

# Training Brochure

*Spring 2008*



**buzzworks**  
group  
**ACADEMY**

*Recognised providers of training for the licensed trade.*

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# About us

The Buzzworks Group is not only groundbreaking in the products and service it offers, but also in the level of training it provides for its staff and external candidates through the Buzzworks Academy.

Following our latest Investors in People assessment the assessor stated that "Buzzworks is an outstanding organisation in the relationship to how it strives for customer excellence and the way it trains and motivates it's staff".

The Buzzworks Academy has just become a City & Guilds accredited centre. Our plans are to join the BIIAB and look into gaining an ISO 9001:2000 accreditation in 2008.

## Training at the Buzzworks Group

To ensure that customers are given an excellent quality of service the Buzzworks Group invests capital in staff training which we believe is unrivalled in the licensed trade. Staff at the company's Elliots in Prestwick, Scotts & Lido in Troon and Chestnuts in Ayr attend the Buzzworks Academy and undergo a series of 9 different bar training sessions including cocktails, champagne, wine and barista skills, followed by an exam certificated by Barnomads. Recent successes include Theme Magazine's Scottish 'Bartender of the Year' and DRAM's 'Manager of the Year'.

In addition there are also training sessions available for product knowledge, food service and customer experience.



# Training On Offer

## *An overview*

**We have two courses on offer between January and March 2008:-**

### **NOCN Level 2 Door Supervision Course** (through Skills for Security)

Since the change in the law making it compulsory for all door stewards to have this qualification and badge, we have put a great number of stewards through the course.

Our well-respected trainer Tommy Mitchell is the head door steward for the Buzzworks Group and has over 10 years experience as a Steward and offers a great insight and knowledge of the profession. See pages 4 & 5 for more details.

### **Scottish Personal Licence Holders Certificate**

This course will become mandatory for all Licensees and staff serving alcohol by Law by the end of 2008. This is a new course provided by City & Guilds and Servewise AFS. These courses are taught by members of our Training Department who have had first hand experience of working in the industry at Management level. See pages 6 & 7 for more details.

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**We have one course which will be on offer in the late Spring/ Summer.**

### **First Aid at Work** (HSE approved course)

This course covers the practical skills needed by a First Aider in the modern workplace. The course will give you the confidence and knowledge to deal with first aid emergencies.



# NOCN Door Supervision Level 2

*There are 2 parts to this course:-*

## Door Supervision

This two day Basic Job Training programme (BJT) is part of the popular and ever expanding range of entry level training programmes, for specific roles within the security industry. It is designed to assist companies in the provision of BJT, that meets part one of the SIA requirements for licensing (part two covers Communication and Conflict Management and is available separately from Skills for Security).

## Who Should Attend

This BJT is appropriate to new entrants to the industry, who need a qualification in order to apply for an SIA licence and to people transferring from other security functions.

## Course Content

The course contains eleven modules, covering the following areas:  
Roles and responsibilities, Behavioural standards, Equality and diversity, Civil and criminal law, Arrest, Licensing law, Drugs awareness, Searching, Health and safety at work, Emergency procedures & Recording incidents.

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## Conflict Management

This course has been developed, so it can be delivered after the Door Supervision or as a stand-alone course. Both programmes meet SIA and NOCN requirements.

## Who Should Attend

This programme is appropriate for people who require a qualification in order to apply for an SIA licence. This is also made available for staff and Managers from any workplace. Ideal for premises who do not operate with Door Stewards to help deal with uncomfortable situations.

## Course Content

The course contains eight modules, covering the following areas:  
Recognising and avoiding conflict, Self awareness, Customer care, Communication, Reducing conflict, High risk conflict, Problem solving, Learning from conflict.

## JANUARY:

BLOCK 1 Sat 12<sup>th</sup> 9-5pm Sun 13<sup>th</sup> 9.30-5pm  
Mon 14<sup>th</sup> 6-10pm Tues 15<sup>th</sup> 6-10pm  
Wed 16<sup>th</sup> 6-10pm Thurs 17<sup>th</sup> 6-9pm  
Exam Mon 21<sup>st</sup> 6-8pm.

BLOCK 2 Sat 19<sup>th</sup> 9-5pm Sun 20<sup>th</sup> 9.30-5pm  
Sat 26<sup>th</sup> 9-5pm Sun 27<sup>th</sup> 9.30-5pm  
Exam Mon 28<sup>th</sup> 6-8pm

## FEBRUARY:

BLOCK 3 Sat 16<sup>th</sup> 9-5pm Sun 17<sup>th</sup> 9.30-5pm  
Sat 23<sup>rd</sup> 9-5pm Sun 24<sup>th</sup> 9.30-5pm  
Exam Mon 25<sup>th</sup> 6-8pm

## MARCH:

BLOCK 1 Sat 1<sup>st</sup> 9-5pm Sun 2<sup>nd</sup> 9.30-5pm  
Mon 3<sup>rd</sup> 6-10pm Tue 4<sup>th</sup> 6-10pm  
Wed 5<sup>th</sup> 6-10pm Thurs 6<sup>th</sup> 6-9pm  
Exam Mon 10<sup>th</sup> 6-8pm.

BLOCK 2 Sat 15<sup>th</sup> 9-5pm Sun 16<sup>th</sup> 9.30-5pm  
Sat 22<sup>nd</sup> 9-5pm Sun 23<sup>rd</sup> 9.30-5pm  
Exam Mon 24<sup>th</sup> 6-8pm

## About Your Trainer

Tommy Mitchell is a local man with 10 years experience as a head door steward for some top Ayrshire venues. With his knowledge, he can tailor the course to suit your needs, ensuring the relevance and applicability of the modules to every day situations.

## Cost

£180 for the full course.

## Booking

Course is over 4 days plus 2 hr examination. Generally held over Saturdays & Sundays 9am-5pm, Exam - Mondays 6-8pm

However, dates and times can be arranged to suit your needs where possible. Please contact Colin Lamb on 01292 670190 for more info.

*Completing this course is subject to a 'Disclosure Scotland' certificate.*

*Visit [www.the-sia.org.uk](http://www.the-sia.org.uk) to make sure you are suitable.*



# Scottish Personal Licence Holders Certificate

## The Law

The Licensing (Scotland) Act 2005 states that all personal licence holders in licenced premises will need to hold an accredited qualification from the 1st of September 2009.

## The Partnership

City & Guilds and ServeWise have worked closely with the Scottish Executive to jointly develop the 7104 Certificate for Personal Licence Holders for both On Sales and Off Sales use.

City & Guilds with Alcohol Focus Scotland feel that this partnership will bring together the complementary strengths of both City & Guilds and ServeWise to provide the best platform possible for the provision of the new qualifications.

## The Qualification

The qualifications have been specifically designed to ensure that they enable learners to develop their knowledge of the requirements concerning the new Scottish Executive Personal Licence, gain an understanding of the licensing process in Scotland and the roles and responsibilities of individuals and organisations involved in the process.

This includes learning the differences between types of licences available in Scotland and the duties and responsibilities of licence holders.

## What will you learn?

Learners will gain knowledge of the legislation governing the operation of licenced premises and the social effects of alcohol on both on individuals and the community.

In addition to this, learners will gain an understanding of the importance of compliance with legislation and the penalties for offences if they are breached.

The legislation covered includes governing sales, purchases and consumption of alcohol to young people and educates the learner in the importance of developing effective operational plans for licenced premises.

# Training Dates

*from 9am—5pm*

Tuesday 29th January, Tuesday 26th February  
and Tuesday 25th March

## Booking

Course is over 1 day including a 1 hour examination. However, dates and times can be arranged to suit your needs where possible.

Please contact Colin Lamb our Training Co-ordinator on 01292 670190 to schedule your sessions.

## About Your Trainer

**Alison Blair** is the Director of the award-winning Buzzworks Group. She has over 20 years experience working in the Industry and has vast experience on customer focus and knowledge on the licensing trade. Alison, makes a factual course interactive and fun whilst still maintaining the importance of the subject.

Certainly a course you will remember!

## Cost

NOW £150 per candidate

This includes refreshments, tea, coffee and a buffet provided at lunch time.



# Conference Facility

*Available for private hire.*

The Buzzworks Academy is situated on the 1st floor above Elliots Bar & Restaurant on Prestwick's Main Street. There is a main meeting room with the maximum capacity of 18 people, and a 2nd room which is ideal for a coffee break during your session.

Facilities include: stationery, laptop, projector, wall mounted plasma monitors, music, air conditioning and heating, break-out room, kitchen facilities and toilet.

A selection of buffets can be offered as part of our package in the break-out room or we can book a table in Elliots downstairs with a specially selected menu.

Please note, our packages are negotiable and we are happy to discuss your individual requirements Contact our Training Co-ordinator on 01292 670190 to request more information.

Daily Rate £150

