

# VIANET

DATA. REIMAGINED.

## SOLUTIONS BROCHURE

May 2017



# WELCOME

Vianet now offer over 20 e-learning courses to help ensure you and your employees are compliant with current regulations.

Developed in conjunction with our training partners & eLearning experts, the CPL Training Group, we are proud to offer you and your staff an e-learning system designed for the licensed hospitality industry. The system also contains a reporting platform that records all training taken by you and your staff, giving you an audit history that you can download and print for any purpose.

E-learning is the quickest and most efficient way for you to train your staff, and the system is easy to use.

To purchase a course or site license simply access the  
eLearning link on the IDraught website:  
[vianetplc.com/idraught](http://vianetplc.com/idraught)



# E-LEARNING COURSES

All courses include animation, video and gaming technology to make the learning experience interactive.

## Age Verification



This course provides the necessary verification policies when supplying alcohol in a licensed premises.

## Allergen Awareness



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

## ALPS

Award for Licensed Premises Staff



This course helps learners understand the importance of selling and serving alcohol in a lawful and socially responsible manner.

## AUASP

Award for Underage Sales Prevention



This course provides the skills needed to confidently refuse underage sales and outlines the law and responsibilities in regards to preventing underage sales.

## Bar Excellence Award



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

## Bribery Act Awareness



This course shows learners how to create and implement an anti-bribery policy, and how to recognise and prevent corruption and bribery in an organisation.

## 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.

## COFFEE SKILLS



This course helps learners add towards a professional barista portfolio by learning about the history of coffee and how to make speciality coffees.

## CONFLICT MANAGEMENT



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

## COSHH

Control of Substances  
Hazardous to Health



This course provides an understanding of the COSHH regulations and how they help protect businesses and employees from substances hazardous to health.

## CUSTOMER SERVICE



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

## DATA PROTECTION



This course advises those who process, request or record sensitive data how to do so in-line with the Data Protection Act.

## DISABILITY AWARENESS



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

## DRUGS AWARENESS



This course provides employees with general knowledge of commonly used drugs, and the signs of drug use and dealing to protect your business.

## EMERGENCY FIRST AID



This course gives an understanding of assessing and reporting incidents and enables employees to comply with the legal requirements for emergency first aid provision.

## EQUALITY & DIVERSITY



This course outlines the principles of equality through human rights, helping to develop awareness of prejudices and reducing discrimination in the workplace.

## **FIRE AWARENESS**



This course gives responsible persons and other employees an understanding of how fires start and can be controlled, and how to react in the event of a fire.

## **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 learners how to conduct day-to-day tasks effectively and minimise hygiene risks, keeping customers safe.

## **FOOD SAFETY**

in Manufacturing Level 2



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

## **FUEL SAFETY**



Designed specifically for forecourt operators, this course ensures the site is run safely in accordance with the conditions of the petroleum licence.

## **HACCP**

Hazard Analysis  
Critical Control Point



This course outlines the correct processes to help minimise risks caused by bad hygiene practices, and reduce contamination to customers.

## **HEALTH & SAFETY**

Level 2



This course teaches learners how to minimise accidents in the workplace and keep everyone safe, looking at hazards and risks as well as the appropriate control measures.

## **HEALTH & SAFETY**

Front of House Level 2



The Level 2 qualification covers all legal aspects to minimise accidents in the workplace, looking at hazards and risks as well as the appropriate control measures.

## INTERVIEW SKILLS



This course advises learners on how to recruit the highest quality people by using the correct techniques needed to interview successfully.

## MANUAL HANDLING



This course provides understanding on occupational safety and shows how to avoid injuries in the workplace.

## MONEY LAUNDERING AWARENESS



This course defines money laundering, and explains the regulations, policies and procedures that will help to protect businesses from being used for criminal activities.

## SALPS

Scottish Award for  
Licensed Premises Staff



This course helps learners understand the importance of selling and serving alcohol in a lawful and socially responsible manner.

## 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.

## STAFF APPRAISAL SKILLS



This course outlines how employers can develop workforces through effective communication and performance reviews.

## STOCK MANAGEMENT

**VENNERS**  
Excellence in Audit



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



This course shows learners how to prioritise workload, reduce anxiety, stress and effectively manage employees' time.

# INDUSTRY SUPPLIER COURSES

The following courses can be provided courtesy of the industry's suppliers.



## PASSIONATE ABOUT BEER



Asahi, formerly Miller Brands, have teamed up with CPL online to develop this "Passionate About Beer" e-learning course. This course explores the changing landscape of beer, with particular focus on the increasingly popular Super Premium Beer segment.



## CASK BEER UNCOVERED



This course, developed in partnership with Cask Marque, introduces learners to the brewing and serving of cask and keg beers, and the secrets behind their increasing popularity.



## SPORTING SUCCESS



Helps the licensee to understand different types of customers, to increase dwell time and promotional awareness, and to maximise customer spend.

## STEPS TO SUCCESS



Covers Carlsberg's steps to running a successful on-trade retail environment. Consider your customers and methods of communication to drive the business forward.

## Spirit & Mixer PERFECT SERVE



Designed to help you make the most of spirit and mixers, learn how to mix and serve perfect drinks with this course created by Diageo and Britvic.



## SOFT DRINKS EXCELLENCE



Shows you how to make the most of soft drinks with Britvic and learn how to perfectly pour and serve them to boost your premises' revenue.





### PERFECT SERVE



Developed in partnership with Coca-Cola, this course shows you how to perfectly pour and present Coca-Cola soft drinks.

### PERFECT MIX



Brought to you by Coca-Cola Enterprise, this course shows you how to create the perfect mix of soft drinks and spirits.

### APPLETISER



This course has been designed to educate learners on the heritage of Appletiser, and how its unique brewing and filtering process creates its refreshing taste.



### 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.



### IDRAUGHT



This course demonstrates the functions of the Vianet iDraught system, and how it can help on-trade businesses to improve yield and thereby increase sales.



# SUPPORT TEAM

CPL Online has a dedicated support team. If you require any help or support please contact us. Mention Vianet so that we can track anyone who calls in.

Address      CPL Online  
                 Bridge Court  
                 110 Canning Street  
                 Birkenhead  
                 Wirral  
                 CH41 1EW

Websites     [www.cplonline.co.uk](http://www.cplonline.co.uk)  
                 [www.cple-learning.co.uk](http://www.cple-learning.co.uk)

Email         [support@cpltg.com](mailto:support@cpltg.com)

Phone         0151 647 1057

Fax            0151 650 6935

Opening Hours      Monday - Friday, 8am - 6pm

# SOCIAL MEDIA



[@cplelearning](https://twitter.com/cplelearning)



[/cplelearning](https://www.facebook.com/cplelearning)



[/cplelearning](https://www.youtube.com/cplelearning)



CPL Online



CPL Training Group

