



## Qualification Guidance Document



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

Level 4 Award - 603/0570/8



## Qualification Guidance Document

### About Us

BIIAB Qualifications Limited is part of Skills and Education Group, a charitable organisation that champions education and skills-oriented organisations, providers and learners, making real change locally, nationally and internationally.

BIIAB Qualification Limited has an on-line registration system to help customers register learners on its qualifications, units and exams. In addition it provides features to view exam results, invoices, mark sheets and other information about learners already registered.

### Sources of Additional Information

The BIIAB Qualifications Limited website [www.biiab.co.uk](http://www.biiab.co.uk) provides access to a wide variety of information.

### Copyright

Version	Date	Details of Change
2.0	July 2023	Upgraded to new branding
2.1	July 2023	Op end date and cert end date added to Qualification Summary

**Contents**

About Us.....	1
Contents.....	2
Qualification Summary .....	3
About the BIIAB Level 4 Award in the Roles and Responsibilities of Business Development Managers in Licensed Retail Sector.....	4
Objective and Purpose of this Qualification .....	4
About this Guidance.....	4
BIIAB Qualifications Limited Customer Service .....	5
What are Rules of Combination (RoC)? .....	5
BIIAB Level 4 Award in the Roles and Responsibilities of Business Development Managers in the Licensed Retail Sector Rules of Combination (ROC) and structure.....	6
Age Restrictions .....	6
Entry Requirements and Progression .....	7
Assessment.....	7
Initial Assessment and Induction .....	11
Resources .....	12
Design and Delivery.....	12
Format of Units .....	13
Initial Registration .....	14
Qualification Review and Feedback.....	15
Mandatory Units.....	15

This is a live document and as such will be updated when required. It is the responsibility of the approved centre to ensure the most up-to-date version of the Qualification Specification is in use. Any amendments will be published on our website and centres are encouraged to check this site regularly.

## Qualification Summary

BIIAB Level 4 Award in the Roles and Responsibilities of Business Development Managers in the Licensed Retail Sector – 603/0570/8							
<b>Qualification Purpose</b>	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						
<b>Age Range</b>	<b>Pre 16</b>		<b>16-18</b>		<b>18+</b>	✓	<b>19+</b>
<b>Regulation</b>	The above qualification is regulated by: <ul style="list-style-type: none"> <li>Ofqual</li> </ul>						
<b>Assessment</b>	<ul style="list-style-type: none"> <li>Multiple Choice Examination</li> <li>Written Examination</li> </ul>						
<b>Type of Funding Available</b>	See FaLa (Find a Learning Aim)						
<b>Qualification/Unit Fee</b>	See BIIAB Qualifications Limited website for current fees and charges						
<b>Grading</b>	Pass/Fail To achieve a Pass grade, learners <b>must</b> achieve all the Learning Outcomes and Assessment Criteria in all the units completed						
<b>Operational Start Date</b>	01/10/2016						
<b>Review Date</b>	31/07/2025						
<b>Operational End Date</b>	31/08/2023						
<b>Certification End Date</b>	31/12/2025						
<b>Guided Learning (GL)</b>	15 hours						
<b>Total Qualification Time (TQT)</b>	17 hours						
<b>Credit Value</b>	2						
<b>BIIAB Qualification Limited Sector</b>	Hospitality and Catering						
<b>Ofqual SSA Sector</b>	07.4 Hospitality and Catering						
<b>Support from Trade Associations</b>							
<b>Administering Office</b>	See BIIAB Qualifications Limited website						



## Qualification Guidance Document

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

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

## 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 Qualifications Limited head office.

## About this Guidance

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

The purpose of the guidance 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 guidance is updated, centres will be notified by BIIAB Qualifications Limited.

## **BIIAB Qualifications Limited Customer Service**

BIIAB Qualifications Limited is committed to giving the highest possible levels of customer service. Our service Level Agreement is available via [www.biiab.co.uk](http://www.biiab.co.uk)

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 Support Contact Details: 0115 854 1620

Email: [CustomerSupport@biiab.co.uk](mailto:CustomerSupport@biiab.co.uk)

Our Customer Support 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

## **What are Rules of Combination (RoC)?**

Under the Regulatory Qualifications Framework (RQF), 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 groups 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 Qualifications Limited 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.

## **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** credit. 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
- GLH: **15**
- 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	Level	Credit	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	4	2	15	Portfolio

### **Age Restrictions**

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

- 18+

## **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 601/6773/7
- BIIAB Level 5 NVQ Diploma in Management and Leadership 601/4602/3

## **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 Qualifications Limited 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.

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



## Qualification Guidance Document

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

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 quality assure the assessment and internal quality assurance 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

## Qualification Guidance Document

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.

## Qualification Guidance Document

- 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. 7

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:

## Qualification Guidance Document

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

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

For full details of the BIIAB Qualifications Limited's appeals procedure please refer to <https://biiab.co.uk/policies-and-procedures/>

## 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.

## Qualification Guidance Document

BIIAB Qualifications Limited 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.

## Resources

BIIAB provides the following additional resources for this qualification:

- A Learner Summative Reflection
- Access to the units

All of these resources are available on request.

### 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 Qualifications Limited includes the mandatory units within this pack, and makes all units available on request.

### 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.

## 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 learning, study or assessment for an average learner.

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.

## Qualification Guidance Document

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

### 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 Qualifications Limited also assign unique unit numbers which 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

## Qualification Guidance Document

demonstrate the achievement of the level of attainment necessary for the award of a qualification. TQT 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.

TQT is always assigned to the qualification however a similar calculation may on occasions also be assigned to a unit.

### **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.

## **Initial Registration**

### **Registration and Certification**

Learners should be registered and certificated via BIIAB Qualifications Limited's Customer Management System.

### **Equal Opportunities and Diversity Policy**

BIIAB Qualifications Limited has in place an equal opportunities policy, a copy can be found at <https://www.biiab.co.uk/policies-and-procedures/>

BIIAB Qualifications Limited 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

## Qualification Guidance Document

### 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 Qualifications Limited has a reasonable adjustment policy in place, a copy of which is provided to all approved centres and can be found at <https://www.biiab.co.uk/policies-and-procedures/>

### Qualification Review and Feedback

BIIAB Qualifications Limited 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 Qualifications Limited will give due 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.

### Mandatory Units

The following units are mandatory for this qualification.



## Qualification Guidance Document

### Roles and Responsibilities of Multiple Retail Managers Under the Statutory Pub Code Regulations 2016 and the Voluntary Pub Industry Framework Code of Practice

<b>Unit Title</b>	Roles and responsibilities of multiple retail under the statutory pub code regulations 2016 and the voluntary pub industry framework code of practice
<b>Unit Purpose</b>	<p>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.</p> <p>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.</p> <p>The unit does not aim to provide knowledge or understanding of requirements for Scotland and Northern Ireland or any other country.</p>
<b>Unit Reference</b>	H/615/ 2494
<b>BIIAB Reference</b>	RRMRM2016
<b>Level</b>	4
<b>Credit Value</b>	2
<b>GLH</b>	15
<b>Learning Outcome- The learner will:</b>	<b>Assessment Criteria- The learner can:</b>
<ol style="list-style-type: none"> <li>1. Understand the background to the statutory Pubs Code Regulations 2016 in respect of pub companies operating 500 or more pubs</li> </ol>	<ol style="list-style-type: none"> <li>1.1. Explain the background to the Pubs Code Regulations 2016 (PCR 2016) in respect of companies operating 500 or more tied, tenanted or leased pubs</li> </ol>

	<p>1.2. Explain the aims and the obligations of pub companies in respect of the PCR 2016 for tied, tenanted or leased pubs</p> <p>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</p> <p>1.4. List the key points of information that must be given to a tenant/lessee under the PCR 2016</p>
<p>2. Understand the background to the voluntary Pub Industry Framework Code of Practice in respect of pub companies operating up to 499 pubs</p>	<p>2.1. 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</p> <p>2.2. Evaluate the aims and the obligations of the voluntary Pub Industry Framework COP</p> <p>2.3. Identify the key people who should receive and sign copy of the COP and give the reasons why</p> <p>2.4. Explain the key points of the information that should be included in the Pub Companies COP</p>
<p>3. Understand the pre-entry requirements for prospective tenants and lessees in respect of pub companies of all sizes</p>	<p>3.1. Identify the pre-entry requirements for prospective tenants and lessees</p> <p>3.2. Explain the reasons for the requirement of appropriate pre-entry training</p> <p>3.3. Summarise the key information a pub company is obliged to supply to prospective tenants and lessees</p>

## Qualification Guidance Document

<p>4. Understand the different types of rental agreements</p>	<p>4.1. Explain the different types of agreements that may be made offered to tenants/ lessees by the multiple retail manager</p> <p>4.2. Explain the process for assignment of leases and the obligations on all parties involved</p>
<p>5. Understand the repair and obligations in respect of the different types of agreements</p>	<p>5.1. Explain the repair and dilapidations obligations in respect of the different types of agreement</p> <p>5.2. Explain the financial implications with regard to repair of a premises in respect of different types of repair obligations</p> <p>5.3. Summarise the information that should be included in a dilapidations report</p>
<p>6. Understand the law in relation to Transfer of Undertakings (Protection of Employment) Regulations 2006 (TUPE)</p>	<p>6.1. Summarise the process and timelines with regard to TUPE</p> <p>6.2. Explain the potential penalties for failing to adhere to TUPE</p>
<p>7. Understand what is meant by the drinks tie and pub company obligations in relation to trading terms</p>	<p>7.1. Explain the drinks tie in relation to leased and tenanted pub agreements</p> <p>7.2. Explain the market rent only option for pub companies operating 500 or more pubs as required by the PCR 2016</p>
<p>8. Know the key principles of Flow Monitoring Equipment (FME) and the benefits of using it</p>	<p>8.1. Describe what Flow Monitoring Equipment (FME) is and the benefits of using it</p> <p>8.2. Explain the procedures and protocols involved if FME is used and the consequences if contractual rights are breached</p>
<p>9. Know the procedure for rent assessment under the statutory PCR 2016 and the</p>	<p>9.1. Explain the sequence of events which would trigger the offer of a market rent only option under the PCR 2016</p>

## Qualification Guidance Document

<p>voluntary Pubs Framework Code of Practice</p>	<p>9.2. Describe the procedure for setting rent in relation to Fair Maintainable Trade (FMT) and how FMT works</p> <p>9.3. Describe the procedure for rent review summarising the options available if rent cannot be agreed at review</p> <p>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</p> <p>9.5. Outline the requirement to provide a record of all discussions and the timescale for this provision</p> <p>9.6. Explain the tenant’s responsibility to respond to these discussions and the timescales within which this response must be received</p>
<p>10. Understand company policy and terms of business and trading in relation to pub companies of all sizes</p>	<p>10.1. Summarise the information that should be provided to lessees and tenants in relation to price lists and trading terms</p> <p>10.2. Describe company policy in relation to gaming machines, including supply and operation</p> <p>10.3. Summarise company policy with regard to capital developments</p> <p>10.4. Describe company policy in relation to insurance</p> <p>10.5. Summarise company policy for on-going training and support for tenants and lessees</p>

## Qualification Guidance Document

	<p>10.6. Summarise company policy for progression and support for the multiple retail manager</p>
<p>11. Know the procedures to be adopted with regard to disputes for pub companies of all sizes</p>	<p>11.1. Evaluate the impact of the PCR 2016 when dealing with disputes</p> <p>11.2. Describe procedures if there is a breakdown in communication</p> <p>11.3. Identify the bodies that can mediate in the event that agreement cannot be reached</p> <p>11.4. Summarise how external independent disputes bodies assist to resolve disputes that are unable to be resolved internally</p>
<p>12. Know what documentary information covering policies and procedures is required for new tenants and lessees in respect of pub companies of all sizes</p>	<p>12.1. Identify documentary information which covers company policies and procedures for new tenants and lessees based on the voluntary Pub Industry Framework COP</p> <p>12.2. Identify the policies and procedures for new tenants and lessees to ensure compliance with the requirements of the PCR 2016</p>