



This qualification is tailored to those who work in the drinks service industry. This can include bars, restaurants and hotels. The general tasks involved here are preparing the bar area, greeting and serving customers with drinks, taking payments. Other tasks include receiving deliveries, cleaning dispense lines and maintaining cellars.

The aims of the Apprenticeships designed by the BIIAB, are to develop skills, knowledge and understanding to work in the licensed hospitality industry.

These Apprenticeships are delivered by a range of training providers accredited for quality assurance by BIIAB, which include training providers and colleges of further education.

BII's objectives are to:

- Professionalise the licensed hospitality industry
- Offer a viable career progression route built around industry related qualifications
- Increase staff retention and contribute to the recruitment of motivated staff
- Have a positive impact on the public image of the licensed hospitality industry
- Encourage business start-ups.



What progression opportunities are available to learners who achieve this qualification?

These qualifications offer various opportunities for progression to further learning. Learners may progress to the Hospitality Supervision & Leadership Level 3, and Management Level 4.

On completion of this Apprenticeship you will achieve the following qualifications

- Level 2 Diploma in BIIAB Licensed Hospitality Skills
- Essential skills Wales communication level 1*
- Essential skills Wales Application of number AON level 1*

*You may already hold qualifications that can be used as proxy for Essential skills – GCSE G or above, key skills or Essential skills Wales

Course Delivery

Assessment will take place in the workplace and you will be supported by a training officer who has industry experience. Your training officer will visit you once per month for up to two hours and you will be given work to complete before your next assessment. You will have an online e-portfolio which you will use to gather evidence. Work based assessments and observations will be carried out and you will be expected to produce products of work to demonstrate your competence. The BTEC Award will be completed using online assessments.

Recommended time on programme

The duration of this Apprenticeship is 14 months.

Course Units

The BIIAB certificate in licensed hospitality skills Level 2 is a 29 credit qualification minimum. Learners must achieve 15 credits from Mandatory Group A, and all units from the BIIAB licensed hospitality operations.

THE BIIAB CERTIFICATE IN LICENSED HOSPITALITY SKILLS LEVEL 2 IS A 29 CREDIT QUALIFICATION MINIMUM MANDATORY GROUP A – LEARNERS MUST ACHIEVE 15 CREDITS			
CREDITS	UNIT	UNIT COMPLETE	IQA
3	Maintain a safe, hygienic and secure working environment		
3	Work effectively as part of a hospitality team		
5	Serve alcoholic and soft drinks		
4	Prepare and clear the bar area		
OPTIONAL UNITS GROUP B – LEARNERS MUST ACHIEVE A MINIMUM OF 8 CREDITS; MINIMUM OF 2 UNITS			
4	Order stock		
4	Maintain and deal with payments		
6	Promote additional services or products to customers		
2	Employment rights & responsibilities in the hospitality, leisure, travel & tourism industry		
2	Give customers a positive impression		
OPTIONAL GROUP C – LEARNER MUST ACHIEVE A MINIMUM OF 6 CREDITS; MINIMUM OF 2 UNITS			
3	Maintain cellars and kegs		
3	Clean drinks dispense lines		
5	Prepare and serve wines		
5	Prepare and serve cocktails		
3	Prepare and serve instant and hot drinks		



BIIAB LEVEL 2 CERTIFICATE IN LICENSED HOSPITALITY OPERATIONS (TECHNICAL CERTIFICATE) MANDATORY UNITS – ALL UNITS MUST BE ACHIEVED			
CREDITS	UNIT	UNIT COMPLETE	
1	Legal and social responsibilities of a personal licence holder		
1	Alcohol awareness		
1	Principles of conflict management in licensed hospitality		
1	Drugs awareness in licensed premises		
3	Licensed hospitality operations		
1	Health and safety in the workplace		
1	Food safety in catering		
1	Customer and drinks service		
OPTIONAL UNITS – MINIMUM OF 5 CREDITS MUST BE ACHIEVED; MINIMUM 2 UNITS			
1	Beer and cellar quality – cask and keg		
3	The essentials of catering		
2	Cooking theory		
2	Understanding the retail selling process		
1	Understanding and selling wine		
1	Customer service excellence in licensed hospitality		
1	Principles of providing a buffet and carvery service		
2	Sales promotions and merchandising		

FRAMEWORK REQUIREMENTS		
IA	Literacy	
IA	Numeracy	
H&S	Highfield H&S	
ESW	Application of Number Level 1	
ESW	Communication Level 1	
FW	Prevent & Channel Awareness	
FW	Safeguarding & wellbeing	