



PUB PARTNER TRAINING DIARY

JANUARY 2025 – COMING SOON

Upcoming courses

COURSES & VENUES

COURSE TITLE	COURSE DURATION
Drinks Masterclass	10AM – 2.30PM (4.5 HOURS)
Retail Academy	3 FULL DAYS (MUST BE ABLE TO ATTEND ALL 3 DATES)
Fire Marshall Training AM	10AM – 2.30PM (4.5 HOURS)
Food Safety Level 3	3 FULL DAYS (MUST BE ABLE TO ATTEND ALL 3 DATES)
Emergency First Aid at Work	FULL DAY
Cellar Management – Award in Beer & Cellar Quality (Cask & Keg)	FULL DAY

* PLEASE ARRIVE A MINIMUM OF 30 MINUTES BEFORE THE COURSE START TIME



CONTENTS:

To book your place email...
Jennifer.Devlin@jwlees.co.uk

Remember to include:

- *Course Title*
- *Course Date, Time & Venue*
- *Full Name*
- *Site Name*

You will receive an email confirmation that a place has been reserved for you and full joining instructions for the course.

Alternatively, where demand is high, you may be placed on a reserve list and informed when a space becomes available.



FULL COURSE INFORMATION – APLH & FIRST AID

APLH (Award for Personal Licence Holders)

Trainer: Lee Holgate

Course Overview:

Gain the qualification needed to apply for your Personal Licence in England and Wales. This one-day course should be taken by anyone who works in a role which requires them to authorise the sale of alcohol to the public (as per the legal requirements).

Who should take this course?

Recommended for: General Managers, Assistant Managers, and useful for other key team leaders

Course Content

The APLH training course will provide each delegate with a clear understanding of the framework of the law and regulation that underpins the responsibilities of the Personal Licence holder.

This will include:

- Licensing authorities
- Personal and premises licences
- Operating schedules
- Permitted temporary activities
- Unauthorised licensable activities
- Police powers and rights of entry
- Legal and social responsibilities of the personal licence holder
- Illegal drugs, the effects of alcohol and disorderly conduct
- Protection of children

Course Duration: One Full Day
(start & finish times will be advised)

Emergency First Aid at Work

Trainer: Dominic Surry

Course Overview:

This one-day course is a practical training course for persons appointed to take responsibility for first aid arrangements in the workplace and enables the provision of emergency first aid for someone who is injured or becomes ill at work.

Upon successful completion, candidates will be equipped with the essential skills needed to give safe, prompt and effective first aid in emergency situations.

Who should take this course?

Recommended for:

General Managers, Assistant Managers, Chefs, Team Members

NB. Each pub/inn/hotel must have at least two team members holding this certificate.

Course Content

Topics covered on the day will include

- The roles and responsibilities of an emergency first aider
- Assessing an incident
- Managing an unresponsive casualty
- CPR and defibrillation
- Recovery Position
- Choking
- Seizures
- Shock
- Wounds and bleeding
- Minor injuries - cuts, grazes and bruises/minor burns & scalds

Course Duration: One Full Day
(start & finish times will be advised)



COURSE INFORMATION – Drinks Masterclass, Cellar Management (ABCQ award)

Drinks Masterclass

Course Overview:

This course will be started by a presentation discussing the drinks industry and key category trends across beers, spirits, minerals, ciders and wines. You'll have the chance to sample key products and perfect serves, with some of our partnered suppliers who will host mini masterclasses.

They'll also cover new products, bar merchandising and business opportunities.

Who should take this course?

Recommended for: General Managers, Assistant Managers, and useful for other key team leaders

Course Content

Topics covered on the day will include

- UK Pubs and Drinks market
- JW Lees Ales and Lagers
- Soft drinks
- Ciders and Merchandising
- Spirits
- Wines
- Perfect serves
- Trends and planning
- Supplier support
- Food support

Course Duration: Half Day (4.5 HOURS)
(start & finish times will be advised)

Cellar Management (ABCQ award)

Trainer: Lee Holgate

Course Overview:

This course is designed to help team members ensure that their beer is consistently served in an optimum condition. You will learn how to handle and care for cask and/or keg beers and how to maintain a safe and hygienic cellar. This one-day course aims to help you increase sales and decrease wastage. Training will cover every aspect from delivery to serve.

Who should take this course?


Recommended for:
General Managers, Assistant Managers,
Team Leaders

Course Content

Topics covered on the day will include

- Profit through quality
- The Cellar
- Deliveries
- Cask Beer
- Keg Beer
- Pouring the Perfect Pint
- Line Cleaning
- Bottled and Canned Beer
- Hygiene and Safety
- Glass washing

Course Duration: One Full Day
(start & finish times will be advised)



COURSE INFORMATION – Food Safety (level 3), Webinars

Food safety (level 3)

Trainer: Lee Holgate

Course Overview:

This three day course has been designed for those who are responsible for implementing processes and procedures to ensure that food safety principles and practices are adhered to. Upon completion of this course learners will have a clear understanding of food safety regulations, how to implement safety regulations, food safety management procedures and the principles of controlling hazards and supervising good practice.

Who should take this course?

Recommended for: General Managers, Head Chefs, Sous Chefs, Assistant Managers

Course Content

Topics covered in the course will include:

- Food safety management procedures
- Food safety legislation
- Temperature control
- Contamination control
- Cleaning and personal hygiene
- Equipment requirements
- Pest control
- HACCP
- Evaluating food safety controls and procedures
- Requirements for induction and ongoing staff training

Course Duration: 3 Full Days

(start & finish times will be advised)

NB. This is a three day course which may be split over three consecutive weeks. You MUST be able to attend all three dates.

Webinars

Course Overview:

These occur once a month and are exclusive FREE courses for our Pub Partners to attend remotely. We'll have numerous hosts, both internal JW Lees team and partnered suppliers, and we'll focus on key business subjects across the year. These short webinars are useful to capture a snapshot of category information, ask the experts key queries in Q&A session and set out your upcoming business plans.

We hope these topics and advice will support your business growth, highlight cost savings (i.e. utilities), and compliance (i.e. Flow).

Who should take this course?

Recommended for:

General Managers, Assistant Managers, Team Leaders

Course Content

Topics covered in the course will include:

- Food safety management procedures
- Food safety legislation
- Temperature control
- Contamination control
- Cleaning and personal hygiene
- Equipment requirements
- Pest control
- HACCP
- Evaluating food safety controls and procedures
- Requirements for induction and ongoing staff training

Course Duration: 1hr to 90minutes

(start & finish times will be advised)

Fire Marshal Training

Trainer: Steve Clarke

Course Overview:

This course is suitable for people in a suitable position to be designated as a fire marshal within the workplace & take responsibility for fire safety. This course will enable employers to meet their legal obligation under the regulatory reform order 2005 to provide suitable, formal fire safety training within the workplace.

Who should take this course?

Recommended for:

General Managers, Assistant Managers, Team Leaders, Key Team Members

Course Content

Topics covered during the session:

- Fire legislation
- The basic chemistry of fire and its differing classes.
- Fire-fighting procedures.
- Causes of fires & their prevention.
- Emergency lighting.
- Fixed fire-fighting installations.
- Evacuation assembly point and fire drills.
- Fire alarms.
- Fire Hazards.
- Routine fire safety inspections and maintaining a fire log.
- Risk assessment awareness.
- Extinguisher recognition and use.
- Walk around of workplace to identify escape routes and firefighting medium.

Students that have met the required standard throughout the course under continual assessment by the course instructor will receive a certificate which will last them for 3 years.

Course Duration: Half Day (4.5 HOURS)

NB. Please note this course may be held between the following: 9am – 1.30pm, 10am-2.30pm or 1.30pm – 6pm, depending on the venue and demand for places – you will be informed of timings in advance of the session.

Recent Training



COURSE INFORMATION – Finance, HR & Licensing



Finance

Trainer: BDM's and Accountant

Course Overview:

This one-day course will provide you with guides on how to stay compliant, tips to save more money and key stock issues to be aware of. Our team of Accountant, Stocktaker and BDM will work through different models to improve your controls and management of cash in your business.

Who should take this course?

Recommended for: General Managers and Assistant Managers
Useful for all other key team leaders

Course Content

This will include:

- Practical tips and guides to ensure you stay compliant
- How to convert cash to profit
- The power of the penny
- Impact of small changes in business
- Best practice
- How best to save more money
- Stocktake reporting
- Key stock issues and strategies to mitigate risks

Course Duration: One Full Day

(start & finish times will be advised)

HR & Licensing

Trainer: JW Lees People team & Local Licensing Authority

Course Overview:

This course will cover key HR checks, duty of care, and processes that you should be covering and updating within your business. Our external provider will also cover licensing objectives that include key areas of assessments, pub watch and guidance on training required for your team to ensure you remain compliant.

Who should take this course?

Recommended for: General Managers and Assistant Managers
Useful for all other key team leaders
NB. Each pub/inn/hotel must have at least two team members holding this certificate.

Course Content

Topics covered at this session will include:

HR

- Contracts and right to work checks
- National Minimum Wage
- Employer duty of care
- Absence, return to work and disciplinary processes
- CPL/BII Pub Partner support
- General HR Q&A's

Licensing

- Record keeping – what an inspecting officer is looking for?
- Training
- CCTV guidance
- Local Authority – Fire risk assessments, noise complaints
- Benefits of Pub Watch
- TEN's notice applications

Course Duration: Half day

(start & finish times will be advised)

Retail Academy

Trainer: BDM's, internal Brewery team and external trainers

Course Overview:

Rise to the top with JW Lees. This 3 day course will support your success and provide you with the essentials required to run your own pub business.

It covers topics from finance to cellar management, menu design to maximising profit, and are covered by experts both inside and outside of the Brewery.

On the first day you'll work towards your BIIAB Award in Beer & Cellar Quality (ABCQ) and complete an exam that is a recognised qualification by the industry, demonstrating the candidates' ability to handle and care for cask and keg beers, as well as maintain a safe and hygienic cellar.

Who should take this course?

Recommended for:

General Managers, Assistant Managers and useful for key team leaders

Course Content

Topics covered during the few days:

- Cellar Management and ABCQ exam
- Controlling costs and maximising profit
- Social profile and platforms
- In house merchandising
- Food opportunities and menu design
- Meet and greet with the Customer services, Technical Services, Marketing and Food development departments
- Drinks and ranges – including beer and wine tasting
- Insight into Business development Manager role and support

Course Duration: 3 days

(start & finish times will be advised)

Recent Training and Feedback

“What a brilliant course! Very well presented, very useful information, so important to understand the mechanics of a pub business...”

Best part “...understanding all financial aspects, especially how GP% is affected...”

“...enjoyable, welcoming and very beneficial.”



Describing the course to somebody new...

“...do it! It's surprising what you can learn.”

“Absolutely new licensee should attend, so worthwhile and necessary even!”



Food Training and Development

Trainer: BDM's, Internal Trainer

Recent Training and Feedback



“Comes in handy and always something new to learn...”

“Use the gained knowledge to run a better, safer pub.”

Enjoyed the most “...group interaction, friendly, approachable trainer...”

“...opportunity for questions and conversation.”



Course Overview:

This half a day course will discuss best practice tips for use within your kitchen and across your Pubs.

You'll be provided with insights into food inspections, food hygiene ratings and Safer food better business.

For the second half the day we hope to showcase some Food supplier packages and offers that could support your business in trialling food or expanding your food options.

Who should take this course?

Recommended for: General Managers and Assistant Managers, Head Chefs and other team leaders

Course Content

This will include:

- What is the Food hygiene rating?
- Why do businesses receive food inspections?
- Risk assessments
- Food standards agency
- Safer food better business
- Control systems
- Allergens

Course Duration: Half Day

(start & finish times will be advised)

BOOKING PROCESS & ATTENDANCE

To book onto any of the courses within the Training Diary please email Jennifer.Devlin@jwlees.co.uk and Cc in your BDM with details of the course you wish to attend, course date and the name of the attendee.
Please note in normal circumstances no more than two team members from each site will be allowed on any one course at the same time.

Places on our training courses are valuable.

Please make every effort to ensure you attend.

Course Etiquette

JW Lees courses are delivered to you by industry experts. We want you to get the most out of the courses you and your team attend. Therefore, we ask that all delegates act in a professional and respectful manner whilst completing their training.

Booking Confirmation

An email confirming your place on the course will be sent. Updates, including joining instructions confirming the venue and course details, will be sent regularly from approximately two weeks prior to the course date.

Course Preparation & Follow-up

Before booking a course, you should discuss with your BDM what the course involves and what you would like to get from the session and the relevance to your role.

After the course, we suggest Managers review the course with the attendee, within three days of attending the course, to discuss key learnings and how this will be applied in the workplace.

At the Course

On the day of the training course, we expect delegates to arrive before the stated course start times. If on the day the delegate will be late or cannot attend the course, you will need to call your BDM prior to the course starting, to advise of lateness or with a valid reason as to why they can no longer attend.

We would also ask that delegates actively get involved in the course by sharing opinions and experiences if requested.

Course Cancellation Policy

JW Lees reserves the right to cancel the course, for example due to under subscription. In such circumstances, you will be given as much notice as possible and a transfer to another suitable course will be arranged if required.

Please note that the cost of the course may be re-charged to site for any non-attendance.

If you need to cancel a team member from the course, then this must be **cancelled 14+ days before the course** is due to take place. If you cancel a delegate less than 14 days prior to the date of the course, then the full cost of the course is still due.

If you need to cancel a team member from the course, then this must be confirmed via email to Jennifer.Devlin@jwlees.co.uk and Cc in your BDM

HOW TO CONTACT US

Email:

Jennifer.Hillary@jwlees.co.uk

Via BDM email or Via Mobile:

Dan Evans: 07711 597052

Gary Stafford: 07901 113225

Janine Robert: 07711 227607

APPLICATION FORM



In case you're unable to contact and book on via email please use the form below and pass it along to your BDM.

NAME (ATTENDEE 1)	
NAME (ATTENDEE 2)	
PUB NAME	
CONTACT NAME (PUB PARTNER)	
CONTACT NUMBER	
EMAIL	
COURSE YOU WISH TO ATTEND	
COURSE DATE	
ANY QUESTIONS OR NOTES	