



**Qualification Guidance Document**

# **BIIAB Level 2 Award in Licensed Hospitality Operations**

**England – 600/3355/1**  
**Wales – C00/1728/8**

## About Us

At BIIAB Qualifications Limited we continually invest in high quality qualifications, assessments and services for our chosen sectors. As a UK leading sector specialist, we continue to support employers and skills providers to enable individuals to achieve the skills and knowledge needed to raise professional standards across our sectors.

BIIAB Qualifications Limited have 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.

The system is accessed via a web browser by connecting to our secure website using a username and password: [Skills and Education Group Awards Secure Login](#)

## Sources of Additional Information

The [BIIAB Qualifications Limited](#) website provides access to a wide variety of information.

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This document may be copied by approved centres for the purpose of assessing learners. It may also be copied by learners for their own use.

## Specification Code

The specification code is A3329-02.

Issue	Date	Details of change
2.0	January 2018	Updated Specification throughout to remove reference to 'QCF'

2.1	September 2022	Updated with new formatting and document style throughout. Information checked for accuracy. Document links updated. Additional guidance provided throughout.
2.2	September 2022	Minor spelling error corrected on BIIAB's email address page 6 & 10
3.0	June 2023	Updated to new branding
3.1	October 2025	Added new section 'Assessment materials allowed'
3.2	May 2026	Updated to new company branding

This guide should be read in conjunction with the Indicative Content document which is available on our secure website using the link above.

## Contents

About Us .....	1
Sources of Additional Information .....	1
Copyright .....	1
Specification Code.....	1
Qualification Summary.....	4
Introduction.....	5
Pre-requisites.....	5
Qualification Structure and Rules of Combination .....	5
Aim .....	6
Target Group.....	6
Assessment .....	6
Resources.....	8
Practice Assessment Material .....	8
Teaching Strategies and Learning Activities .....	8
Progression Opportunities .....	8
Tutor / Assessor Requirements.....	9
Language .....	9
Unit Details.....	10
Licensed Hospitality Operations .....	10
Recognition of Prior Learning (RPL), Exemptions, Credit Transfers and Equivalencies .....	16
Certification .....	17
Exemptions.....	17
Glossary of Terms .....	18

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

<b>BIIAB Level 2 Award in Licensed Hospitality Operations</b>	
<b>Qualification Purpose</b>	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.
<b>Age Range</b>	Pre 16   16-18   ✓   18+   19+   ✓
<b>Regulation</b>	The above qualification(s) is/are regulated by: <ul style="list-style-type: none"> <li>&gt; Ofqual</li> <li>&gt; Qualifications Wales</li> <li>&gt; CCEA Regulation</li> </ul>
<b>Assessment</b>	Multiple Choice Examination
<b>Type of Funding Available</b>	See FaLA (Find a Learning Aim)
<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>	01/11/2011
<b>Review Date</b>	30/09/2025
<b>Operational End Date</b>	
<b>Certification End Date</b>	
<b>Guided Learning (GL)</b>	30 hours
<b>Total Qualification Time (TQT)</b>	30 hours
<b>Credit Value</b>	3

<b>BIIAB Qualifications Limited Sector</b>	Hospitality and Catering
<b>Regulator Sector</b>	07.4 Hospitality and Catering
<b>Support from Trade Associations</b>	

## Introduction

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.

<b>Qualification</b>	<b>Qualification Number (QN)</b>
BIIAB Level 2 Award in Licensed Hospitality Operations	600/3355/1

## Pre-requisites

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.

BIIAB Qualifications Limited expects approved centres to recruit with integrity on the basis of a trainee's ability to contribute to and successfully complete all the requirements of a unit(s) or the full qualification.

## Qualification Structure and Rules of Combination

### Rules of Combination: BIIAB Level 2 Award in Licensed Hospitality Operations

To achieve the BIIAB Level 2 Award in Licensed Hospitality Operations qualification learners **must** gain a total of **3** credits from the mandatory unit listed below.

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

Unit Title	Unit Number	Level	Credit Value	GL
<b>Mandatory Group Minimum Credit Target – 3</b>				
Licensed Hospitality Operations	M/503/5152 LHO	2	3	30

## Aim

This qualification has been designed to allow learners to obtain and then demonstrate the knowledge related to good practice 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 qualification's status, please contact BIIAB Qualifications Limited head office.

## Target Group

This qualification is appropriate for use in the following age ranges:

- > 16-18
- > 19+

## Assessment

This qualification is assessed by external examination and requires internal and external moderation. Specific requirements and restrictions may apply to individual units within qualifications. Please check unit and qualification details for specific information.

Centres must take all reasonable steps to avoid any part of the assessment of a learner (including any internal quality assurance and invigilation) being undertaken by any person who has a personal interest in the result of the assessment.

### **Overview of assessment strategy**

The Assessment Strategy has been designed in conjunction with an expert panel, and a steering group. All Centres must adhere to the designed assessment strategy for this qualification.

This qualification contains one knowledge unit, and this unit is externally set and marked by BIIAB Qualifications Limited. In order to assess formally the learners' knowledge, a **multiple-choice knowledge test** has been developed. For this qualification, the examination comprises of **40 Multiple Choice questions**. This can be taken online or on paper. The pass threshold for this award is 80% therefore to achieve a pass grade learners must answer 32 questions correctly. You will be allocated **60 minutes** for the test.

If taken online, the tests are scheduled in our BIIAB Customer Management System and each learner in a cohort will sit a unique test. The online tests are marked automatically.

### **Assessment materials allowed**

#### **Multiple Choice Questions Exam (Online)**

Only the use of dictionaries is permitted. Learners must not refer to any books or materials whilst taking this examination. Learners may use the online calculator if required.

#### **Multiple Choice Questions Exam (Paper)**

Only the use of dictionaries is permitted. Learners must not refer to any books or materials whilst taking this examination. Learners may use a calculator if required.

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.

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

- > be up to date and current
- > reflect the context from which the learner has been taught
- > be flexible to learner needs

Please refer to the [Instructions for the Conduct of Examinations and Other External Assessment](#) for further information.

## Resources

BIIAB Qualifications Limited provides the following additional resources for this qualification

- > Purpose Statement
- > Learner Unit Achievement Checklist
- > Multiple-choice knowledge tests

## Practice Assessment Material

BIIAB Qualifications Limited confirm that there is no practice assessment material for this qualification.

## Teaching Strategies and Learning Activities

Centres should adopt a delivery approach which supports the development of all individuals. The aims and aspirations of all the learners, including those with identified special needs or learning difficulties/disabilities, should be considered and appropriate support mechanisms put in place.

## Progression Opportunities

This qualification is designed to equip learners with the knowledge related to good practices in running licensed premises at Level 2.

Achievement of the qualification offers opportunities for progression, including:

- > 600/4570/X BIIAB Level 3 Award in Hospitality Business Management

Centres should be aware that Reasonable Adjustments, which may be permitted for assessment, may in some instances limit a learner's progression into the sector. Centres must, therefore, inform learners of any limits their learning difficulty may impose on future progression.



## **Tutor / Assessor Requirements**

BIIAB Qualifications Limited require those involved in the teaching and assessment process to be suitably experienced and / or qualified. Assessors should also be trained and qualified to assess or be working towards appropriate qualifications.

Those responsible for Internal Quality Assurance (IQA) must be knowledgeable of the subject/occupational area to a suitable level to carry out accurate quality assurance practices and processes.

## **Language**

This specification and associated assessment materials are in English only.

## Unit Details

Licensed Hospitality Operations									
<b>Unit Reference</b>	M/503/5152								
<b>Level</b>	2								
<b>Credit Value</b>	3								
<b>Guided Learning (GL)</b>	30								
<b>Unit Summary</b>	This unit provides learners with an understanding of the legal and operational requirements for running a compliant retail or licensed business. It covers key areas including health and safety, financial management, employment law, and crime prevention. Learners will develop knowledge of good practice in staff management, cash handling, stock control, marketing, merchandising, and customer service. The unit also addresses product knowledge, catering practices, and the legal requirements relating to gaming.								
<b>Learning Outcomes (1 to 12)</b>	<b>Assessment Criteria (1.1 to 12.3)</b>								
<b>The learner will</b>	<b>The learner can</b>								
1. Understand the legal requirements and statutory responsibility for compliance with health and safety at work legislation	<table border="1"> <tbody> <tr> <td>1.1</td> <td>State the required health and safety documents, records and certification and the requirements to display such documentation</td> </tr> <tr> <td>1.2</td> <td>State the requirement for relevant risk assessments to be conducted</td> </tr> <tr> <td>1.3</td> <td>State the requirement for first aid provisions</td> </tr> <tr> <td>1.4</td> <td>State the legal requirements for the reporting of accidents and injuries in the workplace</td> </tr> </tbody> </table>	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
1.1	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  1.6  1.7  1.8  1.9	State the requirements for fire safety procedures including the provision of fire-fighting equipment  State the requirements with regard to manual handling  State the requirements with regard to COSHH  State the requirements and good practice with regard to the safe use of electrical equipment  State the principles of HACCP
2. Understand good practice and statutory responsibility with regard to financial management and cash control	2.1  2.2  2.3  2.4  2.5  2.6  2.7  2.8	Identify the tools necessary to manage business finances and control cash flow  State what is meant by retail price and sales price  State what is meant by gross and net profit margins  State what is meant by the break-even level  State what is meant by fixed and variable costs  State statutory responsibilities in terms of national insurance, PAYE and VAT  Calculate retail price (using formula supplied)  Calculate the break-even point
3. Understand good practice with regard to cash security, stock control and fraud awareness	3.1  3.2	State good practice guidance for till operation  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 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 1998
	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 an interviewing prospective staff
	7.3	State good practice guidelines on the relevance, production of and use references
	7.4	State the importance of checking a person's 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
	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

## Recognition of Prior Learning (RPL), Exemptions, Credit Transfers and Equivalencies

BIIAB Qualifications Limited policy enables learners to avoid duplication of learning and assessment in a number of ways:

- > **Recognition of Prior Learning (RPL)** – a method of assessment that considers whether a learner can demonstrate that they can meet the assessment requirements for a unit through knowledge, understanding or skills they already possess and do not need to develop through a course of learning.
- > **Exemption** – Exemption applies to any certificated achievement which is deemed to be of equivalent value to a unit within BIIAB Qualifications Limited qualification, but which does not necessarily share the exact learning outcomes and assessment criteria. It is the assessor's responsibility, in conjunction with the Internal Moderator, to map this previous achievement against the assessment requirements of the BIIAB Qualifications Limited qualification to be achieved in order to determine its equivalence.
  - > Any queries about the relevance of any certificated evidence should be referred in the first instance to your centre's internal moderator and then to BIIAB Qualifications Limited.
  - > It is important to note that there may be restrictions upon a learner's ability to claim exemption or credit transfer which will be dependent upon the currency of the unit/qualification and a learner's existing levels of skill or knowledge.
  - > Where past certification only provides evidence that could be considered for exemption of part of a unit, learners must be able to offer additional evidence of previous or recent learning to supplement their evidence of achievement.
- > **Credit Transfer** – BIIAB Qualifications Limited may attach credit to a qualification, a unit or a component. Credit transfer is the process of using certificated credits achieved in one qualification and transferring that achievement as a valid contribution to the award of another qualification. Units/Components transferred must share the same learning outcomes and assessment criteria along with the same unit number. Assessors must ensure that they review and verify the evidence through sight of:
  - > Original certificates OR
  - > Copies of certificates that have been signed and dated by the internal moderator confirming the photocopy is a real copy and make these available for scrutiny by the External Moderator.
- > **Equivalencies** – opportunities to count credits from the unit(s) from other qualifications or from unit(s) submitted by other recognised organisations towards the place of mandatory or optional unit(s) specified in the rule of combination. The unit must have the same credit value or greater than the unit(s) in question and be at the same level or higher.

BIIAB Qualifications Limited encourages its centres to recognise the previous achievements of learners through Recognition of Prior Learning (RPL), Exemption, Credit Transfer and Equivalencies. Prior achievements may have resulted from past or present employment, previous study or voluntary activities. Centres should provide advice and guidance to the learner on what is appropriate evidence and present that evidence to the external moderator in the usual way.

Further guidance can be found in 'Delivering and Assessing Qualifications' which can be downloaded from [bijab.co.uk/for-centres/](http://bijab.co.uk/for-centres/)

## **Certification**

Learners will be certificated for all units and qualifications that are achieved and claimed.

BIIAB Qualifications Limited policies and procedures are available on the website.

## **Exemptions**

This qualification contains no exemptions. For further details see Recognition of Prior Learning (RPL), Exemptions, Credit Transfers and Equivalencies.

## Glossary of Terms

### **GL (Guided Learning)**

GL is where the learner participates in education or training under the immediate guidance or supervision of a tutor (or other appropriate provider of education or training). It may be helpful to think – ‘Would I need to plan for a member of staff to be present to give guidance or supervision?’

GL is calculated at qualification level and not unit/component level.

Examples of Guided Learning include:

- > Face-to-face meeting with a tutor
- > Telephone conversation with a tutor
- > Instant messaging with a tutor
- > Taking part in a live webinar
- > Classroom-based instruction
- > Supervised work
- > Taking part in a supervised or invigilated formative assessment
- > The learner is being observed as part of a formative assessment.

### **TQT (Total Qualification Time)**

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.’ The size of a qualification is determined by the TQT.

TQT is made up of the Guided Learning (GL) plus all other time taken in preparation, study or any other form of participation in education or training but not under the direct supervision of a lecturer, supervisor or tutor.

TQT is calculated at qualification level and not unit/component level.

Examples of unsupervised activities that could contribute to TQT include:

- > Researching a topic and writing a report
- > Watching an instructional online video at home/e-learning
- > Watching a recorded webinar
- > Compiling a portfolio in preparation for assessment
- > Completing an unsupervised practical activity or work
- > Rehearsing a presentation away from the classroom
- > Practising skills unsupervised
- > Requesting guidance via email – will not guarantee an immediate response.