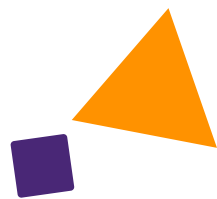




## Punch Publicans Upskill During Furlough With CPL Learning



**PUNCH PUBS WERE DETERMINED TO SUPPORT THEIR PUBLICANS DURING THE LOCKDOWN PERIOD, WORKING TOGETHER WITH CPL LEARNING TO PROVIDE ACCESS TO LEARNING RESOURCES.**

The Government advised that teams could undertake training while furloughed, and providing personal development resources to teams helped support them in maintaining their skill sets and well-being while at home. helped support them in maintaining their skill sets and well-being while at home. CPL Learning has been committed to supporting hospitality businesses through the COVID-19 outbreak by helping to prepare teams for re-opening by keeping them compliant and helping to upskill them.

Last year Punch pubs offered a CPL Learning site licence 8-week trial so team members could access courses and bookshelf items during the first national lockdown.



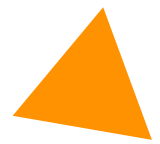


## THE STATS

Back in May 2020, we reviewed the success of the Punch site licence trail since it was offered to Publicans in April of the same year. We saw a huge uptake in registrations. Of the 1,286 strong estate, 893 sites had registered with 220 recently added.

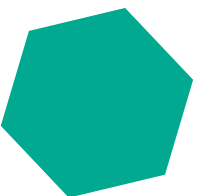
Jackie Burns, HR Director at Punch commented: “It has been fantastic to see so many of our Publicans taking this time to not only come up with new ways to adapt their businesses and provide safe and vital services to their communities, but also to focus on accessing training for themselves and their teams. Learning & Development is a huge part of our business at Punch and the award-winning training we provide to Publicans and their teams at our industry-leading Academy in our Head Offices in Burton is something we are tremendously passionate about. Whilst we are not currently able to welcome our Publicans into The Academy, we are ensuring in partnership with CPL that during the period of closure, our Publicans are still able to access support for themselves and their teams, whether that be in the form of emotional support via mental health awareness or technical skills that they may wish to refresh via a suite of e-learning modules alongside the Punch bookshelf.”





We are keen to stay connected with our Publicans throughout this temporary closure period and this is just one way that we can do just that. We have recommunicated the training and support modules that are available and are encouraging both our Publicans and their teams to access this in line with the furlough guidelines. In as little as two weeks, we have seen an increase of more than 200% in new learners accessing the platform and viewing the literature and support available to them, and an increase of over 100% in the number of modules completed.

We look forward to when our pubs are open and training again, but in the meantime, our target is that by the end of the closure period, 90% of our Publicans are signed up to the Punch console, and have a greater awareness of the training and support available to them.”





## ONGOING DEVELOPMENT



Punch reached out to pubs across the estate to drive them to consider using the time to complete some training themselves or to upskill team members whilst ensuring that they work within the furlough guidelines.

Both CPL and Punch teams remain on hand to help with ongoing support in how to access and set up staff and more courses are being developed.

In just one week Punch saw a 212% increase in new learners accessing the platform with a 117% increase in modules completed and a 268% increase in viewing resources. It was amazing to see the enthusiasm from publicans who are keen to use the time to strengthen and develop skills ready for reopening. Some of the most popular modules that have been accessed include a mix of compliance, service and well-being online courses.

