

How long is the training course, where can I take it, and how much will it cost?

The BIIAB Level 2 Award in Introductory Licensed Retail Operations is designed to be delivered in three days (although this can vary depending on the training provider). The course is supported by materials provided by the tutor, and is followed by a multiple-choice examination.

Courses are regularly held throughout the UK by BIIAB approved centres. The cost of the course is set by each approved centre. For details of your closest BIIAB centre:

visit www.biiab.org and search by your postcode for a training centre near you contact BIIAB on **01276 684449**, or email qa@bii.org

What other qualifications are available?

All BIIAB qualifications provide solutions to specific market requirements, deliver real business benefits, and support careers in licensed retail for every type of premises.

BIIAB's portfolio includes qualifications for:

- staff development
- new licensed retail managers
- licensing
- management development.



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BIIAB Level 2 Award in Introductory Licensed Retail Operations

The Leading Awarding Body of Qualifications for the Licensed Retail Sector

What is the BIIAB Level 2 Award in Introductory Licensed Retail Operations?

This qualification has been developed to provide those new to running, or looking to run, licensed retail premises with an overview of the areas of management responsibility that are essential for them to know to run their business successfully.

The BIIAB Level 2 Award in Introductory Licensed Retail Operations comprises 13 sections which are tested during one multiple-choice examination.

"I certainly learnt a lot more than I thought I would, and I will be using the knowledge I gained to develop my business as soon as I get back to my pub!"

Mike Sanderson, Miners Arms, Sheffield

The sections cover:

- Health & Safety at Work
- Financial management
- Cash security and stock control
- Trade descriptions and Weight & Measures
- Employment law
- Staff recruitment and training
- Management of staff
- Marketing and merchandising
- Customer service
- Product knowledge and drinks service
- Catering
- Gaming and machine income
- Management of internal and external areas

Who is the BIIAB Level 2 Award in Introductory Licensed Retail Operations for?

The BIIAB Level 2 Award in Introductory Licensed Retail Operations is a nationally recognised qualification for those who are running or planning to run, licensed premises including:

- pubs
- restaurants
- bars
- sports and social clubs
- hotels
- nightclubs and entertainment establishments.

What are the key benefits of the BIIAB Level 2 Award in Introductory Licensed Retail Operations?

The qualification is accredited on the Qualifications and Credit Framework (QCF) and has a credit value of 3. Achieving the BIIAB Level 2 Award in Introductory Licensed Retail Operations means that candidates can then progress to the:

- BIIAB Level 3 Award in Licensed Hospitality, or
- BIIAB Level 3 Certificate in Licensed Hospitality.



These qualifications are achieved through the BIIAB Profitable Business Portfolio which is a professional development programme for experienced licensed retailers and key staff who want to improve their skills.

It consists of three core units and eleven optional units. On successful completion of the three core units candidates will achieve the **BIIAB Level 3 Award in Licensed Hospitality**. Successful completion of an additional four of the eleven optional units will lead the achievement of the **BIIAB Level 3 Certificate in Licensed Hospitality**.

Additionally, candidates who successfully achieve both the:

- BIIAB Level 2 Award in Introductory Licensed Retail Operations, and
- BIIAB Level 2 Award for Personal Licence Holders

are also awarded the overarching BIIAB Level 2 Award in Licensed Retailing.

- BIIAB Level 2 Award for Personal Licence Holders meets the statutory requirements of the 2003 Licensing Act which states that all personal licence holders must have a licensing qualification which provides relevant knowledge to enable them to become responsible and professional licensed retailers.

QCF Accreditation Numbers

Level 2 Award in Introductory Licensed Retail Operations	- 500/9716/7
Level 2 Award for Personal Licence Holders	- 501/1494/3
Level 2 Award in Licensed Retailing	- 501/1581/9
Level 3 Award in Licensed Hospitality	- 500/8012/X
Level 3 Certificate in Licensed Hospitality	- 500/9524/9

Why should you choose the BIIAB Level 2 Award in Introductory Licensed Retail Operations?

- BIIAB is the market leader in developing and awarding qualifications for the licensed retail sector.
- BIIAB is the wholly-owned awarding body of the BII, the professional body for the licensed retail sector which has a membership of 14,000 individuals.
- Candidates who successfully complete the BIIAB Level 2 Award in Introductory Licensed Retail Operations also pass the BIIAB Level 2 Award for Personal Licence Holders (or already hold the Level 2 National Certificate for Personal Licence Holders) will be awarded the overarching BIIAB Level 2 Award in Introductory Licensed Retail Operations.
- Successful completion of the BIIAB Level 2 Award in Introductory Licensed Retail Operations entitles you to four points which count towards membership eligibility of the BII. To find out more about the benefits of BII membership please visit www.bii.org or call Membership Services on 01276 684449.