



## Specialist Licensing and Health & Safety Training

<b>Licensing Training – Management</b> <i>(Recommended for All Managers)</i>	
<b>RASPFLO for Managers</b> – 15 Units Responsible Alcohol Service and Promoting the Four Licensing Objectives <b>Duration: 2.5hours</b>	To give supervising staff confidence in promoting the four licensing objectives, dealing with incidents, report writing, conflict management and crime scene preservation and due diligence records.
<b>MAST</b> <b>Managing a Security Team</b> <b>Duration: 45min</b>	Designed to empower your team with the skills needed to lead, inspire, and elevate your security team to new heights ensuring your team is prepared, responsive, and ahead of the curve in the ever-evolving security landscape.

<b>Licensing Training – General</b> <i>(Recommended for Managers, Bar Staff, All Serving Staff &amp; FOH Staff (Including Security))</i>	
<b>RASPFLO for Staff</b> – 6 Units Responsible Alcohol Service and Promoting the Four Licensing Objectives <b>Duration: 1.5hours</b>	To give staff confidence to know how to act by knowing what the legislation is relating to alcohol sales, how to serve alcohol responsibly and to conduct age verification. Importance of when and how to preserve crime scenes.
<b>WAVE</b> Welfare and Vulnerability Engagement <b>Duration: 50min</b>	A comprehensive course aimed at equipping participants with the knowledge and skills to recognise, support and engage effectively with vulnerable individuals. (incl. Ask for Angela)
<b>Drink Spiking Awareness</b> <b>Duration: 1hour</b>	This vital training equips participants with the tools to identify, prevent, and respond to spiking incidents, promoting a safer and more secure environment for guests.
<b>Drugs Awareness</b> <b>Duration: 45min</b>	Transform the safety and integrity of your licensed premises with our specialised Drugs Awareness Course, tailored to help prevent drug use within hospitality settings. This targeted training empowers managers, staff, and security personnel with the knowledge and strategies to recognise, address, and deter drug-related activities effectively, ensuring a safe and welcoming environment for all guest and importantly protecting your premises licence.
<b>Crime Scene Preservation in Hospitality</b> <b>Duration: 1hour</b>	This course is specifically designed for the hospitality industry. It empowers your staff with the knowledge and techniques to properly preserve a crime scene, ensuring vital evidence is maintained until the police arrive

## Security Training – General

*(Recommended for: All Security, Door Hosts & Managers)*

<b>RAP</b> Risk Analysis of People – A door etiquette and refusal guide  <b>Duration: 45min</b>	A simple 3-step process to follow to assess who should be allowed on your premises and who shouldn't be in a fair, non-discriminatory way.
<b>Hospitality through Security</b>  <b>Duration: 45min</b>	This training equips security personnel and staff with the skills to make all guests feel welcome by providing hospitality while ensuring the safety and security of all guests. By integrating these principles, your team will not only create a welcoming atmosphere but also a safe and reassuring space for guests, enhancing their overall experience.

## Health & Safety Training – General

*(Recommended for: All Staff)*

<b>Induction</b> (Level 1 Health and Safety and Food Safety Equivalent)  <b>Duration: 50min</b>	This course is aimed at new employees. This dual-focus training ensures that participants understand the importance of maintaining a safe working environment while adhering to food safety standards.
<b>Fire Warden Training</b> Staff designated as Fire Wardens  <b>Duration: 1.5hours</b>	Designed to equip designated fire wardens with the knowledge and skills necessary to prevent fires and lead evacuations effectively. This comprehensive program covers fire prevention techniques, emergency procedures, and the use of firefighting equipment, ensuring your fire wardens are prepared to act decisively and safely in the event of a fire.
<b>Manual Handling</b>  <b>Duration: 1hour</b>	Reduce the risk of workplace injuries with our Manual Handling training course, designed to teach best practices in the safe lifting and moving of objects. This essential course offers practical guidance to prevent musculoskeletal disorders, equipping your team with the techniques to handle loads safely and efficiently.
<b>Protecting your Hearing in a Noisy Hospitality Environment</b>  <b>Duration: 30min</b>	This <b>Noise at Work Awareness Course</b> is designed to educate employees and employers about the risks of noise exposure in the workplace, the legal requirements for compliance, and practical measures to protect hearing and maintain a safe working environment. This course ensures attendees are equipped to recognise noise hazards, understand compliance requirements, and implement effective noise control measures, promoting a safer and healthier workplace.

**Health & Safety Training – Food Handlers**  
(Recommended for Kitchen and All Food Handlers)

<p><b>Allergen Awareness &amp; Management</b></p> <p>Duration: 1.5hours</p>	<p>To give staff confidence in knowing what to do when confronted with someone who has an allergy by raising awareness of the risks of food allergies and the measures that should be put in place to reduce the risks.</p>
<p><b>COSHH (Control of Substances Hazardous to Health)</b></p> <p>Duration: 45min</p>	<p>This training is a critical component of workplace safety, educating employees on the identification, handling, and management of substances hazardous to health. It encompasses risk assessment procedures, the implementation of control measures, and compliance with legal regulations to prevent exposure to harmful agents.</p>
<p><b>Food Hygiene Training – Level 2 Equivalent</b></p> <p>Duration: 1.5hours</p>	<p>Staff whose work involves the handling of food and or food contact surfaces. This comprehensive training is designed to enhance your understanding of handling, preparing, and storing food to prevent foodborne illnesses, ensuring you meet and exceed food safety requirements.</p>

**Social Responsibility Training**  
(Recommended for All Staff)

<p><b>LGBTQ+ Awareness and Inclusion Training</b></p> <p>Duration: 25min</p>	<p>The objective of this course is to introduce a range of topics to equip staff members with knowledge to do their jobs with the confidence that they are part of creating an inclusive environment. the second course. Participants will learn about the challenges faced by the LGBTQ+ community and how to create a more inclusive and supportive environment for everyone.</p>
<p><b>Non-Discrimination Awareness</b></p> <p>Duration: 45min</p>	<p>In this course, you will gain a comprehensive understanding of various forms of discrimination, its impact on individuals and society and, strategies for combatting it.</p>

**Training for Hotels**  
(Recommended For All Hotel Staff)

<p><b>Child Sex Exploitation (CSE) Training – Primarily for Hotel Staff –</b></p> <p>Duration: 45min</p>	<p>A vital course aimed at equipping employees with the skills to identify, report, and prevent child exploitation within the hospitality industry, emphasising legal obligations and ethical duties to protect vulnerable children and ensure a safe environment for all guests.</p>
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