Qualification Handbook

BIIAB Level 2 Award In Licensed Hospitality Operations

600/3355/1

Version 2

Version and date	Change, alteration or addition	Section
January 2018, Version 2	Updated handbook throughout to remove reference to "QCF"	Front page, header, Section 1, 6, 12
	Updated RoC with TQT figures	Section 6

Table of Contents

1. About the BIIAB Level 2 Award In Licensed Hospitality Operations

BIIAB is regulated to deliver this qualification by Ofqual and CCEA Regulation in England and Northern Ireland respectively. The qualification has a unique Qualification Number (QN) which is shown below. Each unit within the qualification will also have a regulatory Unit Reference Number (URN).

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

Qualification Title	Qualification Number (QN) (England and Northern Ireland)
BIIAB Level 2 Award In Licensed Hospitality Operations	600/3355/1

2. Objective and Purpose of this Qualification

This qualification has been designed to allow learners to obtain and then demonstrate the knowledge related to good practices in running licensed premises at Level 2.

The primary purpose of the qualification is to progress to the next level of vocational learning by preparing for further learning or training by developing knowledge and/or skills in a subject area. However, employers can also rely on the knowledge provided as meeting nationally recognised standards at this level as such the sub-purpose is to develop knowledge and/or skills in a subject area.

Due to constant Regulatory, policy and funding changes users are advised to check this qualification has been placed in the relevant Apprenticeship Framework and / or 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 quality assurers 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 (e.g. 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 title, Unit Regulation Number and BIIAB Unit number for each unit, alongside its level, credit, and Guided Learning Hours (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 2 Award In Licensed Hospitality Operations Rules of Combination (ROC) and Structure

To achieve the BIIAB Level 2 Award In Licensed Hospitality Operations learners **must** gain a **total of 3** credits. This **must** consist of:

- **Minimum total** credit: 3

- A **minimum of 3** credits **must** be achieved through the completion of units at **Level 2** and above.

- GLH: **30**

- TQT: **30**

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
LHO	M/503/5152	Licensed Hospitality Operations	3	2	30	Multiple-choice exam

7. Age Restriction

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

- 16-18
- 19+.

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.

The qualification is designed to equip learners with the knowledge related to good practices in running licensed premises at Level 2. The recommended progression route is to the BIIAB Level 3 Award in Hospitality Business Management. It also will allow for a number of progression routes to into other areas of learning and employment.

Achievement of the qualification offers opportunities for progression, including:

- 600/4570/X BIIAB Level 3 Award In Hospitality Business Management
- 600/4577/2 BIIAB Level 3 Certificate In Hospitality Business Management

9. Assessment

Overview of assessment strategy

The Assessment Strategy has been designed by BIIAB, in conjunction with an expert panel, and a steering group. All BIIAB approved training centres and their assessment must adhere to the designed assessment strategy for this qualification. The qualification contains one knowledge unit, and this unit is externally set and marked by BIIAB. The examination comprises of 40 Multiple Choice questions. Assessments provided by BIIAB will ensure that effective learning has taken place and that learners have the opportunity to:

- meet the assessment criteria
- achieve the learning outcomes.

Assessment process

Assessments will be accessible and will produce results that are valid, reliable, transparent and fair. BIIAB will ensure that the result of each assessment taken by a learner in relation to a qualification reflects the level of attainment demonstrated by that learner in the assessment, and will be based upon the achievement of all of the specified learning outcomes.

Details of the ordering process, assessment documentation, invigilation requirements to centres and the documentation to be completed can be found in the Examination and Invigilation Regulations for the Administration of BIIAB Qualifications document, available in the password protected area of CentreZone.

BIIAB will make every effort to ensure that it allows for assessment to:

- Be up to date and current
- Reflect the context from which the learner has been taught
- Be flexible to learner needs

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 having sufficient knowledge
- Learners believe they are competent and that they have been misjudged

BIIAB expects most appeals from learners to be resolved within the centre. BIIAB will only consider a learner'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:

- Learner materials
- Learning outcomes and assessment criteria
- Externally set assessments

All of these resources are available to download for BIIAB approved training providers.

www.biiab.org has secure sections within the website where BIIAB approved centres can access materials, and all other documentation relevant to the qualification. Centres can access this information by logging into www.biiab.org and searching for the qualification underneath the Qualifications tab.

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. The majority of these units are written by the Sector Skills Council, although some are written by other organisations. BIIAB includes the mandatory units within this pack, and makes all units available at www.biiab.org.

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 undertaking assessments.

The qualification will be assigned Total Qualification Time (TQT), which, as well as GLH, will include the estimated number of hours spend in preparation, study or any other supervised learning, study or assessment for an average learner.

When planning how to deliver the qualification it is important to refer to this definition.

Centres must refer to the Assessment Principles and Additional Requirements detailed in this handbook when planning the delivery and assessment of these qualifications.

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 the unit title submitted to the Regulator.

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.

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. There are usually multiple assessment criteria for each Learning Outcome.

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 centrezone.bii.org .

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 centrezone.bii.org .

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 periodically reviewed and revised to ensure the content remains relevant, assessment approach remains appropriate and that it remains valid and fit for purpose.

16. Mandatory Units

The following units are mandatory for this qualification.

Unit Title	Licensed Hospitality Operations
BIIAB Reference	LHO
Level	2
Credit Value	3
GLH	30
Unit Reference No.	M/502/5152

Learning Outcome - The learner will:		Assessment Criterion - The learner can:	
1	Understand the legal requirements and statutory responsibility for compliance with health and safety at work legislation	1.1	State the required health and safety documents, records and certification and the requirements to display such documentation
		1.2	State the requirement for relevant risk assessments to be conducted
		1.3	State the requirement for first aid provisions
		1.4	State the legal requirements for the reporting of accidents and injuries in the workplace
		1.5	State the requirements for fire safety procedures including the provision of fire fighting equipment
		1.6	State the requirements with regard to manual handling
		1.7	State the requirements with regard to COSHH
		1.8	State the requirements and good practice with regard to the safe use of electrical equipment
		1.9	State the principles of HACCP
2	Understand good practice and statutory responsibility with regard to financial management and cash control	2.1	Identify the tools necessary to manage business finances and control cash flow
		2.2	State what is meant by retail price and sales price
		2.3	State what is meant by gross and net profit margins
		2.4	State what is meant by the break even level
		2.5	State what is meant by fixed and variable costs
		2.6	State statutory responsibilities in terms of national insurance, PAYE and VAT
		2.7	Calculate retail price (using formula supplied)
		2.8	Calculate the break even point
3	Understand good practice with	3.1	State good practice guidance for till operation

Unit Title	Licensed Hospitality Operations
BIIAB Reference	LHO
Level	2
Credit Value	3
GLH	30
Unit Reference No.	M/502/5152
Learning Outcome - The learner will:	**Assessment Criterion - The learner can:**

Learning Outcome		Assessment Criterion	
	regard to cash security, stock control and fraud awareness	3.2	State how to ensure cash and stock is secure on the premises
		3.3	Identify indicators of fraudulent practices and how to prevent these
		3.4	Identify planning and stock control systems
4	Understand key areas of legislation with regard to retailing responsibly and trading within the law	4.1	State the legal measurements for selling beer, cider, wine and spirits
		4.2	State which notices need to be displayed (in England and Wales or in Scotland, as appropriate)
		4.3	State the law with regard to information that must be given in price lists
		4.4	State the law with regard to licences for music
		4.5	State the law on smoking in licensed premises including the law on the sales of tobacco products
5	Understand key areas of legislation with regard to crime prevention	5.1	State the law with regard to smuggled goods, tipping, substitution and passing off
		5.2	State good practice with regard to the control of disorderly conduct and anti-social behaviour
		5.3	Identify good practice guidelines for dealing with drug related problems
		5.4	Identify strategies for the prevention and reporting of suspected terrorist activity and the use of CCTV
6	Understand relevant employment law	6.1	State the law with regard to national minimum wage
		6.2	State the law with regard to the issue of a statement of terms and conditions of employment
		6.3	State the rights of staff to paid holiday
		6.4	State the rights of staff to sickness benefit
		6.5	State the rights of staff to maternity and paternity leave
		6.6	State the law with regard to the issue of itemised pay statements
		6.7	State the relevant law with regard to the Employment Rights (Dispute Resolution) Act 1995

Unit Title	Licensed Hospitality Operations
BIIAB Reference	LHO
Level	2
Credit Value	3
GLH	30
Unit Reference No.	M/502/5152

Learning Outcome - The learner will:	Assessment Criterion - The learner can:	
	6.8	State the relevant law relating to discrimination under the Equality Act 2010
	6.9	State the law with regard to termination of employment and redundancy
	6.10	State the law with regard to transfer of undertakings (TUPE)
	6.11	State the law with regard to employment of children and young persons
	6.12	State the law with regard to the Working Time Regulations
7 Understand good practice for recruitment, induction and management of staff	7.1	Identify the key elements of a job description
	7.2	State good practice guidelines for advertising for and interviewing prospective staff
	7.3	State good practice guidelines on the relevance, production of and use of references
	7.4	State the importance of checking a persons eligibility to work
	7.5	State good practice guidelines for induction of staff
	7.6	State the importance of staff training
	7.7	Identify how and when to deliver staff training
	7.8	State how to communicate with and motivate staff
	7.9	State the benefits of delegating to staff and how to do this successfully
8 Understand the key components of marketing and merchandising	8.1	State how to develop a marketing plan
	8.2	Identify key marketing tools (SWOT analysis, market segmentation, marketing objectives)
	8.3	State how to identify the best retail offer for the customer profile
	8.4	State the key principles of merchandising
	8.5	State the key guidelines for influencing customer decisions through merchandising

Unit Title	Licensed Hospitality Operations
BIIAB Reference	LHO
Level	2
Credit Value	3
GLH	30
Unit Reference No.	M/502/5152

Learning Outcome - The learner will:		Assessment Criterion - The learner can:
	8.6	State key opportunities for maximising sales
	8.7	State the purpose and key elements of promotions and how to evaluate them
	8.8	Identify different business promotion methods and the advantages and disadvantages of these
9 Understand the basic principles of effective customer service	9.1	Identify the essential elements of effective customer service
	9.2	State good practice guidelines for managing customer complaints
10 Understand the importance of product knowledge and preparation for service	10.1	Identify good practice guidelines for preparing the premises for service
	10.2	Identify the key characteristics of core product lines
	10.3	Identify good practice guidelines for the service and presentation of the retail offer
11 Understand good practice with regard to offering catering	11.1	State the suitability of types of equipment and service delivery for various styles of catering
	11.2	State the basic principles of menu construction and design
	11.3	State the factors involved in costing a dish and the information required in a dish specification
12 Understand the legal requirements with regard to gaming and the importance of maximising income	12.1	State the law with regard to gaming, betting, lotteries and gaming (AWP) machines
	12.2	Identify how to maximise machine income
	12.3	State the legal age requirements with regard to gaming

Notices

This book does not purport to contain an authoritative or definitive statement of the law or practice on any subject and the publishers supply the information on the strict understanding that no legal or other liability attaches to them in respect of it. References to sources of further guidance or information have been made where appropriate.

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