



Purpose Statement

BIIAB Level 2 Certificate in Licensed Hospitality Operations – 601/4851/2 and C00/0679/5

Overview

The BIIAB Level 2 Certificate in Licensed Hospitality Operations has been designed to allow learners to develop the underpinning knowledge for working in licensed hospitality, for example behind a bar or in customer-facing roles in the bar area, employed in various licensed hospitality premises such as:

- > Leased premises
- > Managed houses
- > Tenanted premises
- > Hotels
- > Restaurants
- > Nightclubs
- > Club premises

Alongside the BIIAB Level 2 Certificate in Licensed Hospitality Skills and Essential Skills in Wales in English and Maths, the qualification is designed to make up the component parts of the Level 2 Apprenticeship in Licensed Hospitality in Wales.

The primary purpose of the qualification is to prepare for further learning or training by developing 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 is funded for use with individual learners before making registrations. If you are unsure about the qualification's status, please contact BIIAB head office.

Who is this qualification for?

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

- > 16-18
- > 19+

Skills and Education Group Awards expects approved centres to recruit with integrity on the basis of a learner's ability to contribute to and successfully complete all the requirements of a unit(s) or the full qualification.

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What does the qualification cover?

Learners must achieve 15 credits (10 credits from the mandatory group and a minimum of 2 units and 5 credits from the optional group).

The qualification covers:

Mandatory Group

- > **Legal and Social Responsibilities of a Personal Licence Holder** - This unit introduces learners to the legal framework for the sale of alcohol and the role of the Personal Licence Holder. It covers the application, duties and validity of a Personal Licence, along with key aspects of licensing law, including premises licences, Temporary Event Notices and the role of the Designated Premises Supervisor (DPS).
Learners will gain an understanding of the Licensing Objectives, partnership working, and the responsibilities of those involved in licensed premises. The unit also includes the effects of alcohol, the protection of children, and the powers of authorities, as well as key legal duties, prohibitions and exemptions.
- > **Food safety in catering** - This unit aims to provide learners with the knowledge and understanding needed to maintain high standards of food safety within a catering environment. It focuses on personal responsibility, hygiene, safe working practices, and effective food handling to prevent contamination and protect consumers.
- > **Health and Safety in the Workplace** - The purpose of this unit is for the learner to understand the roles and responsibilities for health, safety and welfare in the workplace.
They will know how risk assessments contribute to health and safety and they will be able to identify risks and be able to respond to accidents.
- > **Alcohol Awareness** - This unit introduces learners to the licensed retail industry and the nature of alcohol, including strength and units. It develops understanding of the effects and risks of alcohol consumption, including alcohol misuse, drink spiking, sexual health risks and drink driving.
Learners will gain awareness of basic licensing law, including the Licensing Act 2003 and related offences, as well as the links between licensed premises, drugs and offensive weapons. The unit also highlights how the industry promotes responsible drinking and safe environments.
- > **Principles of Conflict Management in Licensed Hospitality** - This unit provides learners with an understanding of workplace violence, including its meaning, causes and impact, and outlines the responsibilities of employers and employees under the Health and Safety at Work Act 1974. Learners will develop knowledge of risk, including identifying violence-related hazards and applying the principles of risk assessment and risk management in conflict situations. The unit also explores the causes of

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aggression, its effects on behaviour, and how communication techniques and personal space can influence interactions.

Learners will gain an understanding of strategies to manage conflict and violent situations, including the importance of support, as well as the legal framework relating to self-defence and the removal of individuals from premises. Finally, the unit highlights the impact of workplace violence on victims and the importance of reporting incidents and providing appropriate support.

- > **Drugs Awareness in Licensed Premises** - This unit develops learners' understanding of drug misuse within licensed premises, including current trends and sources of information. It covers relevant legislation, drug classification, and common offences, enabling learners to recognise signs of drug-related activity.

Learners will also understand the importance of a drugs strategy, including its key components, implementation, and monitoring, as part of a partnership approach. Practical measures to prevent and reduce drug-related activity are also addressed, supporting safe and compliant licensed environments.

- > **Licensed Hospitality Operations** - 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.

- > **Customer and Drinks Service** - This unit provides learners with the knowledge required to prepare a bar for service and maintain professional standards in a licensed environment. It develops understanding of basic selling and merchandising techniques, including delivering quality service to maximise customer satisfaction.

Learners will gain an understanding of the legal requirements relating to age-restricted sales, the duty to refuse service and the importance of complying with trading standards. The unit also covers the principles of effective customer service, including handling complaints and refusing service appropriately.

In addition, learners will understand how to keep information and premises secure, and how to safely and efficiently close the bar and customer areas at the end of service.

Optional Units

- > Beer and Cellar Quality (Cask and Keg)
- > The Essentials of Catering
- > Cooking Theory
- > Understanding the retail selling process
- > Understanding and selling wine



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- > Customer Service Excellence in Licensed Hospitality
- > Principles of Providing a Buffet and Carvery Service
- > Sales Promotions and Merchandising
- > Understanding a Business Market

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 a number of knowledge units, and they are externally set and marked by BIIAB Qualifications Limited. In order to assess formally the learners' knowledge, **multiple-choice knowledge tests for a number of units** have been developed.

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



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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.

What could this qualification lead to?

This qualification shows the learner has gained Level 2 knowledge in licensed hospitality. It may help the learner to move into supervisory or junior management roles within licensed hospitality.

Upon completion, the learner may be ready to progress to a higher level, for example by undertaking the following qualifications:

- > BIIAB Level 3 Certificate in Licensed Hospitality Operations (this focusses on the knowledge required)

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.

Further Information

Further information on the qualification can be found on the Skills and Education Group Awards website.