

# Individual Operator

This award is for individual operators or managers responsible for training in an on-licensed retail outlet, whether individually owned (freehold), leased, tenanted or managed as part of a group.

The award focuses on innovation, their approach to training and their skills in coaching, motivation, development of new staff and their use of training (both formal and informal) on a day to day basis.



Candidates must demonstrate that they have been involved in training needs identification, programme content, delivery and in measuring the effectiveness of such training.

**The entrant must hold a personal licence.**

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