

PulseRetail™ Licensing Law Awareness

PULSERETAIL™ LICENSING LAW AWARENESS

Everyone working within retail organisations that serve alcohol to the public should be aware of their responsibilities and legal requirements.

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**Retail**™ solution from **Pulse**Learning was custom-created for retail organisations. We provide 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 English speakers.

The Pulse**Retail**™ Licensing Law Awareness course helps ensure your employees are fully compliant with the rules of the public serving of alcohol stipulated by the Licensing Law Act (2003). Our course provides the foundation knowledge required by your employees serving alcohol to the public under the supervision of a National Certificated Public Licence Holder (NCPLH). This course is aimed at all workers in retail establishments that serve alcohol.

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

COURSE CONTENT

Our two-hour Pulse**Retail**™ Licensing Law Awareness course includes:

- ▶ The Licensing Law Act (2003)
- ▶ Personal responsibilities when serving alcohol
- ▶ Alcohol and its effects
- ▶ Underage drinking
- ▶ Drug awareness
- ▶ Preventing trouble
- ▶ Dealing with confrontational incidents

PulseLearning
Your Learning & Business Performance Partner

PulseRetail™ Solution
Comprehensive Suite of Compliance & Business Performance Training

Licensing Law Awareness
Course

MEASURABLE BUSINESS ADVANTAGE

PulseRetail™ learning solutions offer the following advantages:

- ▶ Removal of exposure to risk through compliance with licensing law
- ▶ Improved staff performance, allowing staff to offer a higher level of customer service
- ▶ Support for staff with personal licence holders (NCPLH)
- ▶ 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:

PulseRetail@PulseLearning.com

To see a demo for our PulseRetail™ offerings, please visit:

www.PulseRetail.eu

Our course enables your employees to sell alcohol responsibly.