



What is a DPS?

Craig Bayliss, Head of Regulatory Practice at top legal firm, Berwin Leighton Paisner, is widely experienced in health and safety and food safety and has significant expertise in successfully defending clients in proceedings brought by enforcement agencies.

One of the most confusing aspects of the Licensing Act in practice is the question of the legal role of the DPS. I am very often asked by clients to tell them exactly what the legal role of the DPS is. The answer is quite simple - the DPS has no legal role whatsoever!

Many people find this answer surprising, but the reality is that no where in the Licensing Act is the duty, role or responsibility of the DPS defined. In Section 15, the Act simply says that a person who is the DPS is simply the individual for the time being specified in the Licence as the premises supervisor. There are absolutely no legal roles, duties or responsibilities attached to being the DPS.

On the other hand, the Government Guidance document gives a little more indication of what the Government perceives the role of DPS to be. In practice, the Guidance suggest that the DPS is "normally the person who has been given day to day responsibility for running the premises by the Premises Licence Holder". The Guidance goes on to suggest that the DPS is the person to whom relevant authorities can turn so that any problems can be dealt with swiftly. Clearly the authorities need an individual who has authority to deal with their issues and concerns rather than the Premises Licence Holder which may simply be a company with no apparent contact.

Remember also that there is no requirement in the Act that a DPS should have to be present at the premises at all times or must be available to authorise alcohol sales. This practice can be achieved by any personal licence holder at the premises.

Equality in Training

Since the Disability Discrimination Act 2005, disability equality awareness and diversity training is now an everyday part of business life. This was even more apparent for CPL Training recently when four profoundly deaf candidates applied for an NCPLH course.

All four learners wanted to work in the bar at South Tyneside Deaf Club so had to have the personal licence training. CPL Training booked them onto an open course in Newcastle in May for the NCPLH.

Along with other learners the four candidates did their training with the help of two sign language interpreters and sat the written examination at the end. All went well and all four candidates passed the exam.

Stuart Green, Operations Manager for CPL Training said: "Whilst this is the first course we have done for deaf candidates we were pleased to rise to the challenge and accommodate their training in one of our open courses."

Supporting the Great British Pub



CPL Training is supporting the Great British Pubs Awards 2008 by sponsoring the Best Pub Staff Training Programme.

Organised by the popular trade newspaper, the Morning Advertiser, the Great British Pub Awards is a celebration of all that is great about this uniquely British institution. Entries for the awards are now closed and the judging has begun in earnest for the finals in September.

CPL Training's Chairman, Paul Chase, was set the arduous task of selecting the entries that would go through to the next round of judging. He spent an intense day at the Morning Advertiser's offices sifting through a pile of entries. The best ones have now been put forward for a mystery visit during the summer months when the final winners will be chosen.

Eight regional finalists will be selected to attend a glamorous awards dinner in the Hilton Hotel on Park Lane in London and the overall winner will collect a cheque for £1,000!

Dan's Our Man

Welcome to the first issue of what will be a quarterly publication from CPL Training.

We passionately believe that knowledge and skills empower people and businesses to grow, develop and achieve. If we can show you a little more about what we do in these pages we're hoping that we can inspire you to grow, develop and achieve even further.

We live in challenging times, and as our Chairman, Paul Chase says, you must 'adapt or die!' So we've been busy adapting too, with new people, developing our work in Scotland, training our own trainers and creating online solutions for the 'You Tube' generation.

We'd like to keep in touch with you and your business and if you would rather have a newsletter emailed to you, please go to our website and register for a copy: www.cpltraining.co.uk

Daniel
Managing Director of CPL Training **Require signature**



Prevent Underage Sales for Under a Tenner

No responsible retailer sets out to sell to underage customers, yet it still happens and the Government is determined to blame the operator.

In part, these sales are due to underage customers just looking much older than they are, but usually it's because of poor staff training or just the embarrassment factor of challenging someone's age.

CPL Training has a solution called 'Check 21' in a pack for just £9.99 that can help operators in three ways:

Firstly, by agreeing to adopt a policy which states that if a customer is lucky enough to look under 21 years old that staff will ask them to prove that they are at least 18 years old.

Secondly through displaying stickers and posters included in the pack so that customers are immediately aware that the operator has adopted an underage sales policy. This should also help to eliminate the embarrassment factor for staff.

Thirdly, by including an Underage Sales Prevention handbook: The handbook covers staff responsibilities, penalties, types of suitable identification and when and how to refuse to sell alcohol to someone who appears to be underage.

Enforcement bodies and police are targeting operators now, so invest £9.99 in a Check 21 pack and adopt your zero tolerance policy now or you could face fines and the chance of losing your Personal Licence!

For more information go to the website: www.cpltraining/check21

ASDA Ring the Bell on Training

A recent ASDA advertising campaign shows the baker ringing the in-store bell every time the fresh bread is ready for sale. In Scotland, ASDA aim to be ringing the bell on SCPLH training very soon.

Working with CPL Training, corporate client ASDA will have completed the training of their personal licence holders by the end of July, and well ahead of the deadline. Likewise, Thresher will have all their personal licence holders trained by July/August – a tribute to the sense of

corporate responsibility of both companies.

Meanwhile Thresher and Travellodge (Scotland) are also working with CPL Training to ensure that all staff have undergone the mandatory two hours training for staff selling or serving alcohol using the Scottish Award for Licensed Premises staff (SALPS) Workbook.

(See inside for full details on Scottish qualifications on page 3.)

A Planned Approach

The Britannia Hotel group has drawn up a 12 month training calendar with CPL Training that will affect staff across the entire business; from call centre employees to health club managers.

Britannia Hotels are the largest privately owned hotel chain in the UK, with 33 hotels across the country including the famous Adelphi Hotel in Liverpool and The Savoy in Blackpool.

With 6,500 of employees and 7,000 bedrooms there's plenty of compliance training to think about. It made sense to adopt an annual plan that includes existing training courses whilst also developing some tailor-made training.

Mike Marten, Group Personnel and Training Manager for Britannia Hotels said: "We've been able to cover a wide range of training requirements with CPL Training because of their national coverage and range of courses. We're doing some basic such as key fire safety training, first aid, food safety as well as developing new health and safety courses for our health club managers and sales centre for our call centre staff."

CPL Training's Chief Executive, Daniel Davies, has recently been voted Merseyside's Young Entrepreneur of the Year at the prestigious Liverpool Professionals Awards.

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Approximately 400 people, including firms such as KPMG, Grant Thornton, Ernst & Young and The Royal Bank of Scotland gathered to celebrate a wealth of Merseyside talent at the third annual Insider Liverpool Professionals Awards in May 2008. The event continues to demonstrate how much the city has to shout about in the field of professional services and how much confidence there is in the local market.

Daniel was described by the judges as being: "A dynamic individual with a clear vision, drive, determination and ability to achieve all business goals and aspirations. Daniel's passion for CPL Training has driven the company to become the sector leader it is today."

Driving Corporate Sales

In March this year, CPL Training welcomed Suzanne Smith as Corporate Sales Director to provide a better service for corporate customers.

Suzanne joins CPL Training with a background in hotel, catering and pub training. She has worked for the Hospitality Training Foundation and in her last role as Membership Retention Manager for the British Institute of Innkeeping.



Suzanne is using her considerable experience and knowledge of the hospitality sector to design and develop training solutions for clients' needs. In doing so, she is able to draw on the resources of the business to create bespoke training or adapt existing courses to put training packages together.

CPL Training work across a wide range of corporate clients in both the on and off trade sectors, working with large supermarket groups through to hotel and pubs chains.

To contact Suzanne direct for more information, please call her on 0151 650 6911 or email: suzanne.smith@cpltraining.co.uk

Training the Trainers

Trainers need to continually learn and develop new skills and the trainers at CPL Training are no exception. By the end of August 2008, all our trainers will have a new qualification called Preparing to Teach in the Lifelong Learning Sector (PTLLS).

From 2009 all trainers in England will require a recognised qualification in teaching. The PTLLS award will ensure consistency across the entire CPL Training team as well as setting a high minimum standard.

Peter Craddock, Course Director for CPL Training was one of the first people to go

through the course and said: "I've had 11 years experience in teaching and 30 years in the trade but I gained a great deal from the course. It has taught me a lot about the different ways that people learn; to be more inclusive in my teaching groups and to always reflect on whether a course was done well afterwards."

Not only will CPL Training be one of the first organisations to be prepared in this way, they are accredited to teach the PTLLS award to other organisations through their own team; Dr. Paul Rogers, Director of Educational Development and Steve Lynch, an ex-headmaster. For more information contact: paul.rogers@cpltraining.co.uk

Raising Awareness About First Aid

CPL Training launched an awareness email campaign in June to over 80,000 licensed premises. The campaign highlighted the legal requirement to have employees trained in First Aid.

The minimum legal requirement is to appoint competent personnel who will take charge of First Aid arrangements in the workplace. These personnel need to prepare for this role by taking a one-day training course. The course includes how to maintain first aid equipment and facilities, and when to call the emergency services.

For those businesses with five or more staff, the legal requirements are more stringent and a qualified First Aider must be appointed. The training required for a First Aider involves sitting a four day course.

Gary McNulty from CPL Training explained: "We believe that many operators don't realise that they have a legal requirement to ensure that there is a qualified First Aider present in their business. It is the responsibility of the relevant local authority to ensure that health and safety is properly managed and they have the power to enforce hefty fines of up to £5,000."

In any event, entertainment and leisure businesses attract large numbers of people and it makes good business sense to be prepared for first aid emergencies. Gary continued: "A blocked airway can kill someone in three to four minutes, but it can take more than eight minutes for an ambulance to arrive. Knowledge of a simple procedure could save their life while they're waiting for emergency medical help."

Courses are available throughout England, Wales and Scotland, with discounts for group bookings and full details are available on the website at: www.cpltraining.co.uk

Focus On Scotland



Paul Chase
Chairman of CPL Training

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Avoid the Last Minute Backlog – Train Now!

Anyone who needs to take the Scottish Certificate for Personal Licence Holders (SCPLH) should take the course as early as possible. This is the advice being given to licensees who think that they still have plenty of time to do the course.

The transition period for the changes to the Scottish licensing system is now well underway, with the new Licensing act in Scotland going live in September 2009. However, trade leaders are urging people to avoid the inevitable last minute rush to take the SCPLH and have their criminal records check, to avoid missing the transition deadline.

Paul Chase, CPL Training's Chairman agreed and said: "There's a huge temptation to leave this training to the last minute. However, once licensees have a Personal Licence, they can then train their staff in the Scottish Award for Licensed Premises Staff (SALPS). This is also a mandatory requirement in the new licensing regime."

CPL Training Scotland is running SCPLH courses each month in 15 venues across the country for £125 (with 15% discount for 3 or more staff). The SALPS award is a two hour, workbook-based award and can be delivered by anyone with a personal licence. Costs for the workbooks vary depending on numbers purchased but start from £15 per book.

Call CPL Training Scotland about courses on 0141 359 5659.

Scottish Licensing Objectives

It's worth remembering that the reforms to the Scottish Licensing System are to address five key government targets:

- preventing crime and disorder;
- securing public safety;
- preventing public nuisance;
- protecting and improving public health;
- protecting children from harm.

The main difference to the English and Welsh reform is the additional of the controversial 5th objective to protect and improve public health and the mandatory requirement to train ALL frontline staff involved in the sale of alcohol.

There is much debate about raising the minimum age to purchase alcohol from 18 to 21 years old (see 'Chase on the Case' below) and alcohol promotions but all these details are still in the consultation stage. We'll report again in the October issue of Aspire!

Chase on the Case

Here we transfer Paul Chase's popular website column to print, in what some would call a good old fashioned argument and others the thoughtful opinions of a highly experienced industry observer!

Partial Prohibition looms

Radical proposals in Scotland to further restrict the alcohol retailing industry have raised the spectre of similar measures being introduced in England and Wales. In brief the Scottish proposals are these: a

minimum price of perhaps 35 to 40 pence per unit of alcohol; a ban on cut-price promotions; alcohol-only checkouts at supermarkets; and most controversial of all, a minimum age of purchase of 21 years from off-sales premises.

When, not if, these proposals are introduced in Scotland it will only be a matter of time before they are introduced in England and Wales too. Whilst some publicans may welcome a floor under prices and raising the age of purchase in off licences, they would be very short-sighted to do so. The thin end of the wedge principle applies here. To put it bluntly: you're next.

The notion that we can have a different minimum age of purchase for pubs and off licences is so absurd I have to pinch myself to believe this is really going to happen in any part of the UK. When it does happen, Scotland will be the only country in Europe that doesn't align its minimum age of purchase for alcohol with its voting age – 18. When government legally restricts not just children, but a category of adults – 18 to 20 year olds - from buying alcohol they are enacting Partial Prohibition. This is a momentous step for government to take, and those taking it are oblivious to the impact that it will have on tourism and jobs.

Politicians in England and Wales may now be bounced by the Neo-prohibitionist health lobby into being similarly radicalised, and further hardening their stance against alcohol generally. There are two ways this should be fought: Firstly, by the industry running a public awareness campaign aimed at explaining to young voters the rights they are about to lose. Secondly by mounting legal challenges to these laws, which are discriminatory and anti-competitive. If politicians realise this is a vote loser, and the Courts give them a bloody nose, then we might make them realise they can't just run rough-shod over our industry.

All Aboard the Online Platform

The training industry has not been slow to take advantage of the opportunities available on the internet for distance and online learning but few have been able to combine educational competency, examination rigour and that all important interactive element.... until now!

CPL Training's Director of Educational Development, Dr. Paul Rogers, has

developed an online learning platform that is 'authorable'. Paul explains: "This means that we can take any course in Microsoft Word and simply apply it to the platform. It will take longer to add multimedia features of course but we could have an online course up and ready within a day. We will also advise on content, interactivity and the rigours of testing and invigilation too."

Paul has been working closely with Warwick University who will be trialing the online learning platform in October for their English students. He continues: "We can even adapt the system for voice recognition, which is ideal for someone overseas who is learning the nuances of the English language." For more information contact: paul.rogers@cpltraining.co.uk