

Allara Global

Your best practice guide to
launching and managing
your staff training with
Allara Global



Welcome to Allara Global

A successful training program is more than just a library of courses. It is a commitment to your team's growth and your venue's excellence.

This guide provides the strategic roadmap you need to define ownership, blend digital learning into daily operations, and use data to drive continuous improvement.

Let's move from managing training to leading it.



Defining roles and ownership

A successful LMS starts with clear ownership and shared accountability.



Platform owner

The platform owner is responsible for building and maintaining a practical training program that supports both compliance and capability — while keeping learning achievable for a busy hospitality team.

They don't just “manage training”, they actively **lead** it.

What platform owners do:

- Lead training rollout and internal communication
- Maintain and continuously improve learning plans.
- Check for New Course announcements in our customer newsletter, and contact support to add to learning plans when relevant.
- Partner with managers and supervisors to drive engagement.
- Liaise with Allara's helpdesk and account support team.
- Track progress and course-correct where needed.



Defining roles and ownership

It takes a team to be successful.



L&D champions

Create Learning and Development (L&D) Champions by selecting team members from various departments to advocate for your training program and drive a successful launch.

Their role is to promote training opportunities, encourage skill development, and foster a positive, proactive learning environment on the floor.

How to find champions

Champions aren't always managers—they are influential team members who are enthusiastic about learning and have a genuine impact on their peers.

Look for team members who:

- Lead by example by completing training early.
- Share insights and learnings naturally with the wider team.
- Encourage and support their teammates' progress.
- Are trusted and respected voices within the venue.
- Provide visible recognition for others' achievements.
- Get involved with new projects and internal promotions.





Blended learning and career pathways

Your LMS shouldn't feel like a side project. It should work alongside your daily operations.

The best results happen when you take what's on the screen and bring it to life on the floor. By mixing digital modules with hands-on coaching, you make learning a natural part of every shift.

Embed learning into operations

- Reinforce compliance training in team meetings or pre-shift briefings to keep standards front-of-mind.
- Use floor-based demonstrations to complement eLearning and ensure practical skills are mastered.
- Encourage peer discussions led by your Training Champions to foster a culture of knowledge sharing.

Clear career pathways

Formalise your training pathways by introducing structured development to create easy-to-understand and visible internal progression.

- **Enhance online learning:** Take the pre-built digital pathways to the next level by layering in face-to-face masterclasses that turn knowledge into expert floor-based skills.
- **Accredited training:** Provide access and encourage staff to complete nationally recognised training and compliance certifications that build your professional portfolio. Contact our RTO, [Allara Learning, for available courses](#).
- **Instructor-Led Training (ILT) feature:** Use this platform feature to book the hands-on sessions or accredited units required for the next stage of a staff member's career.

Launch and engagement

To ensure the platform becomes a natural part of your venue's culture, focus on consistent, high-impact communication rather than a single launch event.

- **Make it visible:** Display posters throughout the venue to promote the platform and keep learning opportunities front-of-mind.
- **Spark competition:** Introduce completion leaderboards to encourage healthy rivalry and active participation between team members.
- **Recognise achievements:** Offer simple incentives and visible recognition for those who stay ahead of their learning pathways.
- **Maintain momentum:** Use regular internal updates and shout-outs to celebrate milestones, ensuring the program remains a continuous focus rather than a one-off task.
- **Involve the team:** Encourage your Champions to lead peer discussions and share feedback to improve the lived experience of the platform.

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Data-driven approach

Effective reporting ensures that your training program remains a strategic priority rather than a background task. By layering visibility across all leadership levels, you create a culture of shared accountability.

With this data-driven approach, you can track progress, stay compliant, and adjust in real time to support long-term capability.

Platform owner

Receives a weekly high-level report for strategic oversight.

Managers

Receive a venue-specific weekly compliance and induction report to ensure venue-level accountability.

Champions and supervisors

Receive department or venue-specific weekly reports to actively drive engagement on the floor.

Why is this important?

- ✓ Every leadership level has visibility
- ✓ Accountability is clear
- ✓ Champions are equipped with real data
- ✓ The platform is actively driven in-house



90-day review

Your account manager will get in touch to organise a 90-day review.

This is your opportunity to pause, assess, and make sure you are not just maintaining the platform, you are improving it.

As part of the review, you will:

Analyse performance and feedback

- **Audit reporting and accessibility:** Review your automated report schedules to ensure the correct data is being sent to the right leadership levels. Verify that your managers and power users have appropriate access to their specific reports, whether via the LMS dashboard or automated weekly emails.
- **Review completion rates:** Identify any gaps where training may need to be made more practical or achievable for the team.
- **Audit learning pathways:** Review your dashboard and existing training pathways to ensure they are correctly mapped to support clear, visible career progression for every role.
- **Listen to the floor:** Review feedback from team members and managers to understand the lived experience and improve usability.



90-day review

Strategise for Growth

- **Map the 12–24 month learning calendar:** Move beyond immediate training needs by scheduling annual compliance refreshers and planning seasonal training blocks around your busiest peak periods.
- **Expand your content library:** Make the platform your own by integrating organisation-specific policies, procedures, and SOPs to ensure your digital tools reflect your specific venue operations.
- **Build staged capability development:** Create departmental pathways that go beyond the foundations, allowing team members to specialise in their roles and prepare for internal promotions.
- **Customise the user experience:** Refresh your dashboard imagery and widgets to reflect your brand and current seasonality, ensuring the platform remains engaging and relevant to your staff.
- **Develop bespoke learning solutions:** Collaborate with our Learning Design team to create custom courses tailored to your unique brand standards or complex operational processes.
- **Access specialist expertise:** Book expert-led masterclasses for hands-on training or seek dedicated strategic advice through Maybe Consulting to refine your wider L&D vision.



Your hospitality partner

Allara Group helps hospitality businesses lift standards, skills and performance through three complementary brands.



Allara Global

Powers online learning — a modern learning platform, a deep hospitality content library and custom content creation.



Allara Learning

Delivers nationally recognised qualifications (Cert II–Diploma), targeted micro-credentials and practical masterclasses that build compliant, capable teams.



Maybe Consulting

In partnership with the award-winning Maybe Group (the team behind Maybe Sammy), brings premium venue consulting and the Maybe Masterclasses series, uniting creativity, operations and digital learning.

Together

We design end-to-end pathways that keep teams compliant, sharpen capability and elevate guest experience — from single venues to multi-site groups.





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