



Solutions Brochure

2016/17



CPL Online Solutions

CPL Online delivers business solutions through quality bespoke online services and products, all available from a single login. All aspects are developed internally by CPL Online's education team, project managers, software programmers, designers and animators.



E-LEARNING COURSES

CPL Online's e-learning courses are built for mobile and delivered on all popular devices. The content is a rich mix of animation, graphic illustration, audio and video to create a unique online learning environment for people to gain and retain important knowledge.



BESPOKE E-LEARNING COURSES

Bespoke e-learning can be developed for any subject from induction, to skills specific, to any business sector, or as supplier courses for specific industries. E-learning delivered in a blended approach as part of traditional training is the perfect way to benchmark knowledge before and assess knowledge after any course, specifically beneficial to management and leadership.



CUSTOM COURSE CREATOR

The Custom Course Creator is an authoring tool that enables the development of company's own bespoke e-Learning courses, for any subject and content.



THE CONSOLE

The Console is a Learning Management System (LMS) that puts your business in control, with instant access to all e-learning courses, company documentation/information and software applications. Tailored to suit the needs of your business, it provides a central location that all users can access on all devices.



INTRANET SERVICE

The Intranet Service is an interactive data sharing and communication package that provides a socially intuitive and engaging platform for your entire business. All existing company systems can be integrated within the Intranet Service.



APPRAISALS SYSTEM

The Appraisals System allows continuous revision of an employee's performance. This enables an organisation to implement an effective succession planning strategy by highlighting the company's high performers.



CAREER PATHWAY

The interactive Career Pathway system takes employees on a journey to help them progress and prove their excellence in their existing role. In addition, this improves staff retention by presenting promotion opportunities in the future.



APP DESIGN & DEVELOPMENT

Apps bring all the functionality of CPL Online's Console direct to all staff members' handsets. All employees will be notified instantly with alerts and updates regarding the business. Bespoke functionality and approval on the App/Play stores can be provided by CPL Online for any requirement your business may have for employees or customers.



WEBSITE DESIGN & DEVELOPMENT

CPL Online's creative and dedicated website design and development team will be able to deliver a web site and online presence to suit your business needs. Whether you need to create a new website from scratch or redesign an existing website.



INCIDENT REPORTING TOOL

Document and keep track of all incidents through the Incident Reporting Tool, set alerts for specific senior managers depending on severity and centrally run summary and detailed reports on all incidents across the business.



SYSTEM INTEGRATION

CPL Online's Solutions are built around a single database and Single Sign-On, which records billions of rows of data from across the range of CPL services. This data is the foundation of any CPL system, including 3rd Party Systems currently used within your business, which can be automatically imported into the CPL Online database to run data analysis for the company across all systems.



BIG DATA

CPL's Big Data platform is the bedrock of the online services. It enables the processing of billions of rows of data, thereby increasing employers' visibility of their employees' e-learning activity. What's more, we offer clients the opportunity to import their data from their current platform onto our Big Data platform. In addition to increasing the amount of data to be recorded for those clients, this improves general data processing, resulting in split-second reporting and a wider range of reporting options.



DATABASE DESIGN

Database structures can be optimised to meet client needs. This enables clients to have a variation of the CPL database that records different objects and activity, to allow for a tailored monitoring system.



SOFTWARE DEVELOPMENT

The award-winning LMS was the first of an ever-expanding list of Software Developments. In addition to the exciting projects proposed by clients, the lead programming and engineering team continue to improve upon the CPL infrastructure, ensuring we're always ahead of the game.



2D ANIMATION

2D animations can be created to suit any client's style, in-keeping with that brand's image. Animated games and activities help learners to engage with course content, by breaking down the information and making it easier to absorb.



3D ANIMATION

3D animation takes visual art to the next level. Videos and still images can be created to give courses anything from a polished, photo-realistic look to a fun cartoon twist. It's an ever-evolving discipline, which offers limitless possibilities.



VIDEO PRODUCTION

Green screen technology is available at CPL Online to any clients wishing to enhance live-action video with computer-generated content. Alternatively, the video production team are available at the client's convenience to record videos at a company venue or other specified site.

The Console

The Console is a Learning Management System (LMS) that puts your business in control, with instant access to all e-learning courses, company documentation/information and software applications. Tailored to suit the needs of your business, it provides a central location that all users can access on all popular devices.

24/7 ACCESSIBILITY

Delivered on all devices either via a browser or the App. All a user needs to access the Console is a personal login and an internet connection.

USER FRIENDLY

The Console's intuitive interface is very easy to use; thus enabling you to monitor and audit your company in a click.

BOOKSHELF

Storing all company documents and files in one central location, providing staff with access to the most up to date content. Upload any file-type, e.g. video, audio, PDF, Word, Excel, PowerPoint.

TRAINING RECORD TIMELINE

This tool creates a complete training and bookshelf history for all your staff by storing all previous training records and updating with newly completed courses. You can set reminder dates and attach relevant training documents to staff records ensuring their training history is maintained.

REPORTING TOOL

Big Data Reporting analyses billions of calculations from every click, and the timing between every click on all of CPL Online's Solutions. Track navigation, compare speed of training or assessment, analyse the talent ratings and performance of all staff, incorporate 3rd party data and really understand the best performers within your organisation. Global reports or bespoke reports are available for company-specific information.

COMPANY HIERARCHY

All content within the CPL Online Environment is allocated based on the individual's location, job role, and previous activity on the platform. The hierarchy allows content to be restricted if necessary for the management teams.

EVENT MANAGEMENT

Using the Events Management system, staff members can request places on face-to-face training courses and other development opportunities. Every system is unique to each client, only offering places on the programs which are relevant to that business. Employers can keep track of staff members' face-to-face training at a glance, using the events calendar.

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.

Beer Styles



This course is a must-have for beer enthusiasts, and those who wish to promote unique beer styles in their business.

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



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

Fuel Safety



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

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.

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.



Passion for Beer



This adaptive course educates learners on the heritage and key selling points of Asahi UK's Super Premium Beers.



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.

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 CPL Online

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