

PulseHospitality™ National Certification for Personal Licence Holders (NCPLH)

PULSEHOSPITALITY™ NATIONAL CERTIFICATION FOR PERSONAL LICENCE HOLDERS (NCPLH)

Licensing laws in England and Wales state that anyone who authorises the sale of alcohol to the public must be qualified in the governing laws and practices relating to responsible alcohol retailing. To issue this licence, the local authority requires proof that an applicant has successfully passed the National Certificate for Personal Licence Holders (NCPLH) examination.

PulseLearning creates learning solutions that bring measurable business value to our clients. We achieve this through a high-energy, client-centric approach that combines excellence in people, process, partners, technology and innovation.

The Pulse**Hospitality**™ solution from **Pulse**Learning was custom-created for hospitality organisations. Our solution provides a complete education and training solution that overcomes the day-to-day barriers to achieving licensing law compliance in a regulated environment. These barriers include dispersed workforces, high employee turnover and non-native speakers.

The Pulse**Hospitality**™ NCPLH course delivers all of the learning needed to prepare an applicant for the NCPLH examination (from BII or EDI), from the founding principles right through to a readiness check provided by a mock examination. The NCPLH course aims to make your employees fully compliant with the public sale of alcohol stipulated by the Licensing Law Act (2003) and the Misuse of Drugs Act 1971.

Our Pulse**Hospitality**™ solution leverages the highly accessible nature of the Web to reduce the time and cost associated with training. The Pulse**Hospitality**™ solution is available to your employees whether they are currently online or not. In line with your needs, our solution may be supplemented by a variety of tailored components, including quarterly web seminars with leading industry experts and on-site consultancy.

COURSE CONTENT

Our comprehensive six-hour NCPLH course for Hospitality includes:

- ▶ The Licensing Act (2003)
- ▶ Laws and responsibilities for the **Premises** Licence Holder
- ▶ Laws and responsibilities for the **Personal** Licence Holder
- ▶ Responsible alcohol retailing
- ▶ Alcohol and its effects
- ▶ Child protection measures
- ▶ Preventing trouble
- ▶ Dealing with confrontational incidents
- ▶ Drug awareness
- ▶ Social responsibility
- ▶ Preparing for inspections
- ▶ The personal licence application process
- ▶ Preparing for the NCPLH examination



PulseLearning

Your Learning & Business Performance Partner

PulseHospitality™ Solution

Comprehensive Suite of Compliance & Business Performance Training

NCPLH

MEASURABLE BUSINESS ADVANTAGE

Pulse**Hospitality™** learning solutions offer the following advantages:

- ▶ Improved business thanks to fewer alcohol and drug incidents, as well as happier neighbours and customers
- ▶ Higher average customer spend
- ▶ Less time away from the workplace as study can be done during working hours, on shift
- ▶ Compliance with licensing law
- ▶ Employees that are prepared for success in the NCPLH national examination
- ▶ Enhanced support through updated industry best practices, benchmarking and quarterly seminars with industry experts
- ▶ A creative approach to collaborative and social learning and talent management
- ▶ Real-time monitoring, tracking and reporting that can be linked to compliance and/or learning performance



DELIVERY AND REPORTING FEATURES

Our online solution includes the following features:

- ▶ Self-paced, modularised and engaging eLearning with optional role-specific training
- ▶ Extensive out-of-the-box reports for tracking training performance and compliance
- ▶ Rapid installation with minimal demands on client IT resources
- ▶ Access to the course from any Web-enabled computer

To speak with a member of our sales team, please contact us toll free in the U.K. at:

0 800 046 1650

From outside the U.K., contact us at:

+44 800 046 1650

You are welcome to email us at:

PulseHospitality@PulseLearning.com

To see a demo for our Pulse**Hospitality™** offerings, please visit:

www.PulseHospitality.com

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