

Qualification Handbook

BIIAB Level 2 Award in Drugs Awareness for Licensed Hospitality Staff

501/1268/5

Version 2

**BIIAB Level 2 Award in Drugs
Awareness for Licensed
Hospitality Staff Handbook**



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

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1. About the BIIAB Level 2 Award in Drugs Awareness for Licensed Hospitality Staff

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)
BIIAB Level 2 Award in Drugs Awareness for Licensed Hospitality Staff	501/1268/5

2. Objective and Purpose of this Qualification

This qualification has been designed to allow learners to obtain and then demonstrate the knowledge related to safe practices and drugs prevention in 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 prepare for further learning or training, and 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 Drugs Awareness for Licensed Hospitality Staff Rules of Combination (ROC) and Structure

To achieve the BIIAB Level 2 Award in Drugs Awareness for Licensed Hospitality Staff learners **must** gain a **total of 1** credit. This **must** consist of:

- **Minimum total** credit: **1**
- A **minimum of 1** credit **must** be achieved through the completion of units at **Level 2** and above.
- GLH: **10**
- TQT: **10**

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
DALP	M/601/7499	Drugs Awareness in Licensed Premises	1	2	10	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 safe practices and drugs prevention in 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 30 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
- Tutor support material
- 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.

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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 BIIAB Reference Level Credit Value GLH Unit Reference No.	Drugs Awareness in Licensed Premises DALP 2 1 10 M/601/7499	
Learning Outcome - The learner will:	Assessment Criterion - The learner can:	
1 Be able to identify the most common trends in drugs misuse and where to obtain further information	1.1	State general and UK drug trends
	1.2	Identify who to approach for local information on current drugs trends
	1.3	State the key elements of the Government's anti-drugs strategy
2 Be able to identify drug-related legislation and offences relevant to licensed premises and state how and why drugs are classified	2.1	Identify relevant legislation and offences under the provisions of The Misuse of Drugs Act 1971, The Licensing Act 2003, The Drugs Act 2005 and the Anti-Social Behaviour Act 2003
	2.2	Identify the offence under the Misuse of Drugs Act that specifically applies to premises licence holders, designated premises supervisors and managers of licences premises
	2.3	State how and why drugs are classified
	2.4	State the law and processes concerning a review of the premises licence and suspension or forfeiture of a personal licence in relation to controlled drug misuse on licensed premises
	2.5	State the law in relation to powers to close premises in respect of class A drug activity
	2.6	State the law regarding police rights of entry to licensed premises
3 Be able to identify the most common drugs offences associated with licensed premises and recognise signs of their occurrence	3.1	Identify drug problems particular to licensed premises which cater for various customer groups in various types of location
	3.2	Identify paraphernalia that might indicate that cannabis is being misused in licensed premises
	3.3	Identify paraphernalia that might indicate that amphetamines or cocaine is being misused in licensed premises
	3.4	Identify customer behaviour that might indicate that drugs are being misused in licensed premises
	3.5	Identify behaviour that might indicate that drug dealing is taking place
	3.6	State health risks associated with drug misuse and with mixing drugs with alcohol

Unit Title	Drugs Awareness in Licensed Premises	
BIIAB Reference	DALP	
Level	2	
Credit Value	1	
GLH	10	
Unit Reference No.	M/601/7499	
Learning Outcome - The learner will:	Assessment Criterion - The learner can:	
	3.7	Identify symptoms and customer behaviour that might indicate that drinks spiking is occurring
4 Understand the need for a drug strategy for licensed premises as part of a partnership approach and be able to identify what should be included in a drugs strategy and how it should be implemented and monitored	4.1	State the need for and the importance of partnerships with the Licensing Authority, the police and other relevant authorities
	4.2	Identify how to initiate, implement and monitor a drugs strategy as part of the risk assessment and operating schedule for the premises
	4.3	State how the design and decoration of premises can discourage drugs misuse
	4.4	Identify the importance of staff training and staff monitoring within a drugs strategy
	4.5	State the benefits of using surveillance and closed circuit television (CCTV) and how to record CCTV correctly to provide admissible evidence
5 Understand the practical steps that can be taken to prevent drug related activity on licensed premises	5.1	State the right and duty to refuse entry and the role of door supervisors
	5.2	State good practice guidelines for conducting pre-entry searches of customers
	5.3	State how to comply with requirements when finding or confiscating suspect substances and for the safe handover of found or confiscated drugs
	5.4	State the importance of making customers aware of the premises' zero tolerance drugs policy and of providing other appropriate drugs awareness materials for customers
6 Understand how to deal with public safety issues where drugs enter or are used on licensed premises	6.1	State how to comply with the requirements of public safety in terms of the prevention of over-crowding, overheating, spiking of drinks and the provision of first aid
	6.2	Identify good practice for recording drug related incidents in an incident record
	6.3	State the importance of safe handling and how to prevent injury from handling sharps during searches and when suspect substances are found
	6.4	Identify good practice guidelines for dealing with customers suspected of dealing drugs

Unit Title	Drugs Awareness in Licensed Premises	
BIIAB Reference	DALP	
Level	2	
Credit Value	1	
GLH	10	
Unit Reference No.	M/601/7499	
Learning Outcome - The learner will:	Assessment Criterion - The learner can:	
	6.5	Identify good practice guidelines for dealing with drug or alcohol related illness and emergencies

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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