Qualification Handbook

BIIAB Level 4 Award in the Roles and Responsibilities of Business Development Managers in the Licensed Retail Sector

603/0570/8

Version 1

BIIAB Level 4 Award in the Roles and Responsibilities of Business Development Managers in the Licensed Retail Sector

Version and date	Change, alteration or addition	Section

Table of Contents

1. BIIAB Level 4 Award in the Roles and Responsibilities of Business Development Managers in the Licensed Retail Sector

Following the initial report conducted by the Department for Business, Innovation and Skills into the relationship between pub companies and their lessees and tenants, it was identified that those operating in a business development function should be equipped with the key business knowledge and skills to enable support of their licenses and provide advice on sounds and profitable practices.

This single-unit qualification outlines the core competencies required by a business development manager working within the update Statutory Code. It has been accredited on the Regulated Qualifications Framework (RQF) by Ofqual and has a unique Qualification Number (QN) which is shown in the table below.

Each unit within the qualification also has a unit code and these are shown within the unit details in this specification.

The QN code will be displayed on the final certificate for the qualification.

Qualification Title	Qualification Number (QN)
BIIAB Level 4 Award in the Roles and Responsibilities of Business Development Managers in the Licensed Retail Sector	603/0570/8

2. Objective and Purpose of this Qualification

This qualification has been designed to allow learners to obtain and then demonstrate the fundamental knowledge and skills relating to the roles and responsibilities of a business development role, specifically within the licensed retail sector at Level 4. Employers can also rely on the knowledge and skills provided as meeting nationally recognised standards for business development and as such the qualification has the primary purpose of developing sector skills.

Due to constant Regulatory, policy and funding changes users are advised to check this qualification is funded for use with individual learners before making registrations. If you are unsure about the qualifications status please contact BIIAB head office.

3. About this Handbook

This support pack has been developed to provide guidance for learners, assessors and verifiers undertaking, delivering, or quality assuring this qualification.

The purpose of the support pack is to provide the majority of the key information that may be needed to prepare for, and help support, the successful delivery of the qualification, in one place.

If this pack is updated, centres will be notified via the BIIAB monthly newsletter which goes to approved centres.

4. BIIAB Customer Service

BIIAB is committed to giving the highest possible levels of customer service. The BIIAB's Service Level Agreement is available via www.biiab.org.

Our Customer Service team can be contacted between the hours of 0900 and 1700 Monday to Friday by using the contact details below, or outside those hours, by leaving a message on our voicemail service.

Customer Service Contact Details: 01276 684449

Email: customersupport@bii.org

Our Customer Service team will be happy to assist with any administration-related enquiries you may have. For example:

- registration and certification enquiries
- re-certification issues
- Centres available in the local area
- appeals
- whistleblowing.

5. What are Rules of Combination (ROC)?

Under the Regulatory Framework qualifications can be made up of a combination of mandatory and/or optional units. The units and credits required to complete a qualification are set out by the rules of combination (ROC). The ROC allows for flexibility and transferability.

The ROC will specify:

- The total credit value of the qualification
- The amount of credit that must be achieved within specific groupings of units (eg Mandatory, Optional Unit, and Optional groups)
- The minimum credit which must be achieved at the level or above the level of the qualification
- The Total Qualification Time (TQT)
- The Guided Learning Hours (GLH)
- The title, Unit Regulation Number and BIIAB Unit number for each unit, alongside its level, credit, and GLH
- Any barred units (units that cannot be taken together as part of the qualification)

When choosing the appropriate route for a learner or group of learners, it is the responsibility of the centre to ensure the rules of combination are adhered to.

6. BIIAB Level 4 Award in the Roles and Responsibilities of Business Development Managers in the Licensed Retail Sector Rules of Combination (ROC) and Structure

To achieve the BIIAB Level 4 Award in the Roles and Responsibilities of Business Development Managers in the Licensed Retail Sector learners **must** gain a **total of 2** credits. This **must** consist of:

- **Minimum total** credit: **2**

- A **minimum of 2** credits **must** be achieved through the completion of units at **Level 4** and above.

- Guided Learning Hours (GLH): **15**

- Total Qualification Time (TQT): **17**

The qualification has been developed based upon industry feedback as to the fundamental knowledge required to work in the sector at the level.

Listed below are the qualification units.

Mandatory Unit Group A

Unit No.	URN	Unit Title	Credit	Level	GLH	Assessment Method
RRMRM2016	H/615/2494	Roles and responsibilities of multiple retail managers under the statutory Pubs Code Regulations 2016 and the voluntary working with the Pub Industry Framework Code of Practice	2	4	15	Portfolio

7. Age Restriction

The qualification in this handbook is appropriate for use in the following age ranges:

- 18+.

8. Entry Requirements and Progression

There are no entry requirements for this qualification. However, learners must be assessed to ensure they have a reasonable chance of achievement and will be able to generate the required evidence.

Initial progression from this qualification would be to the BIIAB Level 4 Certificate in Multiple Licensed Premises Management. This qualification has been designed to allow learners to obtain and then demonstrate the knowledge and skills required to work effectively and flexibly within a business development role specifically aimed at the licensed retail sector at level 4.

The qualification has been designed with partners in higher education to ensure that it allows learners to progress to higher level qualifications, such as the:

- BIIAB Level 5 Diploma in Management and Leadership (QCF) 601/6773/7
- BIIAB Level 5 NVQ Diploma in Management and Leadership (QCF) 601/4602/3

9. Assessment

Overview of assessment strategy

Assessment for this unit is by means of portfolio of evidence which will be assessed internally by the centre. Evidence should be naturally occurring within each learner's work place wherever possible. It is the choice of the learner as to how they evidence achievement of the assessment criteria.

Assessment criteria for this unit are suitable for workplace delivery, or in situations resembling the workplace.

All evidence submitted must be accompanied by a Declaration of Authentication signed on the unit sign off sheet and will be verified by a BIIAB appointed External Quality Assurer.

BIIAB provides documentation within CentreZone at http://centrezone.bii.org/thehub/mrm for recording evidence. However centre documentation may be used as long as it includes at least the information contained in the BIIAB documentation, thereby making it fit for purpose.

Learners may produce one piece of evidence to cover all of the assessment criteria in a holistic task/activity. However careful mapping of evidence must be referenced to ensure that no required assessment evidence is omitted which could jeopardise learner achievement.

All evidence must be made available to the tutor/manager responsible for assessing the learner, the Internal Quality Assurer and the appointed BIIAB External Quality Assurer on request.

The component units of the BIIAB Level 4 Certificate in Multiple Licensed Premises Management may be assessed and evidenced using an integrated and combined approach if required.

Assessment process

Assessment is the process used to judge the competence of a learner, against set standards. The assessor is the person who is responsible for determining learners' competence. The assessor may be a work place supervisor or an external person who is trained and qualified, or working towards a qualification relevant to the assessor role.

Assessors base their judgement on performance and decide how it compares to the national standard. The assessor will also ask questions based on the knowledge required to do the work, to ascertain the knowledge and understanding of the learner.

When the required units have been completed and the assessor is satisfied that the learner has met the national standard, a recommendation for a certificate will be made.

An Internal Quality Assurer (IQA) is responsible for the quality assurance of the qualifications within the training organisation and will provide advice, guidance and support to the assessors. IQAs also ensure that the assessors apply the standards consistently and fairly. The IQA will review the portfolio of evidence during the assessment process.

An External Quality Assurer (EQA), who is appointed by BIIAB, will verify the assessment and internal verification decisions involved in the development of the portfolio. The EQA will quality assure the qualification process, which ensures that certification of the qualification is reliable, consistent and to the national standard, by checking the consistency of assessments made by the training provider, and across training providers.

Requirements of assessors, external and internal verifiers

Candidates may be assessed, moderated or verified at work either by one or several appointed individuals.

Assessors - The primary responsibility of an assessor is to assess candidates' performance in a range of tasks and to ensure the evidence submitted by the candidate meets the requirements of the assessment criteria. It is important that an assessor can recognise occupational competence as specified by the national standard. Assessors therefore need to have a thorough understanding of assessment and quality assurance practices, as well as have in-depth technical understanding related to the qualifications for which they are assessing candidates. To be able to assess candidates, assessors **must:**

- hold an appropriate qualification, as specified by the appropriate regulatory authority, confirming their competence to assess candidates undertaking competence-based units and qualifications. Assessors holding older qualifications **must** be able to demonstrate that they are assessing to the current standards;

OR
- be working toward an appropriate qualification, as specified by the appropriate regulatory authority. Any assessors working towards an appropriate qualification **must** ensure their decisions are countersigned by a suitably-qualified assessor/verifier and should be supported by a qualified assessor throughout their training period.

- be 'occupationally competent'. Assessors must provide current evidence of competence, knowledge and understanding in the areas to be assessed. This will normally be achieved through demonstrating competence in the roles which are to be assessed, or demonstrated by relevant experience and continuing professional development (CPD) which may include the achievement of qualifications relevant to the areas being assessed.

- have a full and current understanding of the units of competence and requirements of the qualifications being assessed, including the quality of assessment and the assessment process. It is the responsibility of approved centres to select and appoint assessors.

Internal Quality Assurer (IQA) - A primary responsibility of IQAs is to assure the quality and consistency of assessments by the assessors for whom they are responsible. IQAs therefore need to have a thorough understanding of quality assurance and assessment practices, as well as sufficient technical understanding related to the qualifications that they are internally verifying. It will be the responsibility of the approved centre to select and appoint IQA's.

IQAs **must:**

- hold an appropriate qualification, as specified by the appropriate regulatory authority, confirming their competence to internally verify competence-based assessments and candidates. IQAs holding older qualifications **must** be able to demonstrate that they are verifying to the current standards

OR

- be working toward an appropriate qualification, as specified by the appropriate regulatory authority. If an IQA is working towards an appropriate qualification, his/her decisions **must** be countersigned by a suitably qualified IQA and should be supported by a qualified IQA throughout the training period.

- be 'occupationally competent'. IQAs **must** demonstrate sufficient and current understanding of the qualifications to be internally verified, and know how they are applied in the workplace.

- demonstrate competent practice in internal verification of assessment, and demonstrate understanding of the principles and practices of internal verification of assessment, including the quality of assessment and the assessment process.

External Quality Assurer (EQA) - The primary responsibility of EQAs is to assure quality of internal verification and assessments across the centres for which they are responsible. EQAs **must** have a thorough understanding of quality assurance and assessment practices, as well as in-depth technical knowledge related to the qualifications that they are externally verifying.

EQAs **must:**

- hold an appropriate qualification as specified by the appropriate regulatory authority, confirming their competence to verify competence-based assessments. EQAs holding older qualifications **must** be able to demonstrate that they are verifying to the current standards;

OR

- be working toward an appropriate qualification, as specified by the appropriate regulatory authority. If EQAs are working towards an appropriate qualification, their decisions **must** be countersigned by a suitably qualified EQA and should be supported by a qualified EQA throughout their training period.

- be 'occupationally competent'. EQAs must demonstrate sufficient and current understanding of the qualifications to be verified, and know how they are applied in business.

- demonstrate competent practice in external verification of assessment, and demonstrate understanding of the principles and practices of external verification of assessment, including the quality of assessment and the assessment process. It is the responsibility of the awarding organisation to select and appoint EQAs.

Awarding organisations require all assessors, moderators and verifiers to maintain current competence to deliver these functions. BIIAB recognises this can be achieved in many ways. However, such information **must** be formally recorded in individual CPD records that are maintained in assessment centres.

Assessment of the Knowledge Units

When assessing the knowledge and understanding based unit, it is important that the chosen assessment methodology is appropriate to this and is accurately recorded.

Assessment methodologies that are appropriate for the knowledge and understanding units include:
- Professional discussion
- Learner reflective accounts
- Question and Answer
- Assignments and Projects.

These **must** be planned, assessed and verified by centres, using approved and robust systems and procedures.

Assessors and IQAs **must** ensure that they are able to demonstrate their own CPD and competence across the units being delivered and assessed, because of the nature of the theoretical content that has to be covered.

Particular attention must be paid to units which permit learners to use their places of study or research of organisations in order to achieve the unit, and those which can only be achieved if the learner is in current employment, or there is recognition of prior learning from extensive experience in that particular occupational sector.

Appeals

If learners are dissatisfied with an assessment outcome, they have the right to appeal. The main reasons for an appeal are likely to be:
- Learners do **not** understand why they are **not** yet regarded as competent, because of unsatisfactory feedback from the assessor
- Learners believe they are competent and that the assessor has misjudged them, or has failed to utilise some vital evidence.

BIIAB expects most appeals from candidates to be resolved within the centre. BIIAB will only consider a candidate's appeal after the centre's internal appeals procedure has been fully exhausted.

For full details of the BIIABs appeals procedure please refer to www.biiab.org

10. Initial Assessment and Induction

Prior to the start of any programme it is recommended that centres should make an initial assessment of each learner. This is to ensure that the learners are entered for an appropriate type and level of qualification.

The initial assessment should identify the specific training needs that the learner has, and the support and guidance that they may require when working towards their qualification.

The centre must also identify any units the learner has already completed, or credits they have accumulated, relevant to the qualification.

BIIAB suggests that centres provide an induction programme to ensure the learner fully understands the requirements of the qualification they will work towards, their responsibilities as a learner, and the responsibilities of the centre.

11. Resources

BIIAB provides the following additional resources for this qualification:

- a Summative Reflective account
- Access to the units.

All of these resources are available for download via The Hub on centrezone.bii.org.

The Hub is a secure area within CentreZone which centres approved for the qualification can access. The Hub contains documents relevant to the qualification. Centres will find The Hub on the list of tabs in CentreZone.

Access to the Units

Units form the qualification and the standard that **must** be achieved in order to be awarded each unit. This is covered within the learning outcomes, assessment criteria and the indicative content that form part of the delivery.

Learner Summative Reflection

In order to claim the unit(s) for the qualification, the learner will need to complete a learner summative reflection, to reflect on their qualification, what they have learnt and how they have been able to apply this within their work role.

12. Design and Delivery

Centres **must** refer to the units that form the qualification and the standard that **must** be achieved in order to be awarded each unit. This is covered within the learning outcomes and assessment criteria that form part of the delivery.

Each unit within this qualification has been allocated a number of Guided Learning Hours (GLH).

This can include activities such as training/class room based sessions, tutorials, supervised study or supervised 'on-the-job' learning and face-to-face or other pre-arranged 1:1 teaching sessions (e.g. simultaneous electronic communication such as webcam contact or internet messaging). It could also include time spent assessing learners' achievements and invigilated assessments. When planning how to deliver the qualification it is important to refer to this definition.

BIIAB will not prescribe how the qualification is delivered, but centres must ensure the delivery chosen meets their learners' needs.

13. Format of Units

All units within this qualification will be presented in a standard format that is consistent with the format for all units of assessment. The format will give tutors and learners guidance as to the requirements of the unit for successful completion. Each unit within this specification will be in the format below:

Unit Title

This will be shown as it appears on the Register of Regulated Qualifications (http://register.ofqual.gov.uk).

Unit Number / Unit Reference Number (URN)

The Unit Reference Number is the unique code that the unit is given by the Regulator. This unit will be referenced on the final qualification certificate. The same unique code for the unit applies in whichever qualification the unit is included within. BIIAB also assign unique unit numbers which normally is consistent when the unit is used in multiple BIIAB qualifications.

Level

This identifies the level of demand for the unit, but may be a different level to that of the overall qualification. The level of the units will be set according to National Occupational Standards and the level descriptors.

Credit

When a whole unit is completed the learner will achieve credits specified by the number of hours' learning time it will take an average learner to complete the unit including the assessment.

Guided Learning Hours (GLH)

The required number of hours that learning should take place under the immediate guidance or supervision of a lecturer, supervisor, tutor or other appropriate provider of education or training.

Total Qualification Time (TQT)

Total Qualification Time (TQT) is defined by Ofqual as the number of notional hours which represents an estimate of the total amount of time that could reasonably be expected to be required in order for a Learner to achieve and demonstrate the achievement of the level of attainment necessary for the award of a qualification. Total Qualification Time is comprised of the following two elements:

- the number of hours which an awarding organisation has assigned to a qualification for Guided Learning, and
- an estimate of the number of hours a Learner will reasonably be likely to spend in preparation, study or any other form of participation in education or training, including assessment, which takes place as directed by – but, unlike Guided Learning, not under the Immediate Guidance or Supervision of – a lecturer, supervisor, tutor or other appropriate provider of education or training.

Learning Outcomes and Assessment Criteria

Learning Outcomes are what the learner is expected to know, understand or be able to do upon successful completion of the unit.

Assessment Criteria are descriptions of the requirements that a learner is expected to meet in order to demonstrate that a learning outcome has been achieved.

14. Initial Registration

Registration and Certification

Learners should be registered and certificated via BIIAB's On-line Registration and Certification Service (ORCS) www.orcs.biiab.org. Please refer to BIIAB's Centre Guidance for using ORCS.

Equal Opportunities and Diversity Policy

BIIAB has in place an equal opportunities policy, a copy can be found at http://centrezone.bii.org/thehub/apprenticeships/qadocuments.

BIIAB is committed to ensure that:

- Approved centres operate an equal opportunities policy
- Approved centres communicate the policy to staff and learners
- Approved centres have an effective complaints and appeals procedure of which both staff and learners are made aware
- Approved centres are aware of their responsibilities in providing equality of opportunity, particularly with regard to provision for learners with particular assessment requirements.

Reasonable Adjustment Policy

Learners who require reasonable adjustments for their assessments must inform their assessor at the beginning of their course of their requirements. BIIAB has a reasonable adjustment policy in place, a copy of which is provided to all BIIAB approved centres and can be found at http://centrezone.bii.org/thehub/apprenticeships/qadocuments.

15. Qualification Review and Feedback

BIIAB is committed to the ongoing review of this qualification to ensure it remains fit for purpose.

This review approach involves the collation of evidence in the form of any information, comments and complaints received from users of this qualification in relation to its development, delivery and award.

BIIAB will give due regard to any credible evidence received which suggests that a change in approach to the development, delivery and award of this qualification is required in order to ensure that no adverse effects will result. This qualification will be reviewed and revised to ensure the approach remains appropriate and that it is fit for purpose.

16. Mandatory Units

The following unit is mandatory for this qualification.

BIIAB Level 4 Award in the Roles and Responsibilities of Business Development Managers in the Licensed Retail Sector

BIIAB

Unit Title: Roles and responsibilities of multiple retail managers under the statutory Pub Code Regulations 2016 and the voluntary Pub Industry Framework Code of Practice

Unit Code: H/615/2494

RQF Level: 4

GLH: 15

Credit: 2

Unit Purpose:

This unit aims to provide knowledge and understanding of how the Statutory Pubs Code regulations 2016 and The Voluntary Pub Industry Framework for England and Wales impacts on the job roles of multiple licensed retail managers.

The unit requires an understanding of the key requirements of both the Pub Companies Regulations 2016 in respect of pub companies operating 500 or more pubs, and The Voluntary Pub Industry Framework Code of Practice for England and Wales in respect of pub companies operating up to 499 pubs. The unit is, therefore, a generic unit that is appropriate to multiple retail managers working in any size of Pub Company that has tied tenants or lessees.

The unit does not aim to provide knowledge or understanding of requirements for Scotland and Northern Ireland or any other country.

Learning Outcomes and Assessment Criteria

Learning Outcomes The Learner will	Assessment Criteria The Learner can
1. **Understand the background to the statutory Pubs Code Regulations 2016 in respect of pub companies operating 500 or more pubs**	1.1 Explain the background to the Pubs Code Regulations 2016 (PCR 2016) in respect of pub companies operating 500 or more tied, tenanted or leased pubs 1.2 Explain the aims and the obligations of pub companies in respect of the PCR 2016 for tied, tenanted or leased pubs 1.3 Identify the key people who should receive and sign a copy of the PCR 2016 for tied, tenanted or leased pubs and give the reasons why 1.4 List the key points of information that must be given to a tenant/lessee under the PCR 2016

Learning Outcomes The Learner will	Assessment Criteria The Learner can
2. Understand the background to the voluntary Pub Industry Framework Code of Practice in respect of pub companies operating up to 499 pubs	1.1 Explain the background to the voluntary Pub Industry Framework Code of Practice (COP) in respect of companies operating up to 499 tied tenanted or leased pubs 1.2 Evaluate the aims and the obligations of the voluntary Pub Industry Framework COP 1.3 Identify the key people who should receive and sign a copy of the COP and give the reasons why 1.4 Explain the key points of the information that should be included in the Pub Companies COP
3. Understand the pre-entry requirements for prospective tenants and lessees in respect of pub companies of all sizes	1.1 Identify the pre-entry requirements for prospective tenants and lessees 1.2 Explain the reasons for the requirement of appropriate pre-entry training 1.3 Summarise the key information a pub company is obliged to supply to prospective tenants and lessees
4. Understand the different types of rental agreements	1.1 Explain the different types of agreements that may be made offered to tenants/lessees by the multiple retail manager 1.2 Explain the process for assignment of leases and the obligations on all parties involved
5. Understand the repair and dilapidations obligations in respect of the different types of agreements	1.1 Explain the repair and dilapidations obligations in respect of the different types of agreement 1.2 Explain the financial implications with regard to repair of a premises in respect of different types of repair obligations 1.3 Summarise the information that should be included in a dilapidations report
6. Understand the law in relation to Transfer of Undertakings (Protection of Employment) Regulations 2006 (TUPE)	6.1 Summarise the process and timelines with regard to TUPE 6.2 Explain the potential penalties for failing to adhere to TUPE
7. Understand what is meant by the drinks tie and pub company obligations in relation to trading terms	7.1 Explain the drinks tie in relation to leased and tenanted pub agreements 7.2 Explain the market rent only option for pub companies operating 500 or more pubs as required by the PCR 2016

Learning Outcomes The Learner will	Assessment Criteria The Learner can
8. Know the key principles of Flow Monitoring Equipment (FME)and the benefits of using it	8.1 Describe what Flow Monitoring Equipment (FME) is and the benefits of using it 8.2 Explain the procedures and protocols involved if FME is used and the consequences if contractual rights are breached
9. Know the procedure for rent assessment under the statutory PCR 2016 and the voluntary Pubs Framework Code of Practice	9.1 Explain the sequence of events which would trigger the offer of a market rent only option under the PCR 2016 9.2 Describe the procedure for setting rent in relation to Fair Maintainable Trade (FMT) and how FMT works 9.3 Describe the procedure for rent review summarising the options available if rent cannot be agreed at review 9.4 Explain the recording obligations of the multiple retail manager in respect of discussions with tied tenants/lessees and the market rent only option under PCR 2016 9.5 Outline the requirement to provide a record of all discussions and the timescale for this provision 9.6 Explain the tenant's responsibility to respond to these discussions and the timescales within which this response must be received
10. Understand company policy and terms of business and trading in relation to pub companies of all sizes	10.1 Summarise the information that should be provided to lessees and tenants in relation to price lists and trading terms 10.2 Describe company policy in relation to gaming machines, including supply and operation 10.3 Summarise company policy with regard to capital developments 10.4 Describe company policy in relation to insurance 10.5 Summarise company policy for on-going training and support for tenants and lessees 10.6 Summarise company policy for progression and support for the multiple retail manager
11. Know the procedures to be adopted with regard to disputes for pub companies of all sizes	11.1 Evaluate the impact of the PCR 2016 when dealing with disputes 11.2 Describe procedures if there is a breakdown in communication 11.3 Identify the bodies that can mediate in the event that agreement cannot be reached 11.4 Summarise how external independent disputes bodies assist to resolve disputes that are unable to be resolved internally

Learning Outcomes The Learner will	Assessment Criteria The Learner can
12. Know what documentary information covering policies and procedures is required for new tenants and lessees in respect of pub companies of all sizes	12.1 Identify documentary information which covers company policies and procedures for new tenants and lessees based on the voluntary Pub Industry Framework COP 12.2 Identify the policies and procedures for new tenants and lessees to ensure compliance with the requirements of the PCR 2016

Indicative Content

Learning Outcomes	Indicative content
1. **Understand the background to the statutory Pubs Code Regulations 2016 in respect of pub companies operating 500 or more pubs**	**Background** • Pub Code Regulations 2016 – what it is • Its main purpose • Background history on Pub Code Regulations 2016 for tied, tenanted and leased pubs • Analysis of the differences between the Pub Code Regulations 2016 and the Pub Industry Framework Code of Practice

2. Understand the background to the Pub Industry Framework Code of Practice	**Background**
	• Pub companies Code of Practice - what it is
	
	• Its main purpose
	
	• Background history on Pub Industry Framework Code of Practice for tied tenanted and leased pubs
	
	Aims and obligations of COP
	• Aims and obligations
	
	    − It should be based on the framework code of practice and it must be accredited by BIIBAS
	    − Sets out the minimum standards and requirements that tenants/lessees should expect from a pub company
	    − It demands transparency from pub companies to ensure the success of the business partnership
	    − It is intended to ensure that prospective tenants/lessees have the necessary skills, advice and knowledge to take on a pub business
	• Minimum requirements for Pub Companies Codes of Practice
	
	    − Contracts to be fair, reasonable and comply with legal requirements
	    − Initial heads of agreement with a full copy of the agreement must be provided before tenant/lessee signs
	    − Business opportunities offered by the company
	    − Types of agreement available and period of tenure
	    − Purchase obligations
	    − Machine ties
	    − Other product ties
	Key people to receive COP and reasons
	• Who should be in receipt of Pub Companies COP
	
	    − Prospective tenants
	    − Lessees
	
	• Reasons, benefits of receiving it

2.	Understand the background to the Pub Industry Framework Code of Practice	**Information contained in COP**
		• Content of a company's COP includes information on:
		
		    − Initial heads of agreement
		    − Business opportunities
		    − Terms of business
		    − Repairing leases
		    − Rent assessment
		    − Disclosure and transparency
		    − Rent review
		    − PIRRS
		    − Business support
		    − Material changes/exceptional circumstances
		    − Assignment of leases
		    − Dilapidations
		    − Surrender
		    − Business Relationship/Development Managers
		    − Restrictive covenants

3. Understand the pre-entry requirements for prospective tenants and lessees	**Pre-entry requirements**
	• Pre-Entry requirements for prospective tenants or lessees
	
	    – PEAT
	    – Personal licence
	    – Seek professional advice
	    – A business plan
	    – Prior learning and/or experience can waive some of the above
	
	Supply of key information
	• Key information
	
	    – Shadow profit and loss account
	    – Projected sales income
	    – Estimated costs
	    – Companies code of practice
	    – Initial heads of agreement
	    – Companies current and relevant price list
	    – Full details of insurance schedule
	    – Pre-entry requirements
	    – Company protocol for FME (if used)
	    – Full description of pub premises including premises licence
	    – Dilapidations report
	    – Shadow profit and loss account
	
	• Information on premises licences
	
	    – Who holds the premises licence
	    – Trading hours
	    – Areas for where alcohol can be sold
	    – Provision of regulated entertainment
	    – Conditions attached
	
	• Minimum standards for letting and operating of a pub premises
	
	    – Transparency and disclosure from pub companies
	    – Prospective tenants/lessees have the necessary skills, advice and knowledge to take on pub business

4. Understand the different types of rental agreements	**Agreement types**
	• The main characteristics of each type of agreement
	
	   − tenanted
	   − leased
	   − freehold
	   − managed
	
	• The main differences between the agreements
	
	   − length of agreements
	   − purchasing obligations
	   − repair obligations
	
	Assignment of leases
	• Assignment of leases
	
	   − what it is and why use it
	
	• The different obligations that assignment has on each party involved
	
	Lessee obligations:
	   − Provide prospective buyer (assignee) the same financial information including up to date figures
	   − inform prospective lessee of the pre-entry requirements
	   − They must comply with all pre-entry requirements the same as if they were purchasing a lease direct from pubco/brewery
	Pubco/brewery obligations:
	   − They must set out how they will respond to requests for assignment
	   − Provide full details to the lessee in regards to procedures and professional advice available including all relevant fees
	   − Provide a breakdown of any dilapidations to the lessee
	   − Ensure the prospective lessee (assignee) has all pre-entry requirements

5. Understand the repair and dilapidations obligations of the different types of agreements	**Dilapidations report information**
	• Definition of a dilapidations report
	
	• Information it should contain
	
	  – Full description of pub building/s
	  – The current condition of the premises
	  – Details of what work is required to return the premises back to the previous condition
	  – Estimate of cost of repairs
	Financial obligations for business repair
	Different types of repair obligation and the responsibilities with each
	
	• Full repair and financial obligations
	
	  – Responsible for any repairs and maintenance to the whole property including structural repairs
	• Limited responsibilities and repair and financial obligations
	
	  – Responsible for maintenance and repairs of interior, but not responsible for structural repairs
	• Meaning of full repair
	
	  – Definition

6. Understand the law in relation to Transfer of Undertakings (Protection of Employment) Regulations 2006 (TUPE)	**TUPE process and timelines**
	• Transfer of Undertakings (Protection of Employment) Regulations 2006
	
	  – Information to be collected/provided on staff before taking over or leaving a premises. This is to be done at least 14 days in advance of the handover date.
	• Information to be provided as stated in FLVA Green Paper 2009
	
	  – All employees terms and conditions
	  – Any grievance and disciplinary action taken
	  – Any court or tribunal cases
	
	Potential penalties
	• Penalties in reference to TUPE
	
	  – Responsibilities TUPE places on the ingoing and outgoing tenant/lessee
	  – Failure to consult with appropriate representatives on the transfer can result with a compensation claim of maximum 13 weeks' pay per affected employee
	  – Information must be provided to ingoing tenant/lessee with at least 14 days' notice. Failure to comply can result in the incoming tenant/lessee claiming compensation from the outgoing person with a minimum award of £500 per employee

| 7. | **Understand what is meant by the drinks tie and pub company obligations in relation to trading terms** | **Drinks tie**
• What is the drinks tie?

• Company policy on purchase obligations and trading terms in regards to the drinks tie

• Free of tie agreements and the differences from tied agreements

   – The price you pay for free of tied products inevitably will be cheaper than tied products
   – Rent for free of tie agreements will usually be higher than tied agreements
   – More option vs brand loyalty
• Company policy for breach of agreements in regards to tied products |
| 8. | **Know the key principles of Flow Monitoring Equipment (FME)and the benefits of using it** | **Flow monitoring and benefits of**
• Flow Monitoring Equipment (FME), what it is and why it is used

   – Equipment used to monitor flow of beer and other products so figures can be compared with the quantity purchased
   – Reasons for use
      ■ Management tool

      ■ To enforce the tie

Procedures and protocol if contractual rights breached
• Company protocols if FME is used

• Consequences for breach of agreement

• Can result as a last resort in legal proceedings to recover damages and costs, forfeit the agreement or repossession of the premises |

9.	Know the procedure for rent assessment under the statutory PCR 2016 and the voluntary pubs Framework Code of Practice	**FMT setting procedure**
		• Fair Maintainable Trade (FMT) what it is, what is it based on and how does it works
		
		  – Based on the estimated trading of a business which assumes that it is run by a reasonably efficient operator
		  – Rents are calculated in relation to the agreement that is signed, so can vary a lot
		Rent review procedure
		• Rent review process
		
		  – RPI adjustments, rent can move upwards and downwards
		  – Upwards only rent review clauses to be no longer included in leases
		• Pub Independent Rent Review Scheme (PIRRS)
		
		• Company policy on rent assessment
		
		• RICS guidelines for rent assessment
		
		• Action if rent review unable to be agreed

BIIAB Level 4 Award in the Roles and Responsibilities of Business Development Managers in the Licensed Retail Sector

BIIAB

| 10. Understand company policy and terms of business and trading in relation to pub companies of all sizes | **Pricing and trading terms**
• Information that needs to be provided for price lists

   – Notification of imminent changes in price

   – Range of products available and details if a guest beer is allowed

   – Qualifications for discounts

   – Details of purchase obligations in relation to other wet products

   – Trading terms

Company policy – gaming machines
• Company policy for gaming machines

• Policy in relation to terms of supply and operation of gaming machines

   – Whether a tie exists or not
   – Number of machines required and siting of these
   – Support provided
• Differences in split of income with regard to tied and free of tie gaming machines. For example, if a machine tie exists the rent should be calculated without machine income so that the machine income is not included in the divisible balance

Company policy - capital developments
• Company policy with regard to potential opportunities for improvements and refurbishments and any implications on future rent

Company policy - insurance
• Company policy with regard to insurance and charges payable by the tenant/lessee

Company policy – support and training
• Understand company policy for on-going training and support for tenants and lessees, so that business opportunities can be used for mutual benefit

• Understand company policy for the role of the BDM with regard to support and guidance they provide as well as future progression and training within the role |

11. **Know the procedures to be adopted with regard to disputes for pub companies of all sizes**	**Procedures for breakdown in communication and conflict resolution between parties**
	• Company procedures if there is a breakdown in communication or conflict between BDM and tenant/lessee
	
	• Official process to follow
	
	Use of external independent dispute bodies
	• Independent dispute bodies can be contacted if a dispute cannot be resolved internally
	
	  – BII
	
	  – FLVA
	
	• How they assist in resolving disputes

12. **Know what documentary information covering policies and procedures is required for new tenants and lessees in respect of pub companies of all sizes**	• Identification of requirements in respect of documentary information for pub companies of all sizes • Identification of how policies and procedures have changed with the introduction of the Pubs Code Regulations 2016

Assessment

Assessment for this unit is by means of portfolio of evidence which will be assessed internally by the centre. Evidence should be naturally occurring within each learner's work place wherever possible. It is the choice of the learner as to how they evidence achievement of the assessment criteria.

Assessment criteria for this unit are suitable for workplace delivery, or in situations resembling the workplace.

All evidence submitted must be accompanied by a Declaration of Authentication signed on the unit sign off sheet and will be verified by a BIIAB appointed External Quality Assurer.

BIIAB provides documentation within CentreZone at http://centrezone.bii.org/thehub/mrm for recording evidence. However centre documentation may be used as long as it includes at least the information contained in the BIIAB documentation, thereby making it fit for purpose.

Learners may produce one piece of evidence to cover all of the assessment criteria in a holistic task/activity. However careful mapping of evidence must be referenced to ensure that no required assessment evidence is omitted which could jeopardise learner achievement.

All evidence must be made available to the tutor/manager responsible for assessing the learner, the Internal Quality Assurer and the appointed BIIAB External Quality Assurer on request.

The component units of the BIIAB Level 4 Certificate in Multiple Licensed Premises Management may be assessed and evidenced using an integrated and combined approach if required.

Evidence codes for this unit

- o   EC1 – Observation by tutor or manager

- o   EC2 – Learner diary/reflection log

- o   EC3 – Assignment/Essay/Projects/Case studies

- o   EC4 – Learner portfolio evidence/production of learner work

- o   EC5 – Witness statements/testimonies/professional discussion

- o   EC6 – RPL

Evidence may be generated from:

- o   Case studies

- o   Workplace practice

- o   Recognition of Prior Learning (RPL)

- o   A combination of the above

Evidence must be:

- o Valid – relevant to the specification standards for which achievement is claimed

- o Authentic – learners' own evidence

- o Current – sufficiently up to date to verify that the same knowledge, understanding and skills are of the same level and focus

- o Reliable – learners' can consistently perform at the level gained for the assessment

- o Sufficient – meets requirements of the standards fully

Production of evidence for this unit

It is advised that learner evidence should be filed in a working portfolio of evidence which consists of observation records, assignments/essays, witness statements and records of any professional discussions or learners logs and so on. This working portfolio should not contain comprehensive teaching and learning notes as External Quality Assurers will only request to see assessment evidence, not teaching evidence. If learners wish to collate their teaching and learning notes these should be kept in a separate folder.

BIIAB Level 4 Award in the Roles and Responsibilities of Business Development Managers in the Licensed Retail Sector

17. BIIAB Level 4 Award in the Roles and Responsibilities of Business Development Managers in the Licensed Retail Sector Rules of Combination (ROC) and Structure

To achieve the BIIAB Level 4 Award in the Roles and Responsibilities of Business Development Managers in the Licensed Retail Sector learners **must** gain a **total of 2** credits. This **must** consist of:

- **Minimum total** credit: **2**

- A **minimum of 2** credits **must** be achieved through the completion of units at **Level 4** and above.

- Guided Learning Hours (GLH): **15**

- Total Qualification Time (TQT): **17**

The qualification has been developed based upon industry feedback as to the fundamental knowledge required to work in the sector at the level.

Listed below are the qualification units.

Mandatory Unit Group A

Unit No.	URN	Unit Title	Credit	Level	GLH	Assessment Method
RRMRM2016	H/615/2494	Roles and responsibilities of multiple retail managers under the statutory Pubs Code Regulations 2016 and the voluntary working with the Pub Industry Framework Code of Practice	2	4	15	Portfolio

Mandatory Group A

Unit no	URN	Unit Title	Learner Signature	Date	Assessor Signature	Date	Internal Quality Assurer signature (if sampled)	Date
RRMRM2016	H/615/2494	Roles and responsibilities of multiple retail managers under the statutory Pub Code Regulations 2016 and the voluntary Pub Industry Framework Code of Practice						

Learner Summative Reflection

BIIAB

The purpose of this summative reflection is to enable you, the learner to reflect on your qualification, what you have learnt and how you have been able to apply this within your work role.

You will need to complete your statement in the space provide below and sign & date the document, or you and your assessor may wish to record your reflection on a voice recorder.

Learner Name: _____

Qualification Unit Summary

Unit No.	Completion Date	Assessor Signature	Unit No.	Completion Date	Assessor Signature

Learner Reflection

Learner Signature: _____   Date: _____

Assessor Signature: _____   Date: _____

BIIAB Level 4 Award in the Roles and Responsibilities of Business Development Managers in the Licensed Retail Sector

BIIAB

Notices

BIIAB Level 4 Award in the Roles and Responsibilities of Business Development Managers in the Licensed Retail Sector

Infor House
1 Lakeside Road
Farnborough
Hampshire
GU14 6XP