

Kickstart Course Prospectus

As part of the Kickstart initiative and the partnership between Promote Golf and The LSS Group, we're delighted to offer all funded employees access to our Kickstart Course Prospectus.



Foundation Courses

Our two foundation courses are suitable for all Kickstart employees and cover basic health & safety as well as an introduction to the golf club environment.



Job Specific Courses

Job specific courses are specifically relevant to different job roles that a Kickstart employee may undertake.



Optional Courses

Optional courses are then unlocked and go on to offer more 'in-depth' education for employees serious about continuing a career within the golf industry.

Online Learning

Kickstart learning is accessed via a Learning Management System (LMS) that individuals will be registered onto when they start work. The courses are completed through the LMS, which can be accessed using any computer browser.

Registering a New User

Employers will register their Kickstart employees onto courses online. We will then forward login details to the employee directly, or where they don't have an email address, back to the employer for them to communicate.



Foundation Courses

Our two foundation courses are suitable for all Kickstart employees, regardless of the position and cover basic health & safety as well as an introduction to the golf club environment.



Kickstart Guide to Working at a Golf Club

A basic introduction to the golf club environment, what to expect and how staff conduct themselves in the clubhouse and on the golf course.

Time: 30 minutes approx



Health & Safety Awareness

This course provides an essential overview of health & safety at a golf club – covering topics such as Fire & Electrical Safety and Risk Assessments.

Time: 45 minutes approx



Job Specific Courses



Driving Around a Golf Course

In a role where the employee may be using ride-on machinery, this course is essential in explaining how to maneuver safely around the course.

Time: 30 minutes approx



Manual Handling

Whether it's lifting, lowering, pulling or pushing, this course takes participants through the safe practices of each and meets the legal manual handling obligations.

Time: 60 minutes approx



Customer Service In Golf

Ideal for all front-of-house employees, this course covers the essentials of great customer service in a golf club environment.

Time: 60 minutes approx



GDPR In Golf

Any employee handling personal data is required to learn about their, and the golf club's, legal responsibilities to the GDPR regulations.

Time: 40 minutes approx



Job Specific Courses



Food Safety & Hygiene

Food safety and hygiene is an essential course for all positions within a golf club's food & beverage operations – encompassing both bar and kitchen.

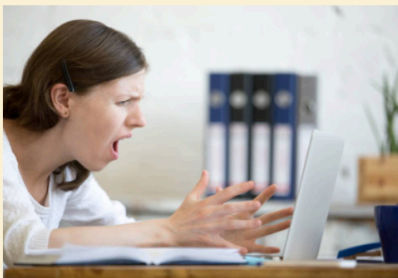
Time: 90 minutes approx



Taking Payment from a Customer

Taking payment from a customer needs to be handled appropriately – from how to ask for payment, taking payment by credit/debit card and through the safe handling of cash.

Time: 20 minutes approx



Cyber Security

Any member of staff that works on a computer is exposing themselves, as well as the club, to the dangers of cyber crime. This course covers practices to avoid being a victim.

Time: 30 minutes approx



Chemical & Oil Spills

This course shows how to minimize the risk of chemical and oil spills, both in the greenkeeping and catering departments, and what to do if there's an accident.

Time: 60 minutes approx



Job Specific Courses



Working Behind A Bar

Essential information and skills for working effectively behind a bar, including product knowledge, weights and measures, drink preparation and customer service.

Time: 90 minutes approx



Working in a Kitchen

Understand the basic principles and correct procedures of working in a commercial kitchen environment.

Time: 60 minutes approx



Food Allergy Awareness

The Food Allergy Awareness course is an essential piece of training for those producing, selling or handling food, covering allergens and the potential dangers surrounding them.

Time: 30 minutes approx



Display Screen Equipment

This DSE course helps you work towards compliance with the Health and Safety (Display Screen Equipment) Regulations, helping computer screen users avoid RSI, headaches, eyestrain and back problems.

Time: 30 minutes approx



Unlocked Optional Courses



Advertising Media

This course looks at various advertising media available to clubs – from email marketing through to traditional print media.

Time: 2 to 3 hours approx



Customer Data Collection

Collecting contact information from visitors and guests is a crucial building block to a cost-effective marketing plan. This course shows how 100% data collection can be achieved at any club.

Time: 1 to 2 hours approx



Golf Days, Societies & Group Bookings

This course examines the different types of group bookings, from golf societies to corporate days, and explores proven successful group booking promotions and initiatives.

Time: 6 to 7 hours approx



Membership Promotions & Initiatives

This is a very practical course that explores the different strategies, tactics and promotions that can be employed to generate membership enquiries and leads.

Time: 2 to 3 hours approx



Golf Membership Leads & Appraisal

This course examines the membership marketplace and takes an in-depth look at different membership categories, profiles of member and payment & contract options.

Time: 3 to 4 hours approx



Member Referral & Community Marketing

The first looks at the great opportunities available at many clubs in promoting member referral campaigns, or member-get-member promotions. The second looks at how a club can reach out the local community and help reduce the perceived barriers-to-entry that many non-golfers believe exist at golf clubs.

Time: 3 to 4 hours approx



Unlocked Optional Courses



Green Fee Promotions

This course looks at visitor and guest green fees specifically and examines some of the promotions and initiatives that successful clubs have implemented.

Time: 2 to 3 hours approx



Turf Diseases

Turf diseases can soon cause untold damage to a golf course and, ultimately, destroy the reputation of a golf business in very quick time. This course looks at the primary diseases that can occur on a golf course and seriously impact the playing surfaces for the golf.

Time: 4 to 5 hours approx



Turf Pests

A turf pest can be broadly described as a 'troublesome or destructive creature' that negatively impacts the condition of a golf course. In reality, they are any living organism that directly or indirectly adversely affects the quality of the playing surface. This course takes a look at the most prevalent ones in existence in the UK.

Time: 3 to 4 hours approx



Course Environment & Climate

The environment and climate that a golf course resides in are crucial factors to how the golf course itself is managed. This course explores these environmental and climatic factors and the impact they have on course maintenance.

Time: 3 to 4 hours approx



Cultural Greenkeeping Practices

This course explores in-depth the importance of aeration, top dressing, scarification and overseeding in providing true and sustainable surfaces that balance both the expectations of the golf consumer with the needs of the grass plant to stay healthy and, ultimately, survive.

Time: 6 to 7 hours approx



Turf Disorders

Turf disorders can have a dramatic and negatively impactful impact on a golf course. This course looks at the main disorders that can be experienced, how to minimise the risk of their outbreak and how to cure them if they do take hold.

Time: 4 to 5 hours approx



Unlocked Optional Courses



Fundamentals of Managing Turf

As the name suggests, this is a great course to introduce yourself to the fundamentals of managing turf on a golf course - soil, plant growth, water management, mowing and nutrient supply.

Time: 6 to 7 hours approx



Tee Time Management

Managing a tee sheet to maximise utilisation is a skill of increasing importance to the modern golf club. This course looks at strategies and tactics that can be employed to help increase player roundage.

Time: 15 hours approx



Food & Beverage Management

This course explores everything you need to know to maximise the efficiency of the F&B offering – from key industry formulas to stock purchasing, ordering & control.

Time: 25 hours approx



Strategic Planning for Golf Clubs

This course explores the actions a golf club Manager or committee member should take in order to develop a strategic plan for their club - answering three core questions: Where are we now? Where do we want to be? How do we get there?

Time: 3 to 4 hours approx



Effective Governance for Golf Clubs

Exploring how to move a golf club decision-making process to one that is guided by policy ensuring a positive and constructive relationship between the management team and the owners and members.

Time: 10 hours approx



Service Excellence in Golf Clubs

Outstanding service will set your golf club apart from its competitors. This course explores how to install a service excellence culture at your club.

Time: 20 hours approx

Training Location

The employer can decide where the training takes place, either at the employees home or maybe on a spare computer in the club office.

Course Progress

The employer can choose whether to be kept up-to-date with the Kickstarters progress through the courses.

Certificates

On successful completion of each course, the employee can download a certificate. We can also provide copies of these to the employer if required.

Employer – Optional Recruitment Course Head of Department / Recruiter



Recruitment & Selection

Explore the best practices for effective and objective recruitment and selection.

Study Time: 60 minutes approx

Free 60-minute eLearning course for those responsible for recruiting Kickstart employees

Technical & Tutor Support

Full technical and tutor support is given for Kickstart employees if they run into any difficulties. We inform them of this, and how they can contact support, at the beginning of each course they undertake.



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Guide to eLearning



eLearning Environment



Questions & Answers

