



Purpose Statement

BIIAB Level 2 Certificate in Licensed Hospitality Skills – 601/4850/0 and C00/0679/8

Overview

The BIIAB Level 2 Certificate in Licensed Hospitality Skills has been designed in conjunction with licensed hospitality experts to allow learners to develop the skills 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

Achievement of this qualification indicates competence. Alongside the BIIAB Level 2 Certificate in Licensed Hospitality Operations 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 confirm occupational competence. As such, this qualification has value either as a stand-alone qualification or as part of an Apprenticeship.

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 29 credits (15 credits from the mandatory group and a minimum of 2 units and 8 credits from optional group B and a minimum of 2 units and 6 credits from optional group C).

The qualification covers:

Mandatory Group

- > **Maintenance of a Safe, Hygienic and Secure Working Environment -** This unit is designed to develop learners' knowledge and skills in maintaining personal health and hygiene and contributing to a hygienic, safe, and secure workplace.
- > **Working Effectively as Part of a Hospitality Team -** This unit develops learners' knowledge and skills in planning and organising their own work, working effectively with team members, and developing their own skills. Learners will be able to prioritise tasks, manage time, and contribute positively within a team environment. They will also gain an understanding of how to work collaboratively, communicate effectively, and support team objectives. In addition, learners will understand how to assess their own performance, identify development needs, and take steps to improve their skills.
- > **Serve Alcoholic and Soft Drinks -** This unit develops learners' knowledge and skills in taking customer orders and serving both alcoholic and non-alcoholic drinks. Learners will be able to communicate effectively with customers, accurately take and process orders, and deliver drinks in line with organisational procedures. Learners will also understand the principles of good customer service, including legal and responsible service of alcohol, and the importance of meeting customer needs.
- > **Prepare and Clear the Bar Area -** This unit develops learners' knowledge and skills in preparing and clearing customer and service areas, and in cleaning and storing glassware. Learners will be able to set up service areas to meet organisational standards, ensure customer environments are clean and welcoming, and maintain efficiency during service. Learners will also understand the procedures for clearing areas safely and hygienically, as well as the correct methods for cleaning, handling, and storing glassware to maintain quality and prevent contamination or damage.



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Optional Units – Group B

- > Order Stock
- > Employment Rights and Responsibilities in the Hospitality, Leisure, Travel and Tourism Sector
- > Promote additional services or products to customers
- > Maintain and deal with payments
- > Delivering food service
- > Convert a Room for Dining
- > Running an event
- > First aid essentials
- > Giving customers a positive impression
- > Principles of customer service in hospitality, leisure, travel and tourism

Optional Units – Group C

- > Maintain cellars and kegs
- > Clean drink dispense lines
- > Prepare and serve wines
- > Prepare and serve cocktails
- > Cooking Practice
- > Barista Skills
- > Supervise cellar and drink storage operations
- > Prepare and serve dispensed and instant hot drinks
- > Provide a buffet and carvery service

Assessment

This qualification is internally assessed 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 by BIIAB Qualifications Limited, in conjunction with an expert panel, and a steering group. All BIIAB Qualifications Limited 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



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Qualifications Limited. The examination comprises of 30 Multiple Choice questions. Assessments provided by BIIAB Qualifications Limited will ensure that effective learning has taken place and that learners have the opportunity to:

- > Meet the assessment criteria
- > Achieve the learning outcomes

What could this qualification lead to?

This qualification shows the learner has gained Level 2 skills 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.