recognise and minimise risk within areas of the workplace open to customers and visitors.

This course is suitable for those in customer-facing roles who are responsible for the welfare of their customers and visitors to their premises, and fulfils the requirement that staff must receive adequate training in these activities.



Manual Handling

The course explains the Manual Handling Regulations 1992 and focuses on how to safely engage in human physical effort that is expended to move or hold a load, including pushing, pulling, lifting, carrying and picking up or putting down, holding or balancing.

This course is for anyone whose job role involves them carrying out manual handling activities such as lifting or moving objects and equipment and fulfils the requirement that staff must receive adequate training in these activities.



SALPS

Scottish Award for Licensed Premises Staff

This award fulfils the legislative requirements for all staff selling or serving alcohol in Scotland from 1st September 2009. The course gives employees an understanding of the licensing objectives, offences under the Act and how to refuse a sale.

This course is mandatory for anyone in a job that involves selling or serving alcohol in a Scottish licensed premise, other than a Personal Licence holder.



Staff Appraisal Skills

The course enables you to tailor the appraisal system in your workplace to suit your management style. Focussing on key areas including objective and target setting and managing overall performance, the course ensures you get the most from your employees and keep them motivated.

This course is designed for management level staff responsible for a team of employees and required to provide staff appraisals.



Time Management

The course is designed to help you regain control of your workload. It looks at establishing SMART goals, mastering the art of delegation and developing action plans to help make lasting improvements to your management of time.

This course is for anyone who wants to act assertively, be able to prioritise workloads effectively and maximise their output. It is designed for everyone, at all levels and across sectors.



Stock Management

The course in conjunction with Venners, the hospitality stocktaking and audit experts, aims to improve hospitality stock control, margins and profits. It looks at all aspects of liquor and food stock management and enables best practice, management techniques.

This course is suitable for anyone involved in managing a hospitality retail outlet and/or stock and those seeking similar positions, looking to demonstrate best practice management techniques.

Courses Coming Soon

- Data Protection
- Financial Control
- HR Training-Employing Staff
- HR Training-In The Workforce
- HR Training-Leaving Employment
- WSET (Wine & Spirit Education Trust)



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To discuss your requirements today call:

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Other services from the CPL Training Group

These include Apprenticeships work based learning, in-company courses, bespoke course design and software design services.

The way that we learn has changed

"The Hub"

Our unique learner management system puts you in control with one-touch access to all courses and software applications. Tailored to suit the structure and needs of your business it provides a central location for all users; with hierarchy based access levels to ensure courses are allocated correctly and management information displayed appropriately.

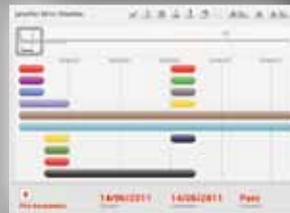
Bookshelf

Storing all policies, procedures and handbooks in one central location gives staff access to the most up-to-date versions of those policies and procedures. With 24/7 access staff are given the opportunity to access the bookshelf in their own time.



Training Record Timeline

The tool allows a complete training history to be established by storing records of all previous training and updating with completed courses. Reminder dates can be set and documents attached providing a complete training record for every individual.



Hierarchy

Manage your organisation's entire training with real-time analysis of staff, site and company-wide training history. Accounts can be generated, managed and courses added automatically, by securely linking to your payroll system, capturing new starters and leavers.



Internal Messaging System

This tool allows you to communicate with all users across the organisation. You can contact staff of a certain job type or from a specific site. All communications, read receipts and follow-ups are recorded within the system making sure no actions or communications are overlooked.



For more information of what our online system can deliver for your business,

please call 0151 647 1057

or visit www.cple-learning.co.uk