

PUNCH

Pubs. People. Possibilities.

**Continued
Professional
Development**

Policy

1. Overview

At Punch, we commit to provide our Publicans and Management Partners (MP's) with the highest levels of service and support. It is vital, therefore, that our Field Operations Teams undertake ongoing professional development, equipping them with the most up to date knowledge, skills and experience to perform their roles to the highest of standards.

2. Principles of CPD

C - Continuing

- Development is a continuing cycle of learning in which Field Operators actively seek to improve, knowledge, expertise, skills, and performance.
- Punch Pubs & Co. will ensure that Field Operators invest a minimum of 20 hours for CPD annually. Of the 20 hours at least 10 hours must be formal CPD. The remainder can be informal CPD.

P - Professional

- Learning objectives will be relevant and tailored to the specific needs of the role and the individual.
- Where relevant professional training and qualifications will form part of CPD.
- CPD is in place to develop and continuously improve business outcomes for both the Publican / MP's and Punch.

D – Development

- Development is owned and managed by the individual Field Operator. They are required to demonstrate their commitment to staying current with professional qualifications and new techniques.
- As the Punch business evolves and changes, the Field Operator and their manager will ensure that their CPD Plans are appropriate for what the business requires.

3. CPD Requirements

- All Field Operators will take responsibility for their own Continuous Development Plan and Continuous Development Record
- All Field Operators will be supplied with the company policies and procedures relating to CPD.
- Upon request Field Operators will be able to provide evidence of compliance with the CPD policy
- The People Team and Line Managers will be responsible for advising Field Operators what training and qualifications are mandatory requirements for their role.
- The People Team and Line Managers will help staff to understand what constitutes CPD and how to Plan and Record Development.
- Field Operators will be expected to seek support and guidance, when required, to ensure they have the necessary knowledge, skills and expertise to be competent in their role

4. Commercial Estates Managers

- All members of AssocRICS, MRICS and FRICS must complete 20 hours of CPD and record their CPD activity online by 31st December.
- Of the 20 hours at least 10 hours must be formal CPD. The remainder can be informal CPD.

The Field Operations Team covers all the roles in the remote Punch Field Teams. It is referred to as a Business Relationship Manager (BRM) in the Pubs Code.