



GROW Programme

Front Of House



Achievement level 1



E-LEARNING

- McMullen Achievement Level 1 courses
 - Introduction
 - Guest Service
 - Keeping Safe
 - The Law
 - Food Safety and Food Law
- CPL Guest Excellence
- iServe Processing Allergens (certain sites only)
- Proud of our beers



AUTHORISATIONS

- Day One Induction
- Practical Skills - Bar
- Practical Skills - Floor



Achievement level 2



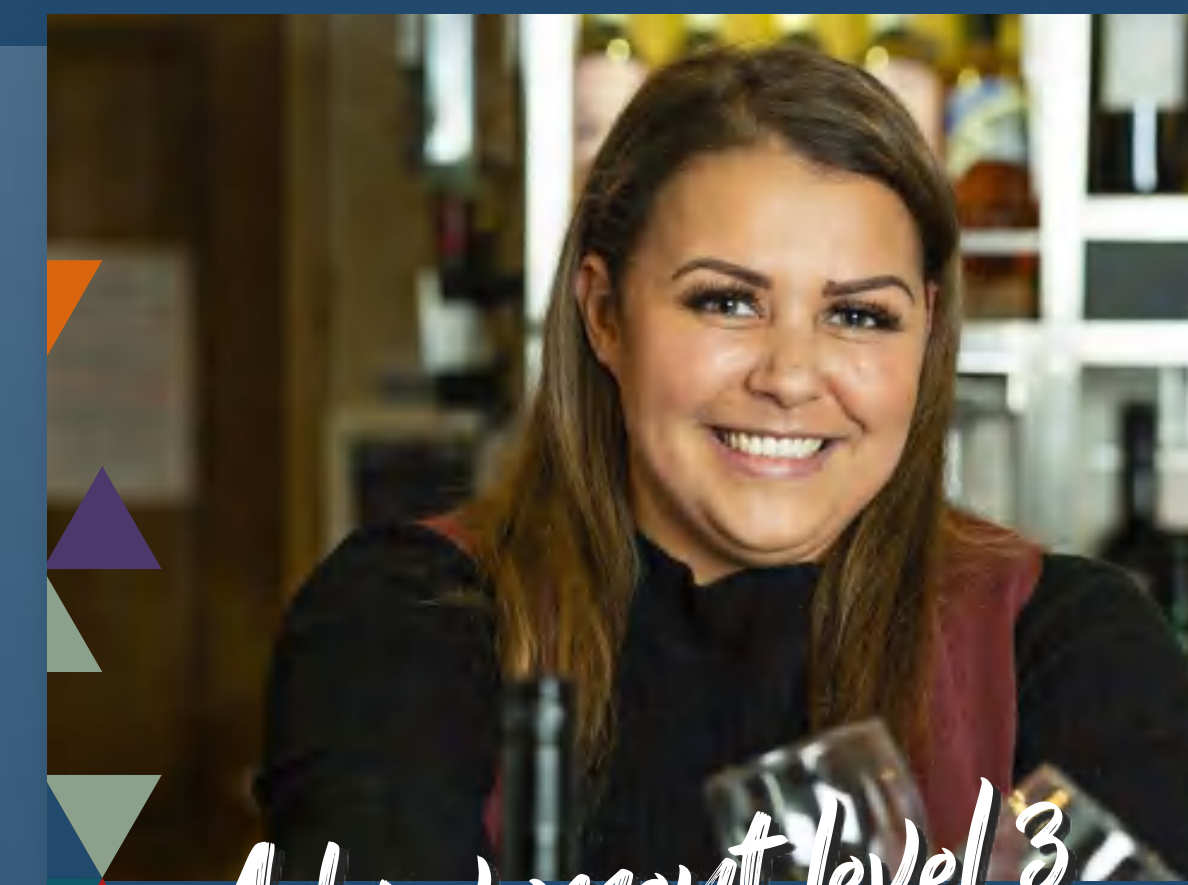
E-LEARNING

- CPL Level 2 Food Safety
- CPL Leading Great Shifts
- CPL Guest Recovery
- CPL Gin & The Perfect Pairing
- CPL Beer Styles



AUTHORISATIONS

- Achievement Level 2 Workbook FOH



Achievement level 3



E-LEARNING

- CPL Award for Personal License Holders
- CPL Cellar to Glass
- Kitchen Confidence - The Basics
- Kitchen Confidence - Perfect Food
- Crow Cellars Wine Courses
- CPL Personal Resilience
- CPL Unconscious Bias
- CPL LGBT Awareness
- Allergen Awareness



AUTHORISATIONS

- Achievement Level 3 Workbook FOH
- Achievement Level 3 Sign Off Day



EVENTS

- One Day Emergency First Aid At Work
- Introduction to Leadership
- Kitchen Confidence (2 day course)



Achievement level 4



E-LEARNING

- CPL Conflict Management
- CPL Interview Skills
- CPL Recruiting Winners
- CPL Open Minded Recruitment
- CPL Self Awareness
- CPL Mental Health Support Champion



AUTHORISATIONS

- Achievement Level 4 Workbook FOH
- Achievement Level 4 Sign Off Day



EVENTS

- Procure Wizard and Gap Management



Achievement level 5



E-LEARNING

- CPL Equality & Diversity
- CPL Staff Appraisal Skills
- CPL Effective Time Management
- CPL Disability Awareness



AUTHORISATIONS

- Achievement Level 5 Workbook FOH
- Achievement Level 5 Sign Off Day



EVENTS

- Leadership Bootcamp
- Profit and Loss
- Business Planning
- Health & Safety
- ACAS Managing Performance
- Coaching Masterclass
- BIAB Level 2 Award in Licensed Hospitality Operations

Back Of House



Achievement level 1



E-LEARNING

- McMullen Achievement Level 1 courses
 - Introduction
 - Keeping Safe
 - Food Safety and Food Law
- CPL Level 2 Food Safety
- CPL Allergen Awareness



AUTHORISATIONS

- Day One Induction
- Practical Skills - Kitchen Assistant
- Practical Skills - Chef (certain roles only)



Achievement level 2



E-LEARNING

- Chef Basics
- Steak & Fish
- CPL Personal Resilience



AUTHORISATIONS

- Achievement Level 2 Practical Demos BOH



Achievement level 3



E-LEARNING

- CPL Conflict Management
- CPL Mental Health Support Champion
- Advanced Kitchen Skills
 - Welcome
 - Sauces, Rice, Pasta and Potato
 - Poultry and Shellfish
 - Pasta and Bread
- Equality and Diversity



AUTHORISATIONS

- Achievement Level 3 Workbook BOH
- Achievement Level 3 Sign Off Day



EVENTS

- Introduction to Leadership
- Procure Wizard & Gap Management
- Advanced Kitchen Skills



Achievement level 4



E-LEARNING

- CPL Interview Skills
- CPL Recruiting Winners
- CPL Open Minded Recruitment
- CPL Staff Appraisal Skills
- CPL Effective Time Management
- CPL Self Awareness



AUTHORISATIONS

- Achievement Level 4 Workbook BOH
- Achievement Level 4 Sign Off Day



EVENTS

- Coaching Masterclass
- Profit and Loss
- ACAS Managing Performance
- Concepts and Dish Creation
- Recruitment and Selection
- Leadership Bootcamp



Achievement level 5



E-LEARNING

- Level 3 Food Safety



AUTHORISATIONS

- Achievement Level 5 Workbook BOH
- Achievement Level 5 Sign Off Day