

# BIIAB Introduction to Licensed Retail Operations (ILRO)

as running a pub is much much more than a licensing qualification

## **ASK US ABOUT FUNDING AVAILABLE FOR THIS COURSE IF YOU RUN A BUSINESS IN THE EAST MIDLANDS, YORKSHIRE OR HUMBERSIDE**

- it offers an introduction to the licensed trade
- it provides an essential guide to profitability - the key to any sustainable business
- successful pub operators are retailers
- successful pub operators believe in excellence

Available at venues nationally and run jointly with Arrochar Training Associates, the ILRO course will provide you with the knowledge and confidence to make a flying start in your business.

Reap the rewards of attending this course:

- maximise your profits
- gain time as less 'fire fighting' will be required
- increase staff retention
- be confident that you have the tools to comply with the law
- by exercising due diligence

The intensive 3 day programme is designed to suit everyone, with or without previous experience in the industry

The course comprises 13 sections covering all aspects of operating a licensed premises, from health & safety and employment law to drinks service and stock control

On completing the course and passing the examination, you will attain the BIIAB Introduction to Licensed Retail Operations (ILRO) and also, subject to having previously passed the BIIAB NCPLH, the BIIAB National Certificate in Licensed Retailing (NCLR). Please note, if you sit the NCPLH with other awarding bodies you will not be eligible for the NCLR. So if you choose to sit the NCPLH with anyone else, check that you are sitting the leading BIIAB qualification. In addition to the



knowledge and confidence gained, you will go away with a comprehensive 'toolkit' and a CD with numerous templates and spreadsheets.

The BIIAB Level 2 Introduction to Licensed Retail Operations qualification is a BIIAB Level 2 QCA nationally accredited qualification.

## What does the qualification cover?

- 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.

## How is the qualification assessed

Whilst we firmly believe that the course is the key part of attending and not the qualification - there is a great opportunity to gain a recognised qualification, welcomed by pub companies. Assessment is by means of a short, closed book examination which uses multiple-choice questions.

## How much does the course cost

the cost of the 3 day course, fully inclusive of; tuition, examination fees, course materials, comprehensive tool kit, CD Rom, refreshments and lunch is £350 plus vat - there are no hidden extras!

