

BIIAB Level 2 - National Certificate for Licensees (Drugs Awareness)

Course Overview:

This qualification is designed for premises licence holders and managers of licensed premises in England and Wales to give them operational guidelines to help them deal effectively with and prevent any drug related problems in their premises.

Benefits of Qualification:

The course gives a basic knowledge of the law pertaining to the misuse and supply of controlled drugs on licensed premises. It provides guidelines to help deal with any drug related problems on the premises and on the development of strategies to prevent such problems arising. Upon successful completion, a nationally recognised certificate awarded by BIIAB stating that the candidate has successfully achieved the BIIAB Level 2 NCL (DA) is awarded.

Course Content:

The course covers the following aspects:

- General drug trends and who to approach for regional information drugs legislation which may affect liquor licensed premises and public entertainment licensed premises under the Misuse of Drugs Act 1971
- The law and processes concerning revocation of a licence in relation to drugs offences
- The need for a two-way exchange of information between the designated premises supervisor and the licensing authorities



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- Demonstration of drug problems peculiar to licensed premises according to location and type
- How to initiate a drug strategy (drug policy)
- Needs assessment
- How to deal with drug users and dealers
- How to comply with the requirements of finding or confiscating drugs
- How to comply with the requirements of disposal of suspect substances (found/confiscated drugs)
- How to keep an incident record identify
- How to design out drugs from a venue and the use of closed circuit television (CCTV)
- How to comply with the requirements of public safety
- The need for multi-agency liaison and the importance of partnership with the relevant authorities
- The protection of children from harm
- How to implement and monitor a drug strategy.



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BIIAB Level 2 - National Certificate for Personal Licence Holders

Course Overview:

Licensing law in England and Wales states that anyone who authorises the sale of alcohol to the public must hold a personal licence. Those who wish to obtain a personal licence need to apply to their local licensing authority. Applicants will be asked for a number of things to support their application; these will include proof that they hold a NCPLH licensing qualification.

Course Content:

The NCPLH qualification covers the syllabus set by government to enable candidates to understand the law in relation to:

- The roles, responsibilities and functions of licensing authorities within the framework of the licensing objectives
- The application process for a personal licence
- The role and legal responsibilities of the personal licence holder, and the penalties relating to failure to comply with the law
- The premises licence
- The content and purpose of operating schedules
- The role and duties of the designated premises supervisor
- Unauthorised and temporary licensable activities
- Rights of entry to licensed premises
- Police powers with regard to suspension and closure of licensed premises
- The specific prohibitions for the sale of alcohol



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- The strengths of alcoholic drinks, and the effects of alcohol on the human body
- The protection of children from harm
- The responsible retail sale of alcohol.



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BIIAB Level 2 - National Certificate for Door Supervisors

Course Overview:

The Security Industry Authority is the organisation responsible for regulating the private security industry according to the requirements set out by the Private Security Industry Act 2001. This act was put in to place on 1st March 2004 to help protect society by collaboratively developing and achieving high standards in the private security industry with support from police, local government, the public and industry.

To set standards for training the changing roles of those already employed in the industry and the requirements for new skills and knowledge were taken into account. The training includes roles and responsibilities and conflict management, which have been identified as basic skills needed by the industry.

To achieve the British Institute of Innkeepers qualification for door supervisors, you will need to attend a training course, take and pass two assessments. The course is delivered over 4 days and the total training time will always be 30 hours, which includes two one hour assessments.

Course Content:

Unit 1 - Roles and Responsibilities

This includes how to comply with the law, admission policies and procedures, refusing entry, searching, seizing articles, eviction, use of force and offensive weapons, how to deal with emergencies, drugs, arrests, scene preservation and report writing.



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Course duration: 15 hours over 2 days

Unit 2 - Conflict Management

This includes candidates managing conflict by applying dynamic risk approaches, understanding the importance of self-awareness and acting proactively; how to resolve conflict and how to learn from conflict.

Course duration: 15 hours over 2 days



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BIIAB Level 1 - Award in Responsible Alcohol Retailing

Course Overview:

This qualification provides essential knowledge and understanding of the responsibilities of alcohol retailers authorised by a personal license holder to sell alcohol. It will enable those who complete the qualification to act within the law to support the designated premises supervisor to retail alcohol responsibly on their licensed premises.

The Level 1 ARAR provides additional protection to licensed premises operators and candidates alike as it contains 3 mandatory questions that ensure every candidate fully understands the legislation concerning underage sales, serving persons who are drunk and the licensing objectives.

Course Content:

- The nature of alcohol and the effect that it has on the human body.
- The main issues in the 2003 Licensing Act as they relate to alcohol retailers and servers.
- Licensing law in relation to the protection of children from harm.
- The social responsibilities relating to the retail sale of alcohol.
- How to recognise drunkenness, and your duty not to serve drunk customers.
- Appropriate strategies that can be adopted to prevent or eliminate alcohol-related crime and conflict and the importance of personal safety.



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BIIAB - Award in Beer and Cellar Quality (Keg Only)

Course Overview:

The quality of product is essential to the success of any business. This practical hands-on workshop is designed to ensure that your beer is consistently served in an optimum condition as well as increase sales and decrease wastage.

Course Content:

Understanding Beer Products

Maintaining Hygiene in the Bar

Glassware

The Perfect Pint

Maintaining a Safe and Effective Cellar

Conditioning Kegs

Dispense Systems

Bottled Beers This workshop is a must for anyone involved in the selling of draught beers.



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BIIAB - Award in Conflict Management

Course Overview:

The award in conflict management helps staff, whose work involves the provision of services to the public, to avoid and manage conflict within their work environment.

This award has been designed in conjunction with conflict management specialists in the licensed retail sector. Incidents of workplace violence can range from the relatively minor problems of people causing nuisance in a premises, for example through unacceptable levels of swearing, to serious incidents involving physical abuse and damage to property.

Assessment Information:

The examination consists of 25 multiple-choice questions, three of which are compulsory. To pass the examination, candidates must correctly answer the three compulsory questions in section one and 14 out of 22 in section two.



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BIIAB Level 2 - Introduction to Licensed Retail Operations

Course Overview:

BIIAB Level 2 Introduction to Licensed Retail Operations qualification is a BIIAB Level 2 QCA nationally accredited qualification. 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 to run their business successfully.

Course Content:

The Introduction to Licensed Retail Operations consists of 13 sections:

- Cash security and stock control
- Catering
- Customer service
- Employment law
- Financial management
- Gaming and machine income
- Health and safety at work
- Management of internal and external areas
- Management of staff
- Marketing and merchandising
- Product knowledge & drinks service
- Staff recruitment & training
- Trade description
- Weights & measures.



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