



CPL Age Verification 2017

The aim of this course is to introduce you to the law on age verification for alcohol sales; age verification policy and procedures; acceptable forms of ID; refusing a proxy purchase of alcohol; managing conflict and common high-risk scenarios.

Module 1 – Checking Age

- What an age verification policy should include
- Identifying who to ask for proof of age – Check 21/25
- Asking for a proof of age ID
- Identifying which forms of ID are acceptable

Module 2 – Dealing with Conflict

- Dealing with conflict
 - Refusing a ‘proxy sale’ of alcohol
 - Getting away from a high risk situation
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CPL Allergen Awareness 2019

This course is aimed at anyone involved in food preparation within the hospitality industry. This course will provide knowledge and understanding of food allergens and how to protect consumers from allergen risks.

By the end of this course you will be able to:

- Identify the 14 allergens and some examples of foods that contain them
- Understand the characteristics and consequences of food allergies and intolerances
- Understand the importance of providing accurate allergen information for consumers
- Adhere to control measures put in place to protect consumers from harm

Module 1 – What is a Food Allergy?

- What a food allergy is
- The 14 allergens and foods that contain them
- What food intolerances are

Module 2 – Impact on consumers

- Symptoms of food allergies
- Symptoms of intolerances
- How to deal with an allergic reaction

Module 3 – Rules around food labelling

- The importance of correct food labelling
- Identifying allergens on bulk labelling and outer case labelling
- Allergen information from non-pre-packaged or loose foods
- Your responsibility to comply with regulations

Module 4 – Controlling allergens

- How to control risks
- Recording of allergen information

Module 5 – Effective Communication

- How information should be communicated
- Tips on providing allergen information



CPL Award for Licensed Premises Staff

This course will provide an understanding of the framework surrounding the law, regulation and social responsibility regarding the sale of alcohol.

Module 1 – What is alcohol and how does it affect us

- The definition of alcohol
- Alcohol & the brain
- Binge drinking & chronic drinking
- How the human body eliminates alcohol
- Alcohol by Volume (ABV)

Module 2 – Licensing Law

- The licensing objectives for England & Wales
- The responsibility of a personal licence holder to authorise the sale of alcohol
- Licensable activities and responsibilities of the designated premises supervisor
- What a TEN is
- What an operating schedule is

Module 3 – Protection of Children

- Penalties for selling alcohol to children
- Sale of cigarettes and any other age-related products to children
- The law in relation to test purchasing
- Age verification
- Exceptions

Module 4 – Your Social Responsibilities

- Responsible retailing and promotions
- Mandatory conditions
- Responsible consumption of alcohol in relation to drink driving
- Reducing the risk of crime
- Smoking on premises

Module 5 – Your Duty Not to Serve

- The duty to refuse service
- Recognising drunkenness
- Fixed penalty notices
- Current fines
- Removing disorderly persons



CPL Award for Licensed Premises Staff cont.

Module 6 – Dealing with Alcohol Related Crime and Conflict

- Indicators of potential conflict
 - Drug-related activity
 - Security and procedures
 - The role of the door supervisor
 - Crime scene preservation
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CPL Bribery Act Awareness

Aim of this course is to understand the four new offences created by the Bribery Act 2010, to understand what conduct is not caught by the act, and to understand and be able to put into practice the six principles that underpin an effective anti-bribery policy and procedures. The provision of this training fulfils one of the six principles of the act, that an organisation's policy and procedures should be communicated effectively to all its employees.

Module 1 – The Four Offences under in the Bribery Act 2010

- The four offences under in the Bribery Act 2010
- Important definitions
- Paying bribes
- Receiving bribes
- Bribery of foreign public officials
- Failure of 'relevant commercial organisations' to prevent bribery
- The 'due diligence' defence
- Associated person
- Penalties under the Bribery Act 2010
- Other consequences

Module 2 – Hospitality, Promotional and other Business Expenditure

- Reasonable and proportionate expenditure

Module 3 – Anti-Bribery Policy and Procedures

- Six principles of bribery prevention
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CPL Conflict Management 2016

Aim of course is to show how good communication can assist in the management of conflict, to enable learners to recognise and identify the signs of conflict and understand what steps you can take to resolve conflicts at work.

Module 1 – What is conflict?

- Conflict in the workplace
- Common characteristics of violence at work
- Resolving conflict
- Different types of assault
- Exit strategies

Module 2 – Managing conflict at work

- Active listening and responding
- Using and understanding body language
- How to recognise signs and symptoms of conflict

Module 3 – Managing conflict within an organisation

- Managing conflict between individuals
 - Managing conflict between groups
 - How to prevent future conflict
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CPL COSHH (Control of Substances Hazardous to Health) 2016

Introduces you to the legal requirements in relation to the Health & Safety at Work Act 1974. Under the Health & Safety at Work Act 1974, the Control of Substances Hazardous to Health Regulations 2002 (COSHH) were written in order to deal with substances that can cause harm to persons in the workplace.

Module 1 – the legal framework surrounding COSHH

- The legal framework surrounding COSHH
- The term REACH and it's definition

Module 2 – Hazardous Substances

- What hazardous substances are and how they cause harm
- Analysing substances
- Asbestos
- International hazard symbols

Module 3 – The Fundamentals of COSHH

- What you need to do
 - Identifying the hazards and risks surrounding COSHH
 - Risk assessments for COSHH
 - Control measures and PPE
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CPL Disability Awareness 2016

Aim of the course is to provide information on the legislation relating to disability; types of discrimination; employer responsibilities; effective workplace policies.

Module 1 – General Principles of Disability Awareness

- What a disability is
- Legislation surrounding disability
- Type of disability discrimination

Module 2 – Employer Responsibilities

- What a ‘reasonable adjustment’ is, and when it is necessary
- Duties of employers in the public sector
- The types of questions an employer cannot ask
- Employers’ obligations for fair treatment of staff with disabilities

Module 3 – Providing Goods and Services

- Organisations liable under disability legislation
- What behaviour is classed as discriminatory
- How to deal with complaints of discrimination

Module 4 – Implementing Equality

- Identify inequality in the workplace
- Where to find advice on equality policies



CPL Drugs Awareness 2016

This course will provide you with a general awareness of drugs and prepare you for handling situations of drug dealing and use. Drug use and dealing on licensed premises can attract many problems such as unpleasant customers and enforcement action from regulatory authorities.

This course will enable learners to recognise the leading illegal drugs, and to understand the effects and problems associated with their use. It also offers guidance on how to spot and stop drug use and dealing.

Module 1 – Drugs Awareness

- The definition of ‘drugs’
- Classification of drugs
- Drugs legislation and the current drug strategy

Module 2 – Drug Use on Licensed Premises

- Drug use on licensed premises
- The most common drugs used on licensed premises and their effects

Module 3 – Pub Categories and the likely Risk Factor

- Pub category and the level of risk
- Most frequently asked questions associated with drugs

Module 4 – Why Licensees should Keep Drugs Off their Premises

- The impact of drugs on license premises
- Aims and objectives of an anti-drugs policy
- How to assess the risks
- Spotting and stopping drug use and dealing
- Community partnerships

CPL Emergency First Aid 2016

This e-Learning course will help individuals responsible for emergency first aid to understand all first aid arrangements in their workplace, from minor injuries to resuscitation. It aims to provide you with the knowledge and understanding to reduce assessment times when an accident has occurred, allowing treatments to be given at the earliest possible time.

Module 1 – What is First Aid?

- How to carry out the assessment using the DRABCD
- Correct techniques for performing resuscitation
- Working with an automated external defibrillator or AED

Module 2 – Choking Casualty

- How to treat a casualty with an obstruction in their airway
- How to perform back slaps to the casualty
- How to perform abdominal thrusts to the casualty

Module 3 – Wounds

- The different types of blood loss
- The process to follow when treating a wound
- How to treat embedded objects in the wound
- How to treat nose bleeds

Module 4 – Burns

- The severity of burns – shape and size
- How to treat the casualty suffering from a burn

Module 5 – Broken Bones, Strains and Sprains

- Signs and symptoms of broken bones
- The treatment of broken bones
- The signs and symptoms of sprains
- The treatment of sprains

Module 6 – Stroke

- How to recognise the symptoms of a stroke
- How to use the acronym FAST

Module 7 - Epilepsy, Asthma and Anaphylaxis

- What to do during and after a seizure
- The signs and treatment of asthma
- What anaphylaxis is, the symptoms, and how to treat it



CPL Equality and Diversity 2016

This course will provide you with general knowledge surrounding equality and diversity legislation, and the role it plays in the workplace. As you progress through this course you will become familiar with the main principles of equality and diversity, the different types of discrimination, and the legal consequences of discrimination.

Module 1 – Legislation

- Why it is important to be aware of equality and diversity legislation
- Protected characteristics
- Relevant equality legislation

Module 2 – Discrimination

- The different types of discrimination
- Examples of discrimination

Module 3 – Employer and Employee Responsibilities

- Who is affected by employment equality law
- How employers and employees can be liable
- What is meant by ‘positive action’

Module 4 – Policies

- How to introduce equality and diversity policies
 - Suggested policies
 - The effects an equality and diversity policy can have on a business reputation
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CPL Fire Safety Awareness 2019

This course will provide you with underpinning knowledge regarding fire safety procedures in the workplace. You will gain an understanding of the legal requirement placed on businesses to take reasonable steps to reduce the risk of fire, and to ensure people can safely escape if there is a fire, and the main rules of the Regulatory Reform (Fire Safety) Order 2005.

Module 1 – Theory of fire

- The theory of fire
- The four main ways that fire spreads
- The meanings of flashpoint, auto ignition, flashover and backdraught
- The most common causes of the fires in the workplace

Module 2 – Fire legislation and enforcement

- Current fire safety legislation
- Defining roles and responsibilities
- Enforcement of the legislation

Module 3 – Early detection of fire and fire spread prevention

- Heat and smoke detectors
- Alarm systems
- The fire spread prevention strategies

Module 4 – Fire classifications and fire extinguishers

- The 6 classifications of fire
- Types of fire extinguisher
- Fixed firefighting installations
- Information found on fire extinguishers
- Using a fire extinguisher

Module 5 – Fire Risk assessments

- The five steps of a fire risk assessment
- Hazards, risks and controls
- Recording, reviewing and updating fire risk assessments

Module 6 – Fire procedures

- Fire-related signage and symbols
- Actions to take on discovering a fire
- Actions to take on hearing the alarm

CPL Food Safety Level 2 2019

As in any industry, rules and regulations underpin what we do. Within food safety, it is important that requirements are maintained and met to ensure customers are provided with safe food.

By the end of this course you will be able to:

- Understand food safety legislation and ensure the company's HACCP food safety management system is adhered to and followed
- Identify the types of food contamination and implement controls to prevent contamination
- Identify the types of bacteria
- Adhere to best practice procedures for food safety
- Identify signs of pest infestation and take preventative measures

Module 1 – What is Food Safety?

- Food safety legislation
- HACCP and food safety management systems
- The role of the Environmental Health Practitioner

Module 2 – Food Hazards and Contamination

- The main hazards associated with food production
- Types of contamination and the impact they have on foods
- Basic controls to keep food safe from contamination

Module 3 – Food Poisoning

- The difference between food poisoning and foodborne illness
- The main causes of food poisoning and food borne illness
- The main symptoms of food poisoning

Module 4 – Cross contamination

- How to avoid cross contamination
- Separation of raw and ready-to-eat food (using colour-coding for example)

Module 5 – Control measures

- Best practice procedures for keeping food free from contaminants and ensuring food will not cause illness or harm

CPL Food Safety Level 2 cont.

Module 6 – Personal hygiene

- Best practice personal hygiene for food handlers
- Effective hand washing
- Dealing with cuts, spots, boils and other skin conditions

Module 7 – Food pests

- Common food pests and signs of infestation
- Reasons for pest control
- General pest control

Module 8 – Basic cleaning procedures

- Types of cleaning chemicals
 - Cleaning procedures and cleaning schedules
 - Reasons for cleaning
 - Waste management
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CPL General Data Protection Regulation Awareness 2018

The aim of the course is to show all persons what must be done to preserve the security and confidentiality of personal data and to ensure that you comply with Data Protection Laws. It will outline the importance of data protection and the impact it has on the safety and welfare of people within the workplace, and highlights everyone's responsibility.

Module 1 – Disclosure of Information

- Disclosing information
- Your rights
- How the law protects you
- How Data Protection affects you

Module 2 – Personal Identifiable Data (PID)

- Ensuring respect and dignity
- Security and confidentiality of Personal Identifiable Date
- How to keep Personal Identifiable Data safe
- Subject Access Requests
- The ICO Guidance

Module 3 – Data Protection Law

- The Data Law
- Data breaches
- Achieving the correct levels of compliance

Module 4 – Apply what you know

- How to stay safe online
- Email protocol
- Social medial protocol



CPL Hazard Analysis & Critical Control Point Level 2

The aim of this course is to introduce people involved in the manufacturing, processing, and production of food to the principles of HACCP, it is applicable to all sectors of the food industry. It will outline the importance of HACCP in food safety, for anyone involved in assessing the risks associated with food safety and implementing policies designed to control those risks. Taking this course will equip you with an understanding of the basic principles and practice of operating a food safety system based off the HACCP principles.

Module 1 – HACCP

- The definition of HACCP
- Useful phrases relating to HACCP
- How to implement HACCP

Module 2 – Principles of HACCP

- The 7 HACCP principles
- Why the principles are important
- Who is responsible for HACCP
- The benefits of applying HACCP

Module 3 – Food Safety

- Good hygiene practices
- How to manage to food safety
- Food safety legislation



CPL Hazard Analysis & Critical Control Points Level 3

This course is aimed at those responsible for assisting in the development & maintenance of HACCP- based food safety management systems. It will provide the necessary knowledge & understanding for those wishing to be an integral part of a HACCP team. The training is also suitable for those owning, or managing, smaller food businesses & will provide knowledge & understanding of what is required in the implementation of a food safety management system based on HACCP.

Module 1 – An Overview of Food Safety Management

- An introduction to food safety management
- Why we need HACCP

Module 2 – Prerequisite Programmes

- What prerequisite programmes are
- Where we can get more information on prerequisite programmes
- The areas prerequisite programmes will cover

Module 3 – Approaches to HACCP

- Codex HACCP
- Codex HACCP principles
- HACCP in practice

Module 4 – How to Develop a HACCP Plan

- An overview: how it all fits together and the phases of HACCP
- Terms of reference for the HACCP study
- The 12 steps of the Codex logic sequence



CPL Health & Safety 2016

This course outlines your responsibilities in regards to health and safety in the workplace, ensuring that you know how to deal with hazards and risks at work and understand how to eliminate or reduce them to an acceptable level. This will keep you and others around you safe and healthy at work.

Module 1 – What is Health & Safety

- Roles & responsibilities for health & safety in the workplace
- Health & safety legislation
- How health & safety is managed and why it's important to do so

Module 2 – Identify and control risks

- Hazards, risks and accidents, including fire hazards
- Human factors, including slips and trips
- How hazards and accidents cause harm or damage
- Risk controls

Module 3 – Responding to Accidents

- Key things to have in place to help prepare for an accident
- What to do after an incident has occurred

Module 4 – Risk Assessments

- Purpose of risk assessment (& when is it needed)
 - The 5 steps to a risk assessment
 - What a risk assessment grid looks like
 - What a hierarchy of control is (elimination, substitution, engineering controls, administrative controls, personal protective clothes & equipment)
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CPL Manual Handling 2019

This training will provide you with comprehensive knowledge of manual handling operations and injuries caused by incorrect manual handling operations.

By the end of this course you will be able to:

- State your responsibility regarding manual handling operations
- Perform the correct procedure when planning to lift or move a load
- Reduce the risk of injury from poor manual handling operations

Module 1 – Understanding manual handling operations

- Manual Handling Operations Regulations 1992 (amended 2002)
- Definitions of “injury”, “load” and “manual handling operations”
- Conducting a basic ‘risk assessment’ prior to lifting a load
- The correct lifting procedure

Module 2 – Injuries

- The main types of bodily injury
 - Reporting of workplace injuries under RIDDOR
 - Use of personal protective clothing for safe manual handling (PPE)
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CPL Money Laundering

This course explains the responsibilities of employers and employees under the Money Laundering Regulations and the Proceeds of Crime Act. The course explains what you need to have in place to identify money laundering, prevent it, and report it to the appropriate authorities. It will enable the development of policies and procedures.

Module 1 – Definition and description of Money Laundering

- What is money laundering
- How is money laundering achieved?
- Who do money laundering regulations apply to?
- Anti-money laundering controls and monitoring
- Reporting suspicious activity

Module 2 – Businesses Covered by Money Laundering Regulations

- Business sectors covered by money laundering regulations
- Businesses supervised by a designated supervisory authority
- Business types supervised by HMRC
- Charities and Public Bodies
- Registering with HMRC and consequences of not doing so

Module 3 – The Risk-based Approach

- The 5 steps to risk assessment
- Advantages of the risk-based approach
- How to carry out a risk assessment
- What actions to take on completion of a risk assessment

Module 4 – Complying with Customer Due Diligence requirements

- What is customer due diligence?
- When do you need to apply customer due diligence measures?
- Customer due diligence when you're establishing a business relationship
- The changing circumstances of your customers
- When to apply due diligence for occasional transactions
- When to carry out enhanced due diligence
- Internal controls and ongoing monitoring of your business
- Completing a policy statement for your business
- Record keeping requirements



CPL Money Laundering cont.

Module 5 – Appointing a Nominated Officer and training employees

- Role of nominated officer
- Who can be appointed as nominated officer
- What happens if the nominated officer is away
- Training your employees to comply with Money Laundering Regulations

Module 6 – Reporting suspicious transactions or activities

- What constitutes a suspicious transaction or activity
- When to report suspicious activity
- How to submit a suspicious activity report
- How to get consent to proceed with a transaction or activity
- Enquiries and support when completing a Suspicious Activity

Module 7 – The ‘fit and proper’ test

- What is the fit and proper test
- Who must apply for the fit and proper test
- Completing the application form
- The application process
- Failure to pass the fit and proper test
- Personnel changes and fit and proper status

Module 8 – Proceeds of Crime Act 2002

- What it does
- Criminal offences under the Act
- Dealing with a complaint



CPL Right to Work in the UK

This course will provide you with guidance on who Right to Work legislation is relevant to; why it is important to understand and comply with UK employment laws; what to do with the documents gathered during Right to Work checks.

Module 1 – Introduction

- The offence of employing an illegal worker
- Relevant legislation
- What a Right to Work check is

Module 2 – Obtaining the Relevant Documents

- Category A & B documents
- Official documents which do not prove a right to work in the UK
- How to verify the documents you receive

Module 3 – Illegal Workers and Licensed Premises

- Legislation relating to illegal working on licensed premises
 - Proving right to work when applying for a licence
 - Rights of immigration officers
 - Compliance orders
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CPL Scottish Award for Licensed Premises Staff

Aim of the course is to introduce you to the definition of alcohol; the licensing objectives; Licensing Scotland Act 2005; the functions of Licensing Standards Office; proof of age; units of alcohol and drinking limits; good practice managing conflict situations

Module 1 – Training

- Training staff and legal requirements

Module 2 – Licensing and the Licensing Objectives

- Licensing Laws
- Licensing Objectives

Module 3 – The Definition of ‘Alcohol’ in the Act

- The definition of alcohol in the Licensing Scotland Act (2005)

Module 4 – What constitutes an Unlicensed Sale?

- Licensing Authorities

Module 5 – The Functions of Licensing Standards Officers

- The functions of Licensing Standards Officers
- The powers of Licensing Standards Officers

Module 6 – The Nature of an Operating Plan

- The nature of an operating plan and its place in the licensing system

Module 7 – Types of Licence Conditions

- National mandatory premises licence conditions
- National mandatory conditional licence conditions

Module 8 – Special provision for Clubs under Section 125 of the Act

- Special provision for Clubs under Section 125 of the Act
- Exemption of ‘certain clubs’ from parts of the LSA2005

Module 9 – Licensed Hours under Part 5 of the Act

- Offences in relation to ‘outwith licensed hours’
- Exceptions to the offences in 9.2
- Criteria for the grant of a 24 hour licence
- Hours permitted for off-licence sales premises
- Effect of start and end of British Summer Time



CPL Scottish Award for Licensed Premises Staff cont.

Module 10 – Offences

- Sale of alcohol to a child or young person
- Allowing the sale of alcohol to a child or young person
- Purchase of alcohol by or for a young person
- Consumption/delivery of alcohol by, or to, a child or young person
- Drunkenness and disorderly conduct

Module 11 – Proof of Age

- Purchasers/drinkers
- Underage sales notices
- Delivery of alcohol by a child or young person

Module 12 – Test Purchasing

- What test purchasing of alcohol is and test purchasing activities

Module 13 – Standards of Service and Refusing Service – ‘Best Practice’

- Good service practice
- Refusing service
- Challenging proof of age
- Explaining why you’re asking for a proof of age
- Establishing empathy and the use of humour

Module 14 – The Relationship Between Units and the Strength of Different Alcoholic Drinks

- The relationship between units and the strength of different alcoholic drinks

Module 15 – Drinking Limits

- Drinking limits recommended by the British Medical Association

Module 16 – Conflicts

- Identifying signs of conflict
- Dealing with aggressive or abusive responses
- Resolving conflict and creating a ‘win-win’ situation



CPL Staff Appraisal Skills

Aim of course is to give you an understanding of the various ways in which appraisals can be carried out; equip you with skills you need to appraise staff in a manner that helps your staff members to improve the performance of their job role.

Module 1 – Staff Appraisals

- What is a staff appraisal?
- What are the main objectives of an appraisal system?
- What are the benefits of appraisals?
- Who should be appraised?
- Who should carry out the appraisal?

Module 2 – Designing an Appraisal Scheme

- What is a job description?
- What are the different types of appraisal schemes?

Module 3 – Conducting an Appraisal

- What is the appraisal process?
 - What should happen during the interview
 - Interview skills
-