

# Robinsons E-LEARNING PLATFORM



ROBINSONS  
1838  
BREWERY

 cplonline™



# Introducing the Robinsons e-Learning platform



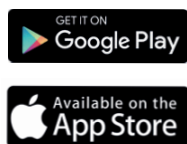
The e-learning Console is a Learning Management System (LMS) that puts your business in control, with instant access to all e-learning courses and software applications. Tailored to suit the structure and needs of your site, it provides a central location that all users can access.

## Unlimited training for you and your team for only £199+vat

Login to the e-learning console and benefit from unlimited access to all online courses for you and your team for an annual fee of £199+vat.

- How much does it cost?**
1. Annual Licence – unlimited\* access for all courses for you and all your team for a 12 month period. You will receive a confirmation email when you purchase any course/licence.
  2. Pay-As-You-Go – courses priced at £20+vat each per individual.

**How do I access my e-learning courses?**



You can access the console directly at:

**[www.robinsonspubtraining.co.uk](http://www.robinsonspubtraining.co.uk)**

**Or by downloading the Robinsonspubtraining App and you'll have all your training courses - anytime anywhere.**

Once logged in you will be able to set up your staff user details, browse available courses. Your staff will be able to access the course from any computer that has internet access. A course can be paused and then returned to the point where they left off.

**How do I know which courses staff have completed?**

There is a full reporting system on the console that allows you to monitor what courses have been started, when they started, and their current progress or result. Certificates will be issued for all passed courses and sent to the user's pub.

**When will new courses be available?**

New courses are released throughout the year and we will let you know when they are available. If you have an annual licence you will have instant and free access to new courses.

**Support Team**

CPL Online has a dedicated support team, so if you have any queries or experience any technical issues please contact:  
Telephone: 0151 647 1057 (Mon-Fri, 8am-6pm)  
Email: [support@cpltraining.co.uk](mailto:support@cpltraining.co.uk)

\* This offer is only available to Robinsons tenants and their staff employed in a Robinsons pub. The Licensee (You) must not make any courses on the e-learning console available to anyone who is not employed in a Robinsons pub. Robinsons (We) will be monitoring Your usage of the e-learning console and we reserve the right to audit Your premises and use of the e-learning console. In the event that We have reason to believe that Your use of the e-learning console has been excessive or where you have made courses on the e-learning console available to members of staff who are not employed at a Robinsons pub We reserve the right to terminate the Licence immediately and/or to charge You for the excessive element of Your usage.

## Food Allergen Awareness



This course introduces learners to the rules and legislation around food labelling and catering in relation to food allergies and allergenic ingredients.

## Social Media



This course will provide an introduction to social media and guidance on how to use the various channels to communicate with your customers.

## Food Safety Level 2



The Level 2 qualification is a legal requirement for anyone involved in a food handling environment.

## Food Safety Front of House Level 2



Designed for staff in customer-facing roles, this course shows how to conduct day-to-day tasks effectively and minimise hygiene risks, keeping customers safe.

## Health & Safety Level 2



Teaches how to minimise risk in the workplace and keep everyone safe, looking at hazards and risks as well as the appropriate control measures.

## Emergency First Aid



Emergency First Aid upskills users who are the workplace's nominated person for First Aid.

## Manual Handling



Provide understanding on occupational safety and show how to avoid injuries in the workplace, thus ensuring that no time will be lost due to unnecessary injury.

## ALPS

Award for Licensed Premises Staff



Understand the importance of selling and serving alcohol in a lawful and socially responsible manner by providing staff with knowledge of the licensing objectives.

## COSHH

Control of Substances Hazardous to Health



Protect the business and employees by maintaining a safe, hazard-free workplace.

## Fire Safety



Assist persons appointed as fire marshals to gain a thorough understanding of their role and responsibilities, plus how to prevent and handle fires if they occur.

## HACCP

Hazard Analysis Critical Control Point



Implement correct processes to help minimise risks caused by bad hygiene practices and contamination to customers by implementing good food practice.

## Bar Excellence Award



Developed in partnership with Cask Marque, this course provides indispensable training for anyone providing a service in hospitality.

## Cellar Management



In association with Cask Marque, this course shows staff how to look after cellar equipment, ensuring beer remains in perfect condition from being delivered to being served.

## Age Verification



Provide the necessary verification policies when supplying alcohol in a licenced premises.

## AUASP

Award for Underage Sales Prevention



Provide the skills needed to confidently refuse underage sales and understand the law and the responsibilities in regards to preventing underage sales.

## Customer Service



Provide knowledge on how to deliver an excellent customer experience, deal with difficult customers and represent your organisation in a positive manner.

## Disability Awareness



Help employees understand what disability is and how to approach and treat disabled people in the correct manner.

## Conflict Management



Increase users' self-awareness by helping them recognise and defuse heated situations with confidence.

## Coffee Skills



Add towards a professional barista portfolio by learning about the history of coffee, the different types of coffee and how to make speciality coffees.

## Drugs Awareness



Provide employees with general knowledge of commonly used drugs and the signs of drug use and dealing to protect your business.

## Equality & Diversity



Explore the principles of equality through human rights, helping to develop awareness of prejudices and reducing discrimination within your company.

## Interview Skills



Recruit the highest quality people by using the correct techniques needed to interview successfully.

## Making the Most of Sport



Brought to you by Sky Sports, this course is jam-packed full of practical advice and support to help operators to reap the full benefits from showing live sport in their venue.

## Staff Appraisal Skills



Develop workforces through effective communication and performance review with this course and improve employee motivation and performance.

## Stock Management



Suitable for anyone involved in management of hospitality, retail outlets or stock; this course provides the knowledge to demonstrate best practice management techniques.

## Time Management



Prioritise workload, reduce anxiety, stress and effectively manage employees' time with our course to improve smart working.

## Bribery Act Awareness



Learn how to create and implement an anti-bribery policy and how to recognise and prevent corruption and bribery in an organisation.

## Money Laundering Awareness



Define money laundering and explain the regulations, policies and procedures that will help to protect the business from being used for criminal activities.

## GDPR

General Data Protection Regulations



The aim of this course is to raise awareness of GDPR. To be data protection compliant, a business needs to understand the relevant law. Legislation and definitions are covered in this course, interspersed with real life examples of data breaches and the penalties that ensued.