



flow learning
by mapal

COURSE CATALOGUE:
COMPLIANCE COLLECTION 2021



Helping hospitality stars shine brighter



Learning on the go

- ✓ Newly re-designed
- ✓ Fully responsive so you can learn from anywhere
- ✓ Interactive and engaging



We've got you covered

- ✓ Comprehensive suite
- ✓ Endorsed and accredited
- ✓ Localised and translated versions available

Full list of Localisations and Translations available here →



Try our resources online:





Discover the Flow Learning experience...



Service/Hotel

The Bartender
Cask Ale
Coffee
Creating Cocktails
Customer Service
Service that Sells
The Waiter
Wine

Guest Service
Modern Slavery
Modern Slavery for Managers
The Housekeeper
The Receptionist



Lifestyle/Covid

Café Culture: Food Allergens
Café Culture: Coffee
Café Culture: Counter Service
Café Culture: Food Safety Level 2
Café Culture: Health and Safety Level 1

Preparing to Reopen
Personal Protection
Cleaning & Hygiene
Service After Lockdown
Looking After Your Customer
Takeaways & Deliveries

Wellbeing



Compliance

Health and Safety Level 1
Health and Safety Level 2
Food Safety Level 1
Food Safety Level 2
Food Allergens
First Aid Awareness
Data Privacy
Data Privacy Foundations
Workplace Sexual Harassment
Diversity, Inclusion and Equity



Management

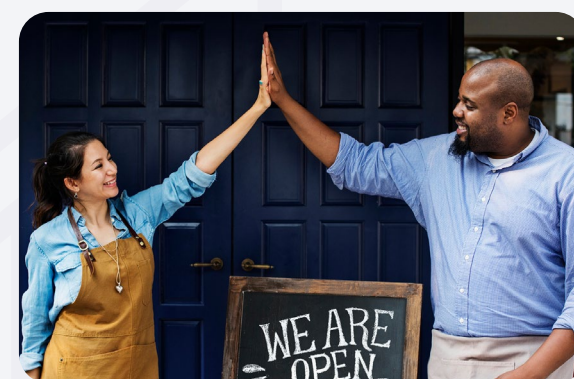
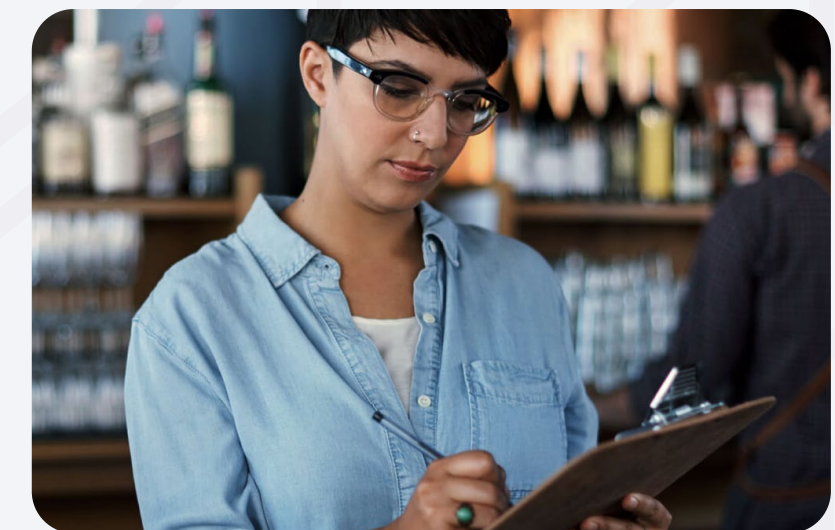
Bar Stock Control
Cellar Management for Managers
Effective Teams
Employment Law
Food Safety for Managers
GDPR
Introduction to Management
Leadership
Recruit the Right Person
Personal Licence Holder (England & Wales)
Personal Licence Holder (Scotland)
Personal Licence Holder (Scotland Refresher)
Pre-Entry Training for Publicans

Note:

The following catalogue shows our current compliance suite. This suite is one section of our larger library of modules covering all of the topics shown in grey. Further suite catalogues will be available shortly.



The Compliance Collection



Health and Safety: Level 1



Our level 1 Health and Safety resource helps learners to identify and practise measures to protect their colleagues and guests from harm. They will learn how to maintain a safe workplace with this primer on risk management, workplace hazards and hazardous substances. *Perfect for hospitality workers in lower risk workplaces, such as cafés.**



Key Content:

- ✓ Health, hygiene and safe manual handling.
- ✓ Identifying hazards and COSHH.
- ✓ Basic first aid and fire protocols.



View
Demo



Endorsed by:



** This course is not a formal regulated qualifications framework (RQF) 'health and safety in the workplace' qualification, the levels only indicate the type of learner whom it is suitable for.*

Health and Safety: Level 2

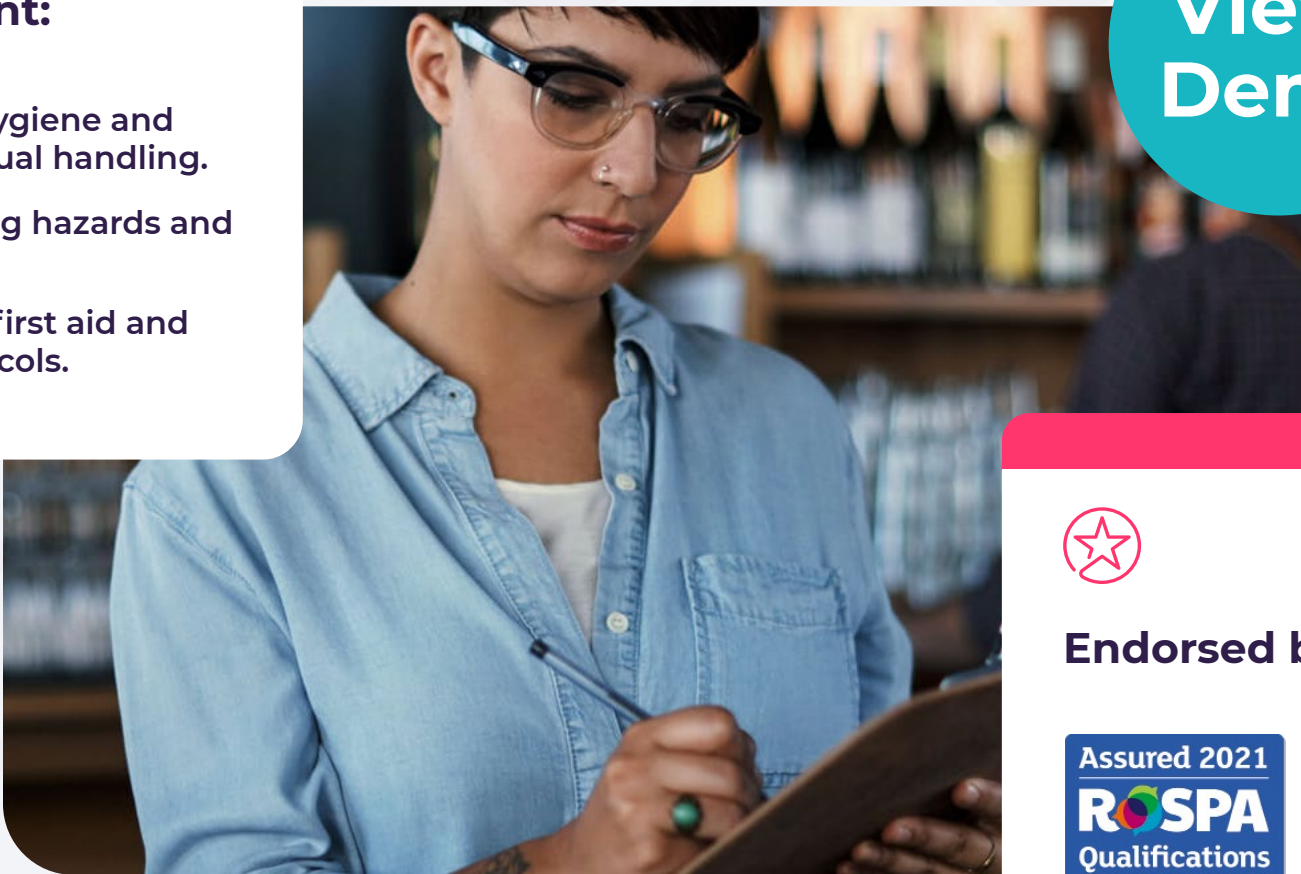


Focusing on what learners need to do to keep themselves, their colleagues and their guests safe, this resource details how they can help keep their workplace health and safety compliant. They will practise managing risks, preventing fires, responding to emergencies and reporting accidents. *Perfect for hospitality workers in higher risk workplaces, such as a kitchen.**



Key Content:

- ✓ Health, hygiene and safe manual handling.
- ✓ Identifying hazards and COSHH.
- ✓ Detailed first aid and fire protocols.



View
Demo



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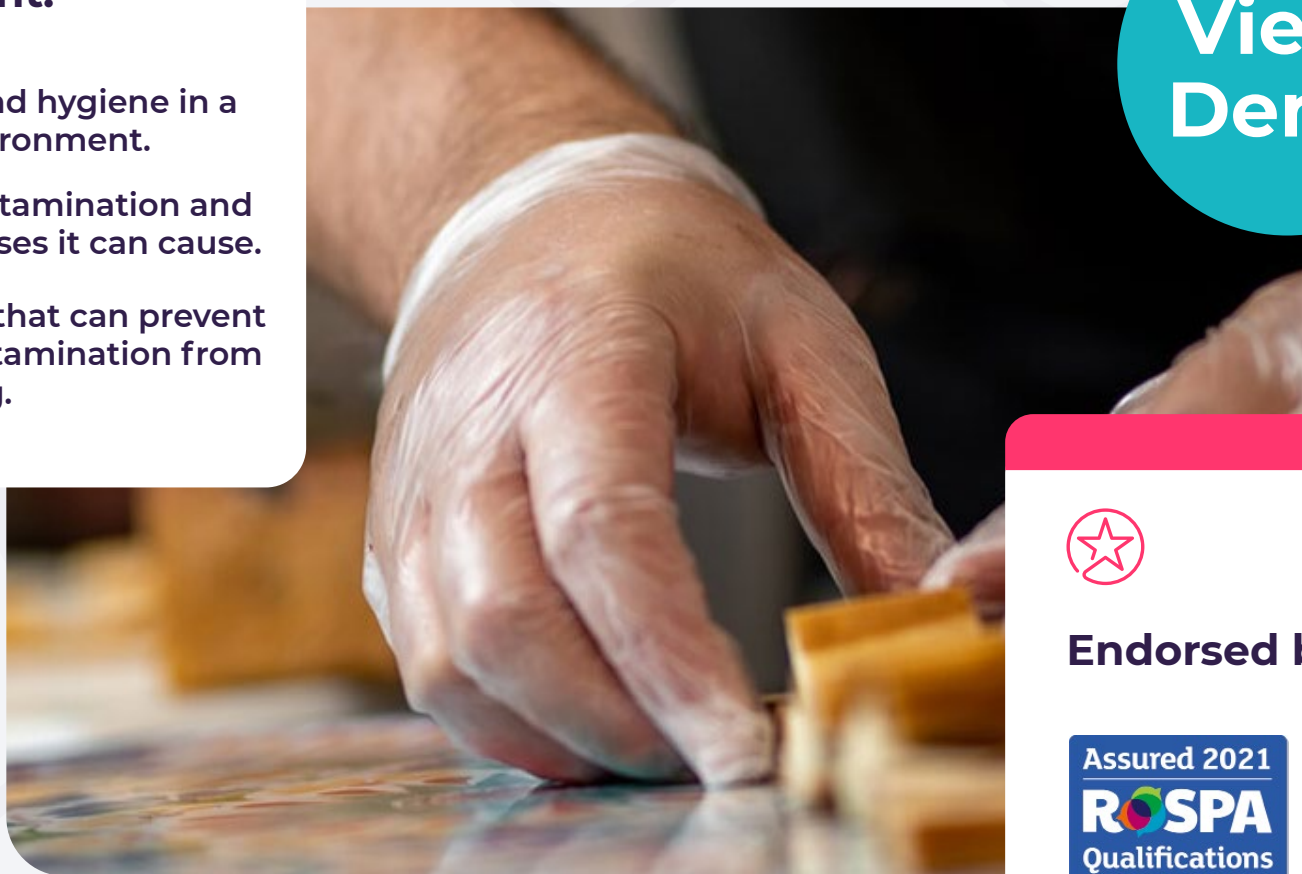
Food Safety: Level 1



Exploring the most effective methods for controlling and preventing food contamination and food poisoning, learners will discover the role they play in ensuring food safety and will practise implementing these key actions. **Perfect for front-of-house or occasional food handlers.***

Key Content:

- ✓ Health and hygiene in a food environment.
- ✓ Food contamination and the illnesses it can cause.
- ✓ Controls that can prevent food contamination from occurring.



View
Demo

Endorsed by:

* This course is not a formal regulated qualifications framework (RQF) 'food safety & hygiene' qualification, the levels only indicate the type of learner whom it is suitable for

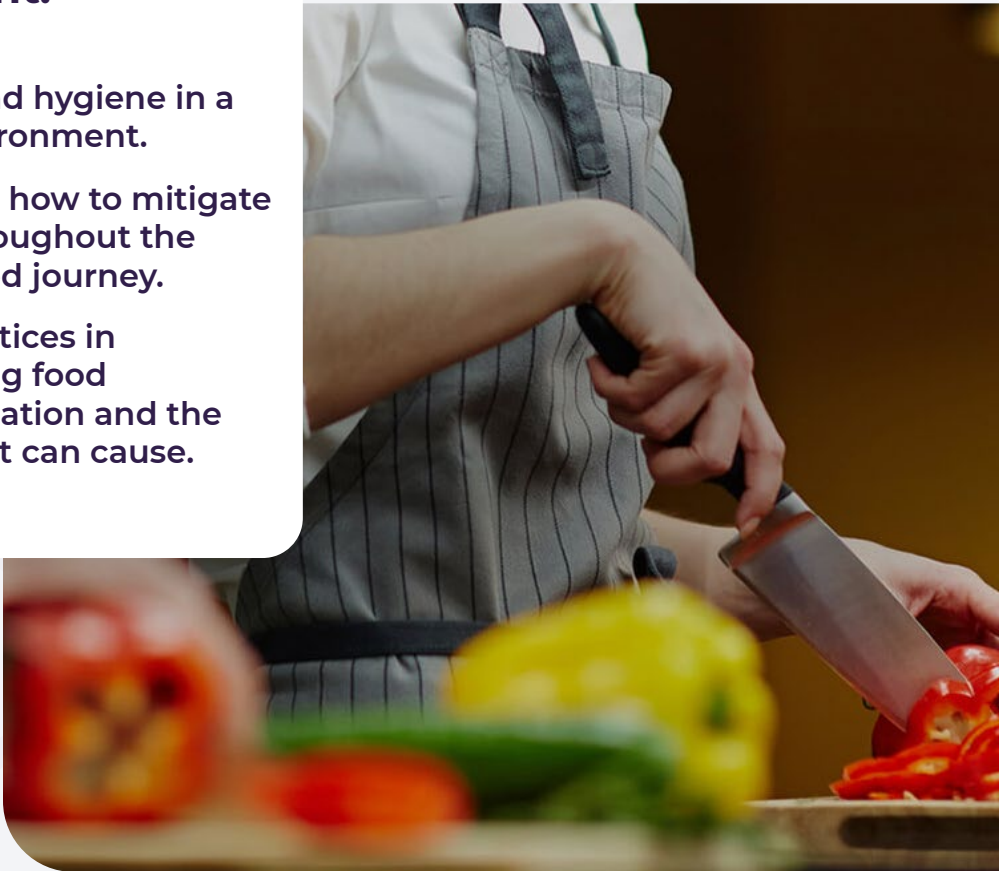
Food Safety: Level 2



This resource will enable learners to follow the food journey. They will learn how to spot the safety risks and the causes of food contamination and food poisoning while also practicing what they can do to control it. Additionally, they will brush up on prevention and cleaning techniques to help keep their kitchens clean and safe. **Perfect for anyone involved in preparing, cooking and storing food.***

Key Content:

- ✓ Health and hygiene in a food environment.
- ✓ Risks and how to mitigate them throughout the entire food journey.
- ✓ Best practices in preventing food contamination and the illnesses it can cause.



View
Demo

Endorsed by:

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Food Allergens

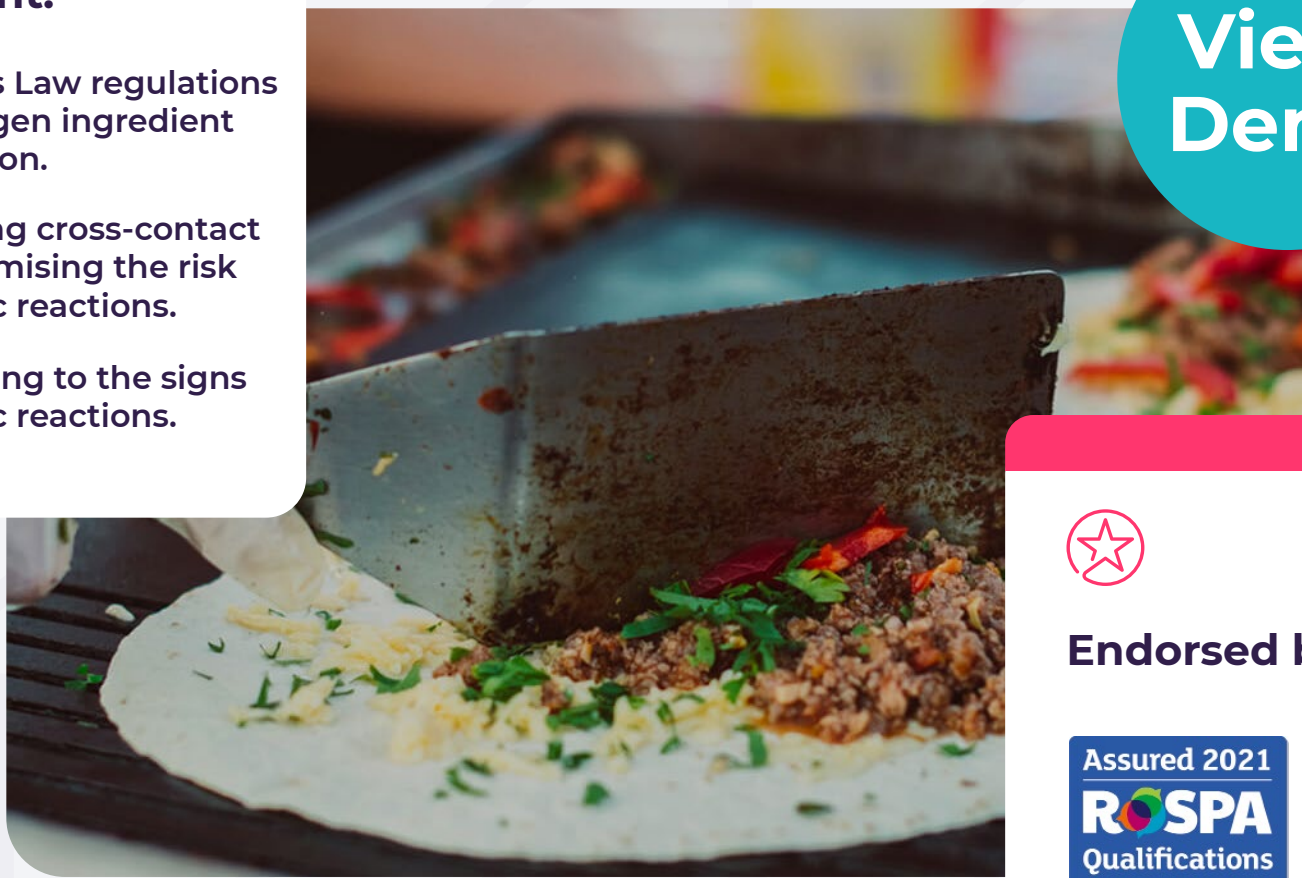


You team will be able to tell their tree nuts from their sesame seeds with this guide to food allergens. Learners will discover the best ways to keep their guests safe. They'll practise having the all-important conversation about allergens with their guests and practise informing guests of the cross-contact controls.



Key Content:

- ✓ Natasha's Law regulations and allergen ingredient information.
- ✓ Preventing cross-contact and minimising the risk of allergic reactions.
- ✓ Responding to the signs of allergic reactions.



View Demo



Endorsed by:



First Aid Awareness



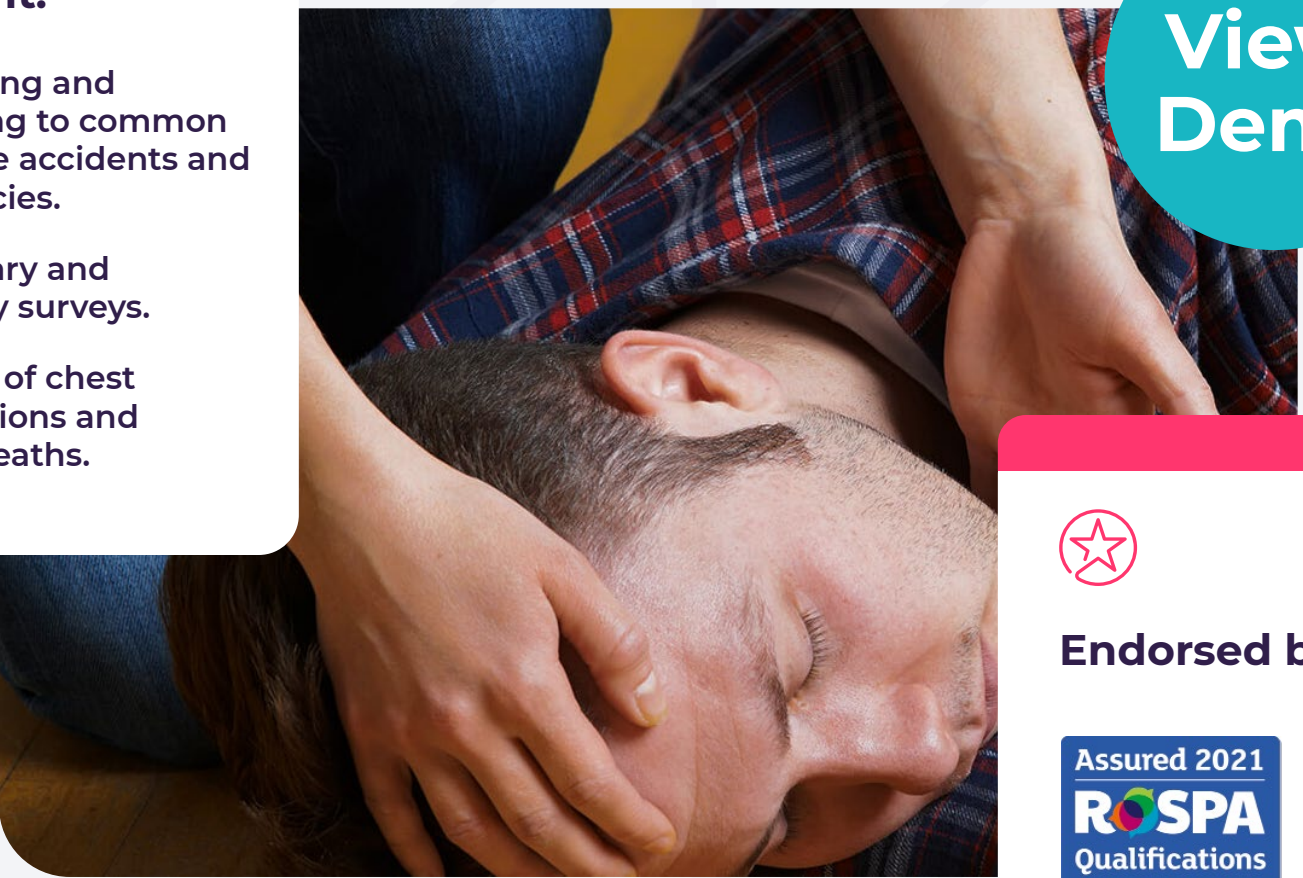
This resource will emphasise the importance of responding in the first few minutes of an accident or emergency and how learners can best respond. They will gain an overview of ways to safeguard the workplace and be guided through the basic emergency first aid response procedures.

Note: this module provides basic first aid awareness and does not provide the learner with a first aid qualification.



Key Content:

- ✓ Recognising and responding to common workplace accidents and emergencies.
- ✓ The primary and secondary surveys.
- ✓ Key steps of chest compressions and rescue breaths.



View Demo



Endorsed by:



Data Privacy

(previously GDPR)



It's important that staff understand the importance of protecting personal information. In this resource, learners will explore the best methods of safeguarding information being gathered or used in their workplace in line with data protection regulations. Perfect for more senior hospitality employees, especially those who may handle staff and guest information.



Key Content:

- ✓ Definitions of different types of personal data.
- ✓ Key data protection principles.
- ✓ How to safely keep and use collected information.



**View
Demo**



Endorsed by:



Data Privacy Foundations

(previously GDPR Foundations)

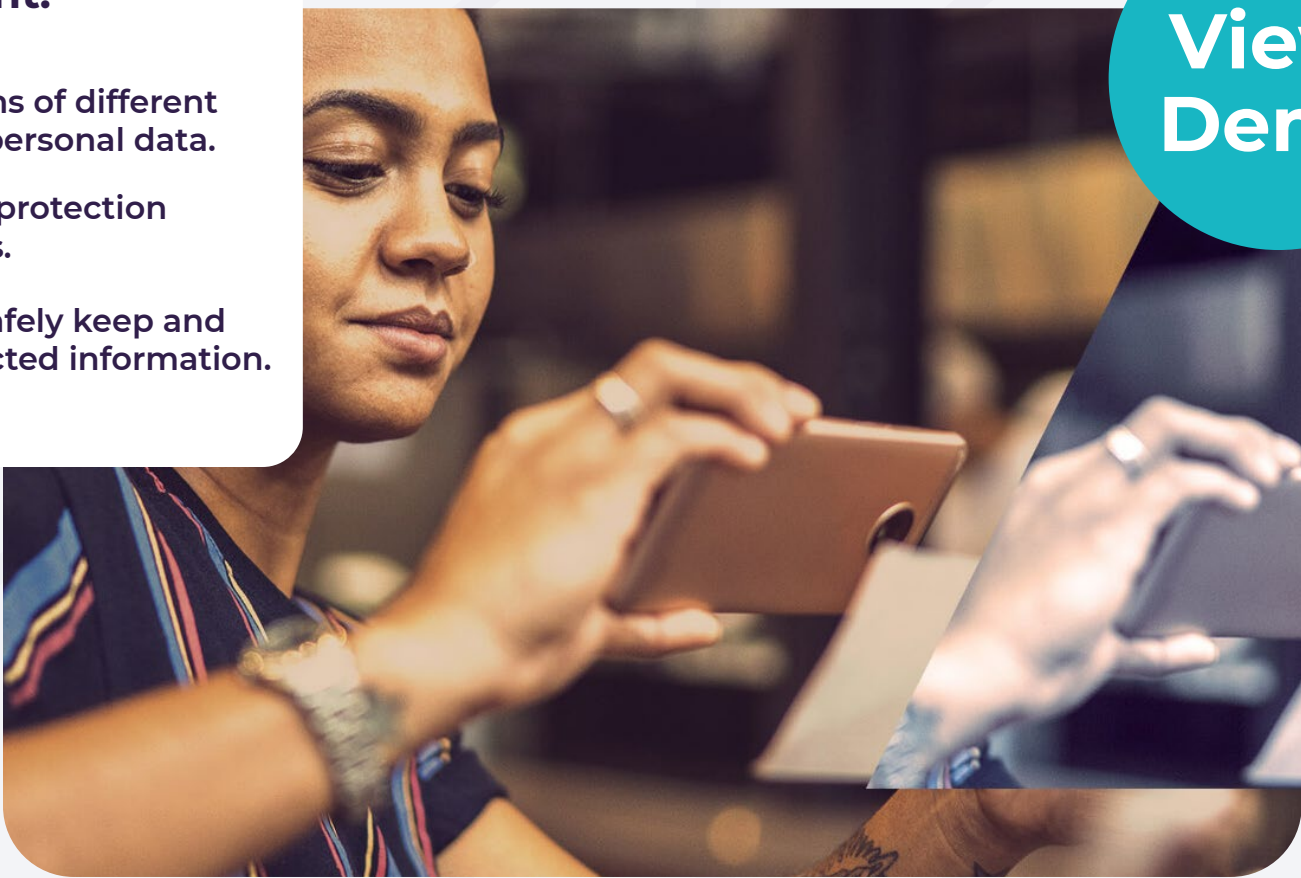


This resource helps learners understand the importance of protecting personal information. They will learn the best methods of safeguarding information being gathered or used in their workplace in line with data protection regulations. Perfect for all hospitality employees, especially those who occasionally process guest information.



Key Content:

- ✓ Definitions of different types of personal data.
- ✓ Key data protection principles.
- ✓ How to safely keep and use collected information.



**View
Demo**

A man with a beard and glasses, wearing a blue blazer over a checkered shirt, is holding a tablet and looking at it. He is standing in a kitchen with shelves of jars in the background. The image is partially covered by a dark purple overlay on the left side, which contains text and a quote icon.

“

When it comes to online training, the quality of Flow's content is significantly better than anything else on offer.

DIAGEO

Workplace Sexual Harassment



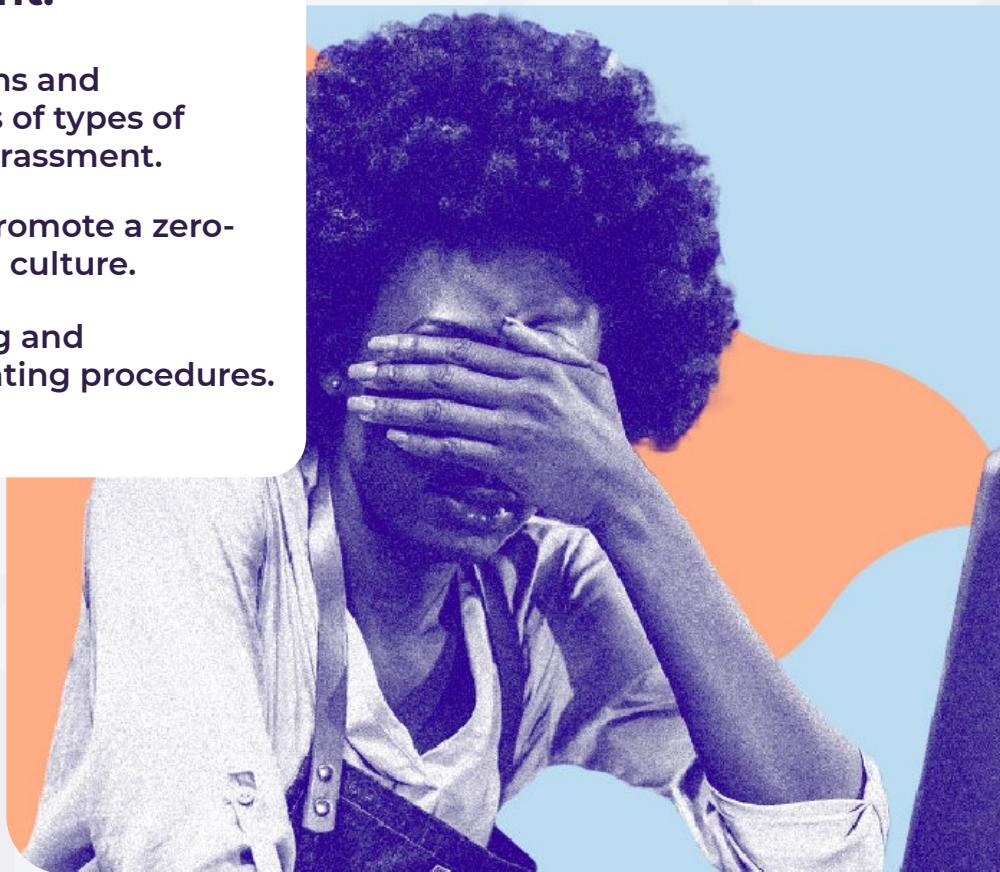
With this resource, you will be encouraging your learners to build a positive workplace culture that speaks out and says no. Ensuring that your workplace is a safe space for everyone, and that sexual harassment plays no part in anyone story.

Your learners will recognise what constitutes as sexual harassment in the workplace and will be provided with the tools to take action if they or others have been affected by sexual harassment.



Key Content:

- ✓ Definitions and examples of types of sexual harassment.
- ✓ How to promote a zero-tolerance culture.
- ✓ Reporting and documenting procedures.



View Demo



Endorsed by:



Diversity, Inclusion and Equity (previously Equality & Diversity)



How can your learners make a difference at work, to make colleagues and guests alike feel welcome, included and valued?

This resource defines what 'diversity', 'inclusion' and 'equity' mean. Learners will explore small yet powerful ways to contribute to all three, while adhering to the relevant equality legislation.



Key Content:

- ✓ Definitions and examples of diversity, inclusion and equity.
- ✓ Discrimination, bullying and unconscious bias.
- ✓ Ways to champion inclusion of oneself, colleagues and guests.



View Demo



Endorsed by:



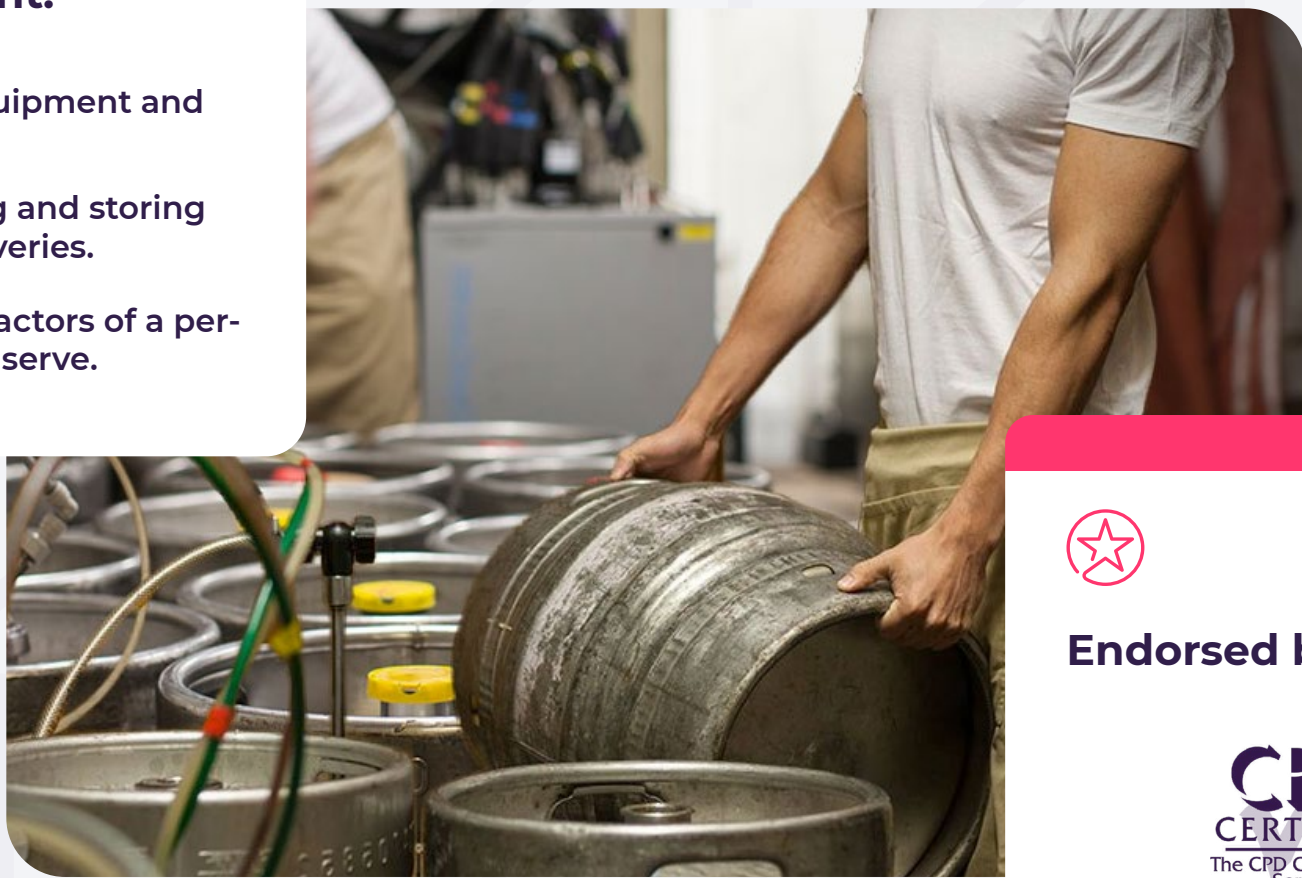
Cellar Management

This resource will outline the skills required to work in a beer cellar, from storage to service. They will learn about cellar equipment, best practice in receiving deliveries and storing beer. They will also identify all the factors involved to create the perfect serve.



Key Content:

- ✓ Cellar equipment and usage.
- ✓ Receiving and storing beer deliveries.
- ✓ The key factors of a perfect beer serve.



Endorsed by:



Licensing (England & Wales) Licensing (Scotland) Responsible Service of Alcohol (ROI)

Your learners will be required to understand licensing law and responsible service practices to work in licensed premises. This resource will guide your learners through all the essential training they require, including legislation, drug awareness, social responsibility and dealing with conflict.



Key Content:

- ✓ The key responsibilities laid out in licensing legislation.
- ✓ Recognising and responding to alcohol and drug abuse.
- ✓ Identifying and managing conflict.



Endorsed by:



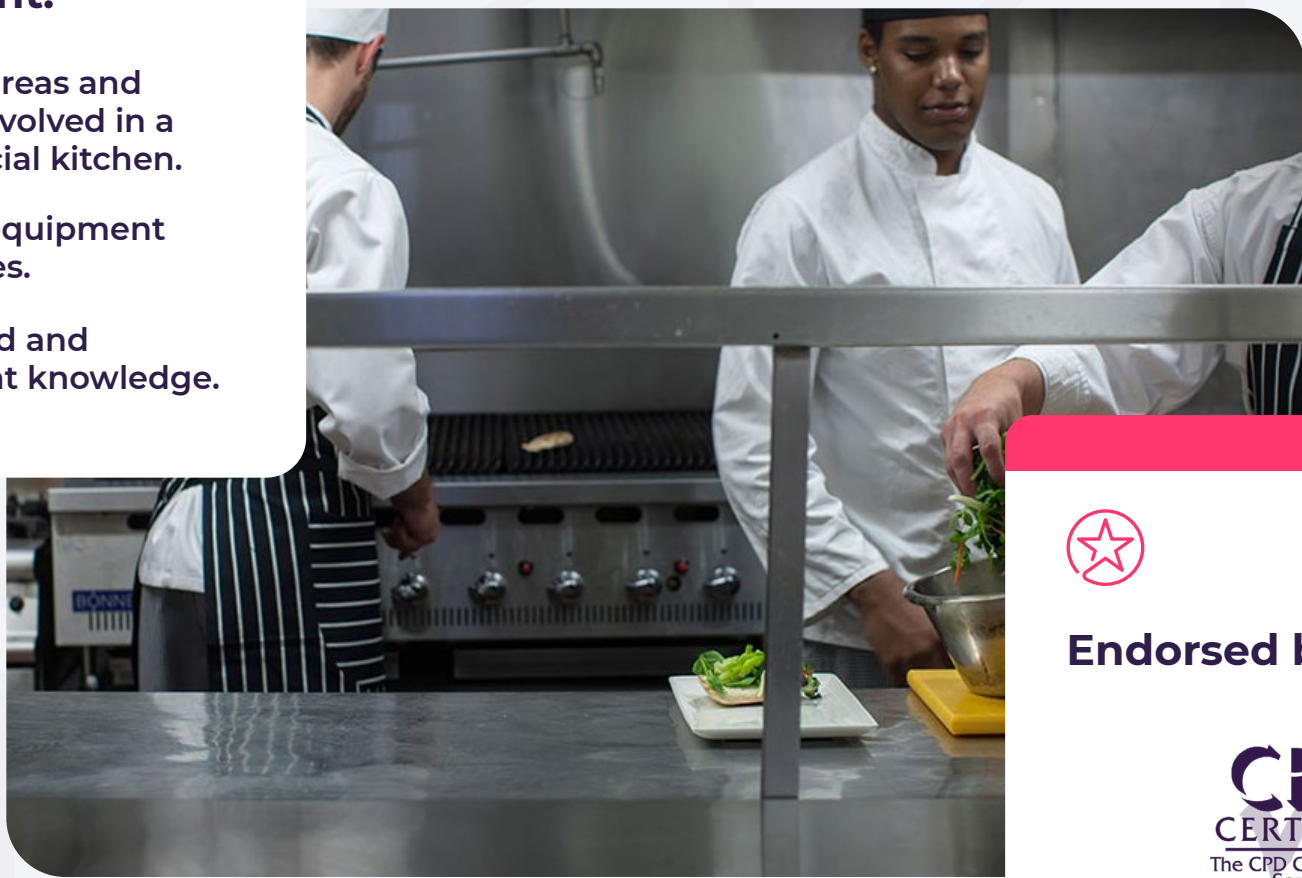
Working in a Kitchen

With Working in a Kitchen, the learner is equipped with the basic skills and knowledge required to work effectively in a kitchen. They will outline how a basic kitchen structured, practise the safest methods of working in a kitchen and handling different types of knives, and describe the different types of cuts they may come across in a kitchen.



Key Content:

- ✓ The key areas and people involved in a commercial kitchen.
- ✓ Kitchen equipment and knives.
- ✓ Basic food and ingredient knowledge.



Endorsed by:



Disability Awareness

This resource is designed to encourage your learners to be considerate and respectful to their disabled guests and teammates. They will explore the best practices for creating great quality experiences, both in service and in safety, for all disabled guests and teammates.



Key Content:

- ✓ Definitions of disability and disability related discrimination.
- ✓ Reasonable adjustments and best practice emergency procedures.
- ✓ Inclusive communication principles.



Endorsed by:



PCI Data Security Standards

To protect guests from fraud and theft, your colleagues need to be able to describe the common security features and types of card processing systems used. With this resource, learners will be able to identify the different fraudulent methods used to access cardholder data. They will also practise following the correct procedures to ensure data is held securely, or what to do in the event of suspected theft or fraud.



Key Content:

- ✓ Security features of payment cards and card processing systems.
- ✓ Correct procedures for handling cardholder data.
- ✓ Fraudulent activity and theft.



Endorsed by:



The Fire Marshal

With this resource, we'll outline the best practice methods for learners excel in their roles as fire marshals. They will learn how to describe the relevant legislation of fire safety in the workplace and their roles and responsibilities. They will also practise preventing and responding to fire instances to ensure the safety of their colleagues and guests.



Key Content:

- ✓ Fire safety legislation.
- ✓ The key roles and responsibilities of the fire marshal.
- ✓ Preventative and reactive fire protocols.



Endorsed by:



The Control of Substances Hazardous to Health (COSHH)

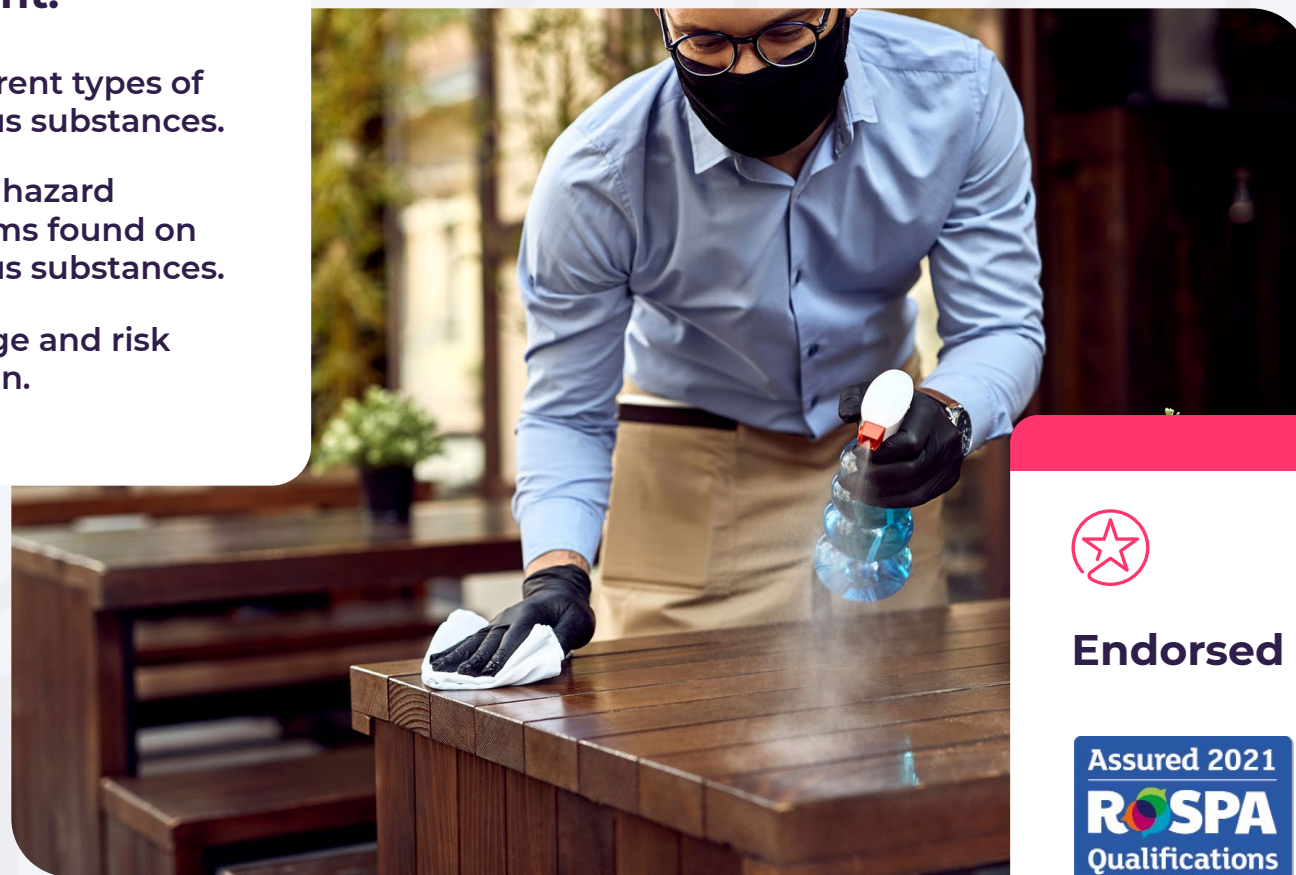
This resource will help learners to protect themselves, their colleagues and their guests from hazardous substances.

They will learn how to reduce the risks of injury and illness by carefully following in-house procedures and manufacturing guidelines. They will practise thoughtful, planned cleaning and food preparation procedures to prevent accidents and keep their workplace safe.



Key Content:

- ✓ The different types of hazardous substances.
- ✓ The nine hazard pictograms found on hazardous substances.
- ✓ Safe usage and risk mitigation.



Endorsed by:



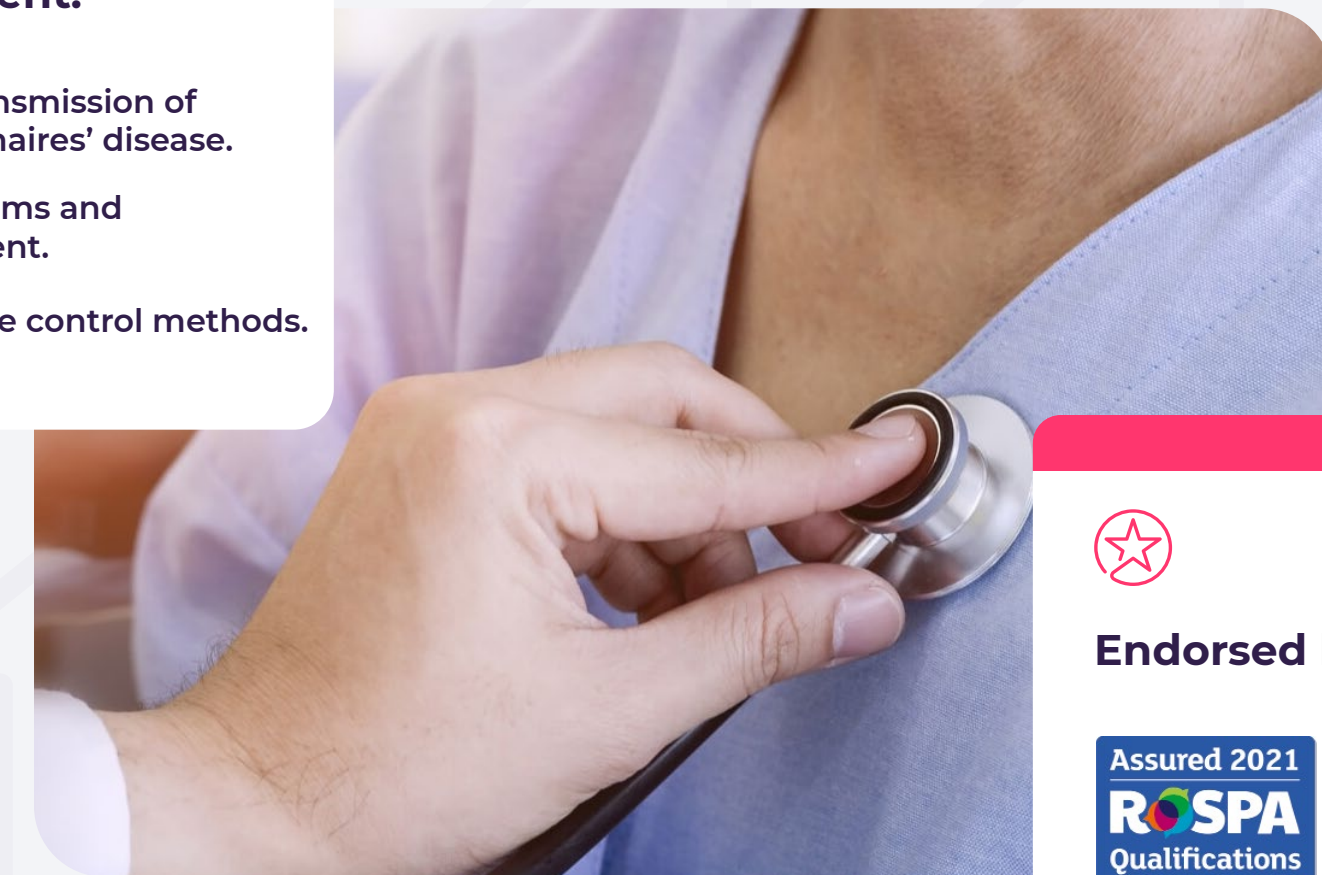
Legionnaires' Disease

This resource will help learners define the serious effects of Legionnaires' disease in their workplace. It will prepare them to work with their manager and teammates to apply the correct measures for protecting themselves and their guests.



Key Content:

- ✓ The transmission of Legionnaires' disease.
- ✓ Symptoms and treatment.
- ✓ Effective control methods.



Endorsed by:





One place for hospitality learning and development

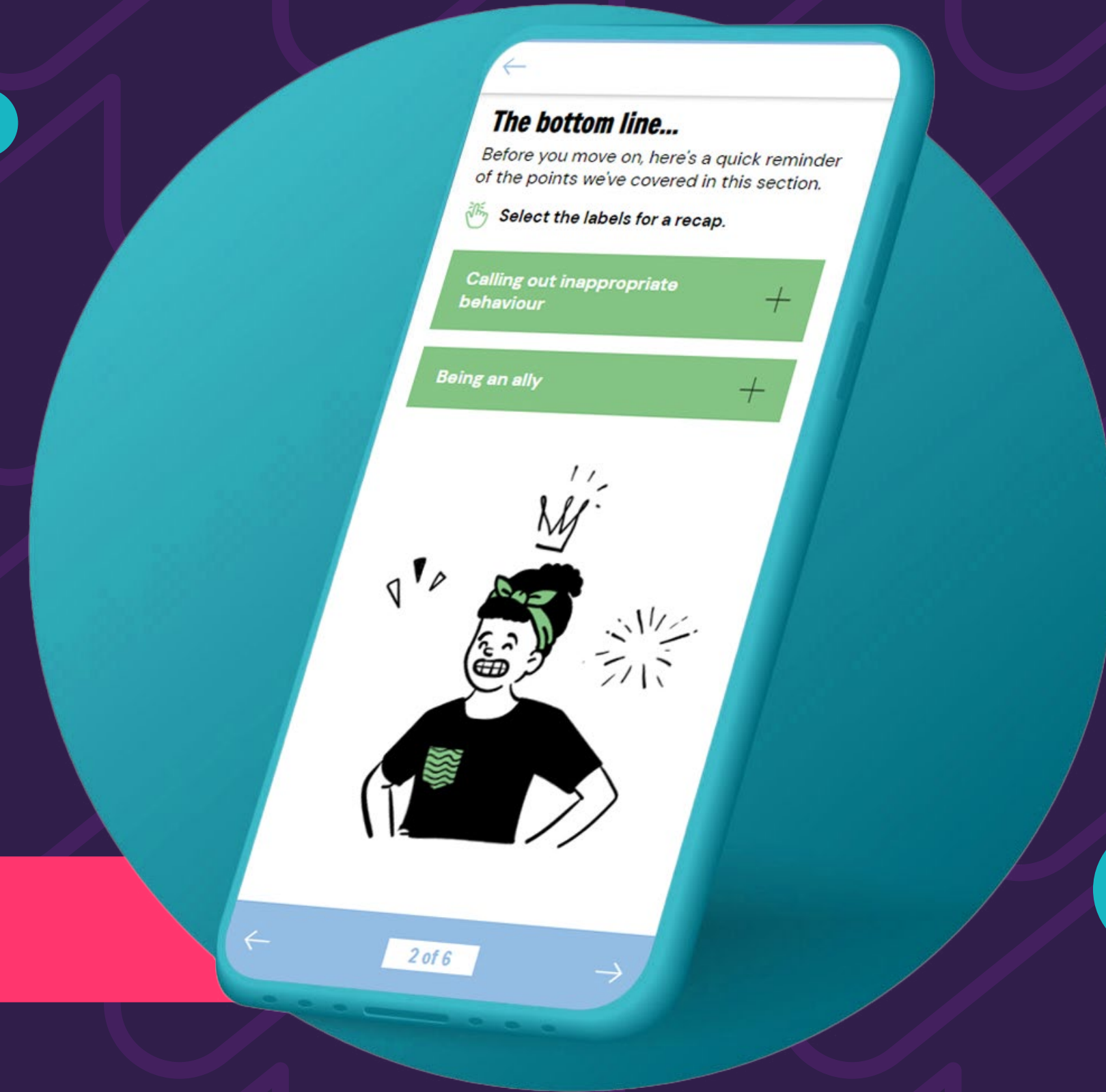
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Experience online:**

<https://mapal-os.com/en/applications/learning>

Or email us for a chat:

enquiries@mapal-os.com

**Try our
courses online:**





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Let's begin

