

BIIAB AEB listed Qualifications and units – 2019/20 – V1

Introduction

This document details select BIIAB qualifications at levels 1 and 2 and Entry level that are currently fundable in the 2019/20 academic year under the Adult Education Budget (AEB) local flexibilities funding stream in England.

Funding regulations rapidly change and eligibility can vary due to a number of reasons including the learner's personal circumstances, qualification achievement history and the region in which they are based (please read the note on the final page of this document re devolution). BIIAB centres and prospective centres are responsible for ensuring that individual learners can receive funding for each specific learner they enrol on a qualification.

This document does not contain a complete list of all BIIAB qualifications – this can be accessed [here](#).

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Business				
Qualification	GLH	TQT	Units	Assessment method
BIIAB Level 1 Award in Business Administration - 601/6796/8	69	120	<ul style="list-style-type: none"> Principles of working in a business environment - R/506/1792 Principles of business administration F/506/1805 	Externally set internally assessed
BIIAB Level 1 Certificate in Business Administration - 601/3736/8	150	250	<ul style="list-style-type: none"> Principles of personal performance and development - L/506/1791 Principles of working in a business environment - R/506/1792 Work with others in a business environment - Y/506/1793 Health and safety in a business environment - D/506/1794 Principles of business communication - A/506/1804 Principles of business administration - F/506/1805 Manage time and workload - H/506/1795 Use a telephone and voicemail system - K/506/1796 Prepare text from notes - M/506/1797 Meet and welcome visitors in a business environment - A/506/1799 Handle mail - K/506/1801 Use office equipment - T/506/1803 Produce business documents - Y/506/1809 Store and retrieve information - R/506/1811 Communication in a business environment - H/506/1893 Employee rights and responsibilities - L/506/1905 Deal with customer queries, requests and problems - A/506/2113 Using email - J/502/4299 Word processing software - L/502/4627 	Externally set internally assessed / Internal Assessment
BIIAB Level 2 Certificate in Principles of Business and Administration - 601/7249/6	120	150	<ul style="list-style-type: none"> Principles of personal responsibilities and working in a business environment - L/601/7638 Principles of providing administrative services - R/601/7639 Principles of managing information and producing documents - J/601/7640 Principles of supporting business events - R/601/7642 Principles of supporting change in a business environment - L/601/7641 	Externally set Internal assessment

BIIAB Level 2 Diploma in Business Administration - 601/3741/1	229	450	<ul style="list-style-type: none"> • Communication in a business environment - H/506/1893 • Principles of providing administrative services - J/506/1899 • Principles of business document production and information management - T/506/1901 • Understand employer organisations - A/506/1964 • Manage personal performance and development - L/506/1788 • Manage diary systems - L/506/1807 • Produce business documents -Y/506/1809 • Collate and report data - L/506/1810 • Store and retrieve information - R/506/1811 • Produce minutes of meetings - Y/506/1812 • Handle mail - D/506/1813 • Provide reception services - H/506/1814 • Prepare text from notes using touch typing - K/506/1815 • Prepare text from shorthand - M/506/1816 • Prepare text from recorded audio instruction - T/506/1817 • Archive information - T/506/1865 • Maintain and issue stationery and supplies - Y/506/2295 • Use and maintain office equipment - J/506/1868 • Contribute to the organisation of an event - L/506/1869 • Organise business travel or accommodation - D/506/1875 • Provide administrative support for meetings - H/506/1876 • Administer human resource records - T/506/1879 • Administer the recruitment and selection process - A/506/1883 • Administer parking dispensations - R/506/1887 • Administer finance - R/506/1890 • Buddy a colleague to develop their skills - M/506/1895 • Employee rights and responsibilities - L/506/1905 • Health and safety in a business environment - D/506/1794 • Use a telephone and voicemail system - K/506/1796 • Meet and welcome visitors in a business environment - A/506/1799 • Using email - M/502/4300 • Word Processing Software - R/502/4628 • Website Software - R/502/4631 • Spreadsheet Software - F/502/4625 	Externally set internally assessed / Internal Assessment
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			<ul style="list-style-type: none"> • Presentation Software - M/502/4622 • Bespoke Software - F/502/4396 • Data Management Software - J/502/4559 • Deliver customer service - A/506/2130 • Process information about customers - R/506/2134 • Develop customer relationships - Y/506/2149 • Processing customers' financial transactions - F/601/8320 • Payroll Processing - T/505/1238 • Understand the use of research in business - A/506/1818 • Principles of customer relationships - K/503/8194 • Principles of team leading - R/506/2294 • Principles of equality and diversity in the workplace - J/506/1806 • Principles of marketing theory - D/502/9928 • Principles of digital marketing - D/502/9931 • Understand working in a customer service environment - L/506/2083 • Know how to publish, integrate and share using social media - R/505/3515 • Exploring Social Media - F/505/6880 • Understand the safe use of online and social media platforms - L/505/3514 	
Business Improvement Techniques				
Qualification	GLH	TQT	Units	Assessment method
BIIAB Level 2 Certificate in Lean Organisation Management Techniques - 601/6602/2	90	250	<ul style="list-style-type: none"> • Lean organisation techniques in business - D/505/8961 • Business improvement tools and techniques - Y/505/8960 • Working in business teams - H/505/8959 	Externally set Internal assessment
BIIAB Level 2 NVQ Diploma in Business Improvement Techniques - 601/6634/4	249	560	<ul style="list-style-type: none"> • Complying with statutory regulations and organisational safety requirements - A/601/5013 • Contributing to effective team working - J/600/2491 • Contributing to the application of workplace organisation techniques - L/600/2492 • Contributing to the application of continuous improvement techniques - Y/600/2513 • Contributing to the development of visual management systems - D/600/2514 • Contributing to the analysis and selection of parts for improvement - H/600/2515 	Internal Assessment

		<ul style="list-style-type: none"> • Contributing to carrying out lead time analysis - K/600/2516 • Carrying out set-up reduction techniques - M/600/2517 • Carrying out autonomous maintenance - T/600/2518 • Contributing to the application of problem solving techniques - A/600/2519 • Carrying out flow process analysis - T/600/2521 • Contributing to the creation of standard operating procedures – SOP - F/600/2523 • Contributing to the application of Six Sigma methodology to a project - J/600/2538 • Contributing to the application of basic statistical analysis - J/600/2541 • Contributing to the application of statistical process control (SPC) procedures - Y/600/2544 • Contributing to the application of failure modes and effects analysis (FMEA) - D/600/2545 • Contributing to the application of measurement systems analysis (MSA) - M/600/2548 • Carrying out mistake/error proofing (Poka Yoke) - K/600/2550 • Contributing to the application of Six Sigma process mapping - F/600/2540 • Contributing to the application of Six Sigma methodology to a project - J/600/2538 • Contributing to the application of Six Sigma process mapping - F/600/2540 • Contributing to the application of basic statistical analysis - J/600/2541 	
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Childcare				
Qualification	GLH	TQT	Units	Assessment method
BIIAB Level 2 Certificate for Children and Young People's Workforce (England) - 601/7784/6	261	350	<ul style="list-style-type: none"> • Child and young person development - H/601/3305 • Safeguarding the welfare of children and young people - K/601/3323 • Contribute to children and young people's health and safety - J/601/3491 • Contribute to the support of positive environments for children and young people - H/601/3496 • Introduction to communication in health, social care or children's and young people's settings - F/601/5465 • Introduction to equality and inclusion in health, social care or children's and young people's settings - R/601/5471 • Introduction to personal development in health, social care or children's and young people's settings - L/601/5470 • Contribute to the support of child and young person development - Y/601/3236 • Understand partnership working in services for children and young people - M/601/3498 • Maintain and support relationships with children and young people - D/601/7403 • Support children and young people's positive behaviour - T/601/7407 • Contribute to the support of children's communication, language and literacy - M/601/3310 • Contribute to the support of children's creative development - H/601/3336 • Contribute to the support of children's communication, language and literacy - M/601/3310 • Contribute to the support of children's creative development - H/601/3336 • Introduction to duty of care in health, social care or children's and young people's settings - H/601/5474 • Support children and young people's play and leisure - T/601/6564 • Support children and young people at meal or snack times - A/601/6517 • Support children and young people with disabilities and special educational needs - D/601/6526 • Contribute to the support of children's physical development through activities - J/504/2186 	Internal Assessment

			<ul style="list-style-type: none"> Working as part of a team in health and social care or children and young people's settings - D/504/2193 Working in partnership with parents and carers - M/504/2201 Contribute to promoting nutrition and hydration in early years and childcare settings - T/503/2494 Use signing to advance speech, language and communication - F/504/3370 	
BIIAB Level 2 Award in Employment Responsibilities and Rights in Health, Social Care, Children and Young People's Settings - 601/6473/6	24	25	<ul style="list-style-type: none"> Understand employment responsibilities and rights in health, social care or children and young people's settings - R/602/2954 	Externally set internally assessed

Cleaning				
Qualification	GLH	TQT	Units	Assessment method
BIIAB Level 2 Certificate in Cleaning Principles - 601/7770/6	110	130	<ul style="list-style-type: none"> Dealing with routine and non-routine waste - R/502/2250 Health and Safety for the cleaning and support services industry - Y/502/2251 Working with customers and others in the cleaning and support services industry - D/502/2252 Maintenance and minor repairs of property - A/502/2288 Manual street cleaning - F/502/2289 Cleaning of high risk areas controlled environments - H/502/2284 Periodic cleaning of hard and semi hard floors - J/502/2293 Cleaning and maintenance of external surfaces and areas - K/502/2268 Cleaning of interiors and washrooms - K/502/2285 Cleaning of food areas - L/502/2277 Cleaning of glazed surfaces and facades - L/502/2280 Periodic cleaning of soft floors and furnishings - L/502/2294 Cleaning of specialist electronic equipment - M/502/2286 	Externally set internally assessed / Internal Assessment

			<ul style="list-style-type: none"> • Working safely at heights in the cleaning and support services industry - R/502/2295 • Cleaning of confined spaces - T/502/2273 • Deep cleaning of internal equipment surfaces and areas - T/502/2287 • Mechanical street cleaning - T/502/2290 • Cleaning with water fed pole systems - Y/502/2296 	
BIIAB Level 2 Certificate in Cleaning and Support Services - 601/7748/2	130	180	<ul style="list-style-type: none"> • Communicate effectively in the workplace - D/600/6322 • Develop yourself in the job role - R/600/6351 • Reduce risks to health and safety in the workplace - M/600/2775 • Work individually and follow reporting procedures in a cleaning environment - A/600/6280 • Work with others and follow reporting procedures - J/600/6279 • Clean high risk areas - A/600/6330 • Carry out maintenance and minor repairs - A/600/6344 • Clean, maintain and protect semi-hard and hard floors - D/600/6336 • Clean confined spaces - F/600/6331 • Perform street cleansing manually - F/600/6345 • Clean and maintain soft floors and furnishings - H/600/6337 • Clean washrooms and replenish supplies - J/600/6329 • Clean food areas - J/600/6332 • Perform street cleansing mechanically - J/600/6346 • Clean and maintain internal surfaces and areas - K/600/6324 • Deep clean equipment and surfaces - L/600/6333 • Use a water-fed pole system to clean windows and facades - L/600/6350 • Clean and maintain external surfaces and areas - M/600/6325 • Clean glazed surfaces and facades - M/600/6342 • Work safely at heights - R/600/6348 • Deal with routine waste - T/600/6326 • Deal with non-routine waste - T/600/6343 	Internal Assessment

Contact Centre Operations				
Qualification	GLH	TQT	Units	Assessment method
BIIAB Level 2 Certificate in Contact Centre Operations - 601/4125/6	93	130	<ul style="list-style-type: none"> Principles of personal effectiveness in a contact centre - T/503/0356 Principles of health and safety in a contact centre - A/503/0360 Principles of personal responsibilities and working in a business environment - L/601/7638 Principles of using systems and technology in a contact centre - Y/503/0365 Principles of communication and customer service in a contact centre - L/503/0377 Principles of selling in a contact centre - M/503/0386 Principles of handling incident through a contact centre - M/503/0405 Principles of legal, regulatory and ethical requirements of a contact centre - F/503/0411 	Externally set Internal assessment
BIIAB Level 2 NVQ Certificate in Contact Centre Operations - 601/4126/8	93	280	<ul style="list-style-type: none"> Improve personal effectiveness at work in a contact centre - T/503/0342 Comply with health and safety procedures in a contact centre - D/503/0352 Use systems and technology during customer contact in a contact centre - J/503/0362 Deliver customer service through a contact centre - K/503/0385 Carry out direct sales activities in a contact centre - L/503/0394 Communicate information to customers in different but familiar contexts through a contact centre - H/503/0403 Provide support through a contact centre for specified products and/or services - L/503/0413 Deal with incidents through a contact centre - K/503/0421 Deal with incoming telephone calls from customers - F/601/1223 Develop working relationships with colleagues - H/600/9660 Follow the rules to deliver customer service - L/601/1614 Support customers using on-line customer services - H/601/1540 Promote additional services or products to customers - D/601/0936 Handling objections and closing sales - M/502/8606 Time planning in sales - F/502/8559 Selling by telephone – inbound - J/502/8577 Selling by telephone – outbound - J/502/8580 Inputting and accessing sales or marketing data in information systems - D/502/8584 	Internal Assessment

		<ul style="list-style-type: none">• Maintain customer service through effective handover - Y/601/1227• Resolve customer service problems - M/601/1511• Process information about customers - H/601/1215• Deliver customer service to difficult customers - T/601/1512• Buddy a colleague to develop their customer service skills - M/601/1542• Develop your own customer service skills through self-study - R/601/1548• Give customers a positive impression of yourself and your organisation - L/601/0933• Word Processing Software - L/502/4627• Using the Internet - A/502/4297• Using the Internet - T/502/4296• IT Communication Fundamentals - D/502/4292• IT Communication Fundamentals - Y/502/4291• Using Email - M/502/4300• Using Email - J/502/4299• Using Collaborative Technologies - A/502/4378• Using Collaborative Technologies - F/502/4379• Bespoke Software - F/502/4396• Deal with customers using bespoke software - L/601/1225	
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Creative and Cultural Heritage				
Qualification	GLH	TQT	Units	Assessment method
BIIAB Level 2 Award in Principles of the Creative and Cultural Sector - 601/6165/6	55	102	<ul style="list-style-type: none"> • Understand Features of the Creative and Cultural Industry - M/503/0260 • Principles of Developing Creative and Cultural Ideas - D/503/0254 • Principles of keeping up to date with trends and developments within the arts - H/503/0255 • Principles of providing administrative services - R/601/7639 • Delivery of effective customer service - T/505/0932 • Understand how to support the planning of live events - H/601/6155 • Principles of providing administrative services - R/601/7639 • Principles of keeping up to date with trends and developments within the arts - H/503/0255 • Awareness of health and safety in the creative and cultural sector - J/601/6715 • Delivery of effective customer service - T/505/0932 • Understand the music industry - T/503/0261 • Principles of technical and production developments in the live arts - A/503/0259 	Externally set internally assessed / Internal Assessment
BIIAB Level 2 Certificate in Community Arts Administration - 601/6664/2	165	260	<ul style="list-style-type: none"> • Give customers a positive impression of yourself and your organisation - L/601/0933 • Keep up to date with developments in the arts - M/601/5851 • Working in a team - F/502/3538 • Support the organisation of an event - L/601/2505 • Assist in developing, delivering and evaluating projects - K/601/5833 • Assist in securing funding for community arts projects - M/601/5834 • Assist in pitching for community arts work - T/601/5835 • Understand the process for developing and evaluating projects - T/601/5852 • Support marketing activities in a creative and cultural context - R/601/6832 • Support fundraising for a creative and cultural organisation - K/601/6822 • Database Software - M/502/4555 • Using Email - M/502/4300 • Using the Internet - A/502/4297 • Presentation Software - M/502/4622 • Spreadsheet Software - F/502/4625 • Word Processing Software - R/502/4628 	Internal Assessment

			<ul style="list-style-type: none"> • Make and receive telephone calls - K/601/2446 • Support the organisation of business travel or accommodation - Y/601/2510 • Use electronic message systems - H/601/2476 • Use a diary system - K/601/2477 • Organise and report data - R/601/2487 • Store and retrieve information - R/601/2490 • Assisting with daily financial issues - K/601/5850 • Understanding the core knowledge needed by those who work with children and young people - T/502/7537 	
BIIAB Level 2 Certificate in Cultural Heritage - 601/6496/7	143	300	<ul style="list-style-type: none"> • Assist with incidents and emergency procedures - R/601/5941 • Working with colleagues - A/502/3571 • Contribute to the care of a cultural venue premises - D/601/7515 • Make and maintain conservation records for cultural heritage - D/601/6817 • Assist customers, visitors or audiences in getting the best from their experience of a creative or cultural organisation - T/601/6922 • Support learning activities in a creative and cultural context - L/601/6828 • Support marketing activities in a creative and cultural context - R/601/6832 • Support fundraising for a creative and cultural organisation - K/601/6822 • Store and retrieve information - R/601/2490 • Identity and Cultural Diversity - M/501/3961 • Assisting with daily financial issues - K/601/5850 • Deliver reliable customer service - J/601/1210 • Give customers a positive impression of yourself and your organisation - L/601/0933 	Internal Assessment
BIIAB Level 2 Certificate in Supporting Cultural Venue Operations - 601/6667/8	170	250	<ul style="list-style-type: none"> • Meet and welcome visitors - Y/601/2457 • Communicate in a business environment - D/601/2475 • Give customers a positive impression of yourself and your organisation - L/601/0933 • Clean service areas within a cultural venue - T/601/5947 • Moving items within a cultural venue - A/601/5979 • Contribute to the care of items within a cultural venue - K/601/5959 • Provide point of sale service within a cultural venue - R/601/5986 • Assist customers, visitors or audiences in getting the best from their experience of a creative or cultural organisation - T/601/6922 	Internal Assessment

			<ul style="list-style-type: none"> • Understand organisational procedures for dealing with waste, recyclables, lost property and suspicious packages - D/601/5988 • Operate radio communications equipment - A/601/5982 • Manual handling and lifting loads - L/601/5971 • Assist with incidents and emergency procedures - R/601/5941 • Using Email - M/502/4300 • Using the Internet - A/502/4297 • Word Processing Software - R/502/4628 • Spreadsheet Software - F/502/4625 • Database Software - M/502/4555 • Handle mail - T/601/2479 • Use a diary system - K/601/2477 • Support the organisation of business travel or accommodation - Y/601/2510 • Use office equipment - H/601/2493 • Store and retrieve information - R/601/2490 • Use electronic message systems - H/601/2476 • Presentation Software - M/502/4622 • Understanding the core knowledge needed by those who work with children and young people - T/502/7537 	
BIIAB Level 2 NVQ Certificate in Design Support - 601/6670/8	202	310	<ul style="list-style-type: none"> • Develop design principles and techniques and processes for designing products - F/601/6406 • Understanding the design brief - M/601/6448 • How to follow a design process - K/601/6433 • Assist in following a design process - T/601/6418 • Application of techniques for the design of products - F/601/6437 • Research, test and apply techniques for the design of products - H/601/6446 • Working in a team - F/502/3538 • How the design industry works - D/601/6428 • Applying research on the history and theory of design to design activities - F/601/6387 • Assist in the production of prototypes, models, mock-ups, artwork, samples or test pieces - T/601/6404 • Explore the use of colour in a creative environment - T/601/7505 • Provide written information in relation to design work - D/601/6445 • Principles and implementation of relevant legislation in design - K/601/6447 	Internal Assessment

BIIAB Level 2 Certificate in Libraries, Archives and Information Services - 603/2598/7	165	265	<ul style="list-style-type: none"> • Understanding the Libraries, Archives and Information Services Environment - H/601/4308 • Creating and Maintaining a User Focussed Environment - R/616/6763 • Helping Users to Obtain Access to Information and/or Material - D/601/4341 • Issuing Information and/or Material - M/601/4327 • Locating and Replacing Information and/or Material - Y/601/4340 • Protecting, Securing and Copying Information and/or Material - M/505/3442 • Supporting Users to Make Use of Digital Resources - L/601/4898 • Understanding a Libraries, Archives or Information Service Organisation - R/601/4322 	Internal Assessment
BIIAB Level 2 Certificate in Supporting Live Events and Promotion - 601/6197/8	174	260	<ul style="list-style-type: none"> • Provide administrative support to the planning of a live event - L/601/6148 • Support the planning of a live event - L/601/6151 • Understand how to support the planning of live events - H/601/6155 • Give customers a positive impression of yourself and your organisation - L/601/0933 • Manual handling and lifting loads - L/601/5971 • Load in, breakdown and load out equipment for a live event - A/601/6162 • Collate and present live event ticket sales information - R/601/6166 • Support publicity activities for live events - K/601/6173 • Contribute to the advancing of tours, shows and events - L/601/6179 • Manage changes to a live event schedule - J/601/6181 • Contribute to the production and distribution of publicity material for a live event - D/601/6185 • Identify suppliers of materials and equipment for the running of a live event - T/601/6189 • Assist in the production of press releases and evaluate their effectiveness - D/601/6199 • Support the organisation of a live event - D/601/7773 • Understanding the core knowledge needed by those who work with children and young people - T/502/7537 	Internal Assessment
BIIAB Level 2 Certificate in Technical Theatre Support: Sound, Light and Stage - 601/6119/X	161	250	<ul style="list-style-type: none"> • Keeping up to date with technical and production developments in the live arts - H/601/6740 • Cleaning up own work area - T/601/6726 • Give customers a positive impression of yourself and your organisation - L/601/0933 	Internal Assessment

		<ul style="list-style-type: none"> • Contribute to good working relationships - R/600/9010 • Awareness of health and safety in the creative and cultural sector - J/601/6715 • Selecting and using safe systems for working at height - Y/601/6749 • Setting up lighting - R/601/6751 • Getting in, setting up equipment, and getting out in technical theatre - Y/601/6735 • Identifying and resolving common faults in stage and lighting equipment in theatre and live performance - D/601/6736 • Operating lighting control systems - A/601/6744 • Manual handling and lifting loads - L/601/5971 • Reading and interpreting lighting plans for a live performance - L/601/6747 • Operating a follow spot for a live performance - Y/601/6931 • Using tools and equipment for construction and maintenance - M/601/6756 • Manual handling and lifting loads - L/601/5971 • Contribute to the development of a sound brief in live performances - T/503/5282 • Contribute to the planning of the sound requirements for a production - A/503/5283 • Set up and check sound equipment - F/503/5284 • Rehearse sound requirements - J/503/5285 • Fit wireless equipment for a live performance - L/503/5286 • Provide amplified sound for a live performance - R/503/5287 • Contribute to the technical production of a live performance - A/503/5297 • Selecting and using safe systems for working at height - Y/601/6749 • Getting in, setting up equipment, and getting out in technical theatre - Y/601/6735 • Prepare the operation of sound for a live performance - Y/503/5288 • Operate sound for a live performance - D/503/5289 • Use drawings and specifications to inform technical preparations for live performance - R/503/5290 • Prepare flying equipment and components for use during a live performance - J/503/5299 • Select and apply appropriate knots for securing loads in a live performance venue - Y/503/5291 	
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		<ul style="list-style-type: none"> • Support the implementation of rehearsals - D/503/5292 • Ensure the safe and efficient loading of vehicles used within the entertainment industry - H/503/5293 • Ensure the safe and efficient un-loading of vehicles used within the entertainment industry - K/503/5294 • Install electrical equipment for a live performance - F/503/5320 • Using tools and equipment for construction and maintenance - M/601/6756 • Manual handling and lifting loads - L/601/5971 • Prepare props for live performance - M/503/5295 • Pre-set the stage and position scenic components during a live performance - T/503/5296 • Contribute to the technical production of a live performance - A/503/5297 • Selecting and using safe systems for working at height - Y/601/6749 • Getting in, setting up equipment, and getting out in technical theatre - Y/601/6735 • Contribute to the interpreting of designs for sets and props - F/503/5298 • Prepare flying equipment and components for use during a live performance - J/503/5299 • Prepare special effects for a live performance - L/503/5319 • Use drawings and specifications to inform technical preparations for live performance - R/503/5290 • Select and apply appropriate knots for securing loads in a live performance venue - Y/503/5291 • Support the implementation of rehearsals - D/503/5292 • Ensure the safe and efficient loading of vehicles used within the entertainment industry - H/503/5293 • Ensure the safe and efficient un-loading of vehicles used within the entertainment industry - K/503/5294 • Using tools and equipment for construction and maintenance - M/601/6756 • Getting in, setting up equipment, and getting out in technical theatre - Y/601/6735 • Manual handling and lifting loads - L/601/5971 • Install electrical equipment for a live performance - F/503/5320 • Contribute to the development of a sound brief in live performances - T/503/5282 	
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		<ul style="list-style-type: none"> • Contribute to the planning of the sound requirements for a production - A/503/5283 • Set up and check sound equipment - F/503/5284 • Rehearse sound requirements - J/503/5285 • Fit wireless equipment for a live performance - L/503/5286 • Provide amplified sound for a live performance - R/503/5287 • Prepare props for live performance - M/503/5295 • Pre-set the stage and position scenic components during a live performance - T/503/5296 • Contribute to the technical production of a live performance - A/503/5297 • Contribute to the interpreting of designs for sets and props - F/503/5298 • Prepare flying equipment and components for use during a live performance - J/503/5299 • Prepare special effects for a live performance - L/503/5319 • Prepare the operation of sound for a live performance - Y/503/5288 • Operate sound for a live performance - D/503/5289 • Use drawings and specifications to inform technical preparations for live performance -R/503/5290 • Select and apply appropriate knots for securing loads in a live performance venue - Y/503/5291 • Support the implementation of rehearsals - D/503/5292 • Ensure the safe and efficient loading of vehicles used within the entertainment industry - H/503/5293 • Ensure the safe and efficient un-loading of vehicles used within the entertainment industry - K/503/5294 • Understanding the core knowledge needed by those who work with children and young people - T/502/7537 • Selecting and using safe systems for working at height - Y/601/6749 • Using tools and equipment for construction and maintenance - M/601/6756 	
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Customer Service				
Qualification	GLH	TQT	Units	Assessment method
BIIAB Level 1 Award in Customer Service - 601/6789/0	50	70	<ul style="list-style-type: none"> Understand working in a customer service environment - L/506/2083 Communication in customer service - Y/506/2085 Deal with customer queries, requests and problems - A/506/2113 Contribute to effective customer service - F/601/6079 Employee rights and responsibilities - L/506/1905 The importance of appearance and behaviour in customer service - A/601/6047 Understand how to deal with queries and requests - R/601/6054 Apply legislation, regulation and organisational procedures for customer service - R/601/6071 	Externally set internally assessed / Internal Assessment
BIIAB Level 2 Certificate in Principles of Customer Service - 601/7253/8	135	150	<ul style="list-style-type: none"> Understanding the organisation - R/506/4854 Prepare to deliver excellent customer service - Y/506/4855 Communication in the customer service role - K/503/0323 	Externally set Internal assessment
BIIAB Level 1 Certificate in Customer Service - 601/3733/2	143	230	<ul style="list-style-type: none"> Understand working in a customer service environment - L/506/2083 Communication in customer service - Y/506/2085 Principles of personal performance and development - L/506/1791 Principles of working in a business environment - R/506/1792 Work with others in a business environment - Y/506/1793 Record details of customer service problems - A/506/2094 Deal with customer queries, requests and problems - A/506/2113 Communicate with customers in writing - T/506/2126 Deal with incoming telephone calls from customers - H/506/2154 Make telephone calls to customers - K/506/2155 Process information about customers - R/506/2134 Meet and welcome visitors in a business environment - A/506/1799 Manage time and workload - H/506/1795 Contribute to sales activities in a contact centre - F/503/0392 Use specific features of contact centre systems and technology - F/503/0361 Health and safety procedures in the workplace - T/505/4673 Processing sales orders - M/502/8587 Meeting customers' after sales needs - R/502/8601 	Externally set internally assessed / Internal Assessment

BIIAB Level 2 Diploma in Customer Service - 601/3734/4	254	450	<ul style="list-style-type: none"> • Deliver customer service - A/506/2130 • Understand customers - F/506/2131 • Principles of customer service - J/506/2132 • Understand employer organisations - A/506/1964 • Manage personal performance and development - L/506/1788 • Communicate verbally with customers - D/506/2119 • Communicate with customers in writing - T/506/2126 • Deal with incoming telephone calls from customers - H/506/2154 • Make telephone calls to customers - K/506/2155 • Promote additional products and/or services to customers - L/506/2133 • Process information about customers - R/506/2134 • Exceed customer expectations - Y/506/2135 • Deliver customer service whilst working on customers' premises - T/506/2143 • Carry out customer service handovers - T/506/2157 • Resolve customer service problems - A/506/2158 • Deliver customer service to challenging customers - F/506/2159 • Develop customer relationships - Y/506/2149 • Support customer service improvements - T/506/2160 • Support customers through real-time online customer service - A/506/2161 • Support customers using self-service equipment - H/506/2977 • Use social media to deliver customer service - J/506/2163 • Provide post-transaction customer service - K/506/2978 • Health and safety procedures in the workplace - T/505/4673 • Manage diary systems - L/506/1807 • Provide reception services - H/506/1814 • Contribute to the organisation of an event - L/506/1869 • Buddy a colleague to develop their skills - M/506/1895 • Employee rights and responsibilities - L/506/1905 • Develop working relationships with colleagues - R/506/1789 • Principles of equality and diversity in the workplace - J/506/1806 • Processing sales orders - M/502/8587 • Meeting customers' after sales needs - R/502/8601 • Handling objections and closing sales - M/502/8606 • Deal with incidents through a contact centre - K/503/0421 • Carry out direct sales activities in a contact centre - L/503/0394 	Externally set internally assessed / Internal Assessment
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			<ul style="list-style-type: none"> Bespoke Software - F/502/4396 	
Employee Rights and Responsibilities				
Qualification	GLH	TQT	Units	Assessment method
BIIAB Level 2 Award in Employee Rights and Responsibilities (AERR) - 601/4607/2	16	20	<ul style="list-style-type: none"> Employee rights and responsibilities - L/506/1905 	Externally set internally assessed

Equality & Diversity				
Qualification	GLH	TQT	Units	Assessment method
BIIAB Level 2 Certificate in Equality and Diversity - 601/7266/6	180	180	<ul style="list-style-type: none"> Equality and diversity in society - D/506/2234 Equality and diversity in the community - H/506/2235 Equality and diversity in the workplace - K/506/2236 	Internal assessment
Financial Services				
Qualification	GLH	TQT	Units	Assessment method
BIIAB Level 2 Certificate in Providing Financial Services - 601/6963/1	133	210	<ul style="list-style-type: none"> Complying with regulations within the financial services environment - J/602/5477 Improving and maintaining workplace competence in a financial services environment - K/602/5472 Planning and organising work in a financial services environment - A/602/5475 Assessing and using straightforward financial information to reconcile accounts - J/601/8321 Authorising financial transactions using telecommunications - J/601/8254 Building effective relationships with clients in a financial services environment - Y/601/8288 Contributing to reports for mortgage and/or financial planning clients - M/602/5408 Dealing with requests to cancel financial services products or services - L/602/5500 Operating a multi-currency till - D/601/8261 Operating a sterling counter till - H/601/8259 Preparing and pursuing statements of account for financial products and services - M/601/8328 Processing applications for financing and credit facilities - F/602/5431 Processing customers' financial transactions - F/601/8320 Processing documentation for bank or building society accounts - K/601/8277 Processing documentation for financing and credit facilities - L/602/5433 Processing instructions for straightforward mortgage and/or financial planning business - D/602/5405 Processing payments relating to stakeholder investment transactions or accounts - M/601/8717 	Internal Assessment

		<ul style="list-style-type: none"> • Providing an administrative service for mortgage and/or financial planning clients - Y/602/5404 • Providing information to customers in a financial services environment - L/601/8319 • Setting up bank or building society accounts for customers - T/601/8251 • Support customers using on-line customer services - H/601/1540 • Give customers a positive impression of yourself and your organisation - L/601/0933 • Deal with customers using bespoke software - L/601/1225 • Resolve customer service problems - M/601/1511 • Dealing with customers by telephone in a financial services environment - H/602/5485 • Promoting the organisation's additional financial services products and services - J/602/5494 • Debt Collection Case Management Practice (pre legal) - D/601/2735 • Debt Collection Case Management Principles (pre legal) - J/601/2714 • Debt Collection Negotiations Practice - L/601/2729 • Debt Collection Negotiations Principles - T/601/2708 • Debt Repayment Monitoring Principles - D/601/2718 • Debtor Call Handling Practice - L/601/2732 • Debtor Call Handling Principles - A/601/2712 • Payment Processing Practice - K/601/2737 • Payment Processing Principles - R/601/2716 • Preparation for Debt Collection Practice - T/601/2725 • Preparation for Debt Collection Principles - H/601/2705 • Generating and qualifying sales leads - H/502/8599 • Preparing and delivering a sales demonstration - T/502/8588 • Selling by telephone – inbound - J/502/8577 • Selling by telephone – outbound - J/502/8580 • Selling face to face - L/502/8564 • Agreeing the settlement of straightforward claims for uninsured losses - T/601/8475 • Underwriting straightforward new risks - F/601/8334 • Processing straightforward insurance policy documentation - L/601/8336 • Processing straightforward insurance renewals - Y/601/8341 	
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		<ul style="list-style-type: none"> • Underwriting straightforward policy alterations - R/601/8371 • Processing straightforward insurance renewals as an intermediary - Y/601/8503 • Processing straightforward insurance business as an intermediary - K/601/8554 • Processing straightforward mid-term amendments - L/601/8546 • Processing straightforward claims for uninsured losses - Y/601/8467 • Processing straightforward new insurance claims notifications - A/601/8445 • Settling straightforward insurance claims - R/601/8452 • Dealing with straightforward claims for insured losses - K/601/8456 • Processing life, pensions and investment business applications - A/601/8719 • Underwriting straightforward alterations to life, pensions and investment contracts - M/601/8720 • Processing straightforward requests for payment against life, pensions and investment contracts - A/601/8722 • Processing documentation for straightforward life, pensions and investment contracts - R/601/8743 • Deliver reliable customer service -J/601/1210 • Debt Repayment Monitoring Practice - M/601/2738 • Debt Repayment Monitoring Principles - D/601/2718 • Payment Processing Practice - K/601/2737 • Payment Processing Principles - R/601/2716 	
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Foundation Learning & Employability Skills				
Qualification	GLH	TQT	Units	Assessment method
BIIAB Entry Level Award in Foundation Learning and Employability Skills (Entry 3) - 601/4132/3	60	60	<ul style="list-style-type: none"> • Managing Social Relationships - T/502/0457 • Working toward goals - D/502/0453 • Working as part of a group - K/502/0455 • Developing time-management skills for the workplace - H/506/4700 • Maintaining Work Standards - M/500/5889 • Rights and Responsibilities at Work - A/500/5894 • ICT for Employment - J/506/3071 • Effective communication for work - Y/502/3027 • Health and safety in the workplace - Y/501/4408 • Personal advancement - T/506/3793 • Dealing with problems in daily life - H/502/0454 • Introduction to working with others - K/500/5891 • Building confidence and self-esteem - D/504/1481 • Developing self - M/502/0456 • Improving own confidence - L/505/4078 • Completing a Curriculum Vitae - F/506/2243 • Completing a job application form - R/502/3026 • Preparing for an interview - L/503/2808 • Preparation for work - A/502/0461 • Personal presentation in the workplace - H/504/9503 • Searching for a job - H/506/2641 • Exploring Job opportunities - T/500/5893 • Applying for a Job - M/500/5892 	Internal assessment

Qualification	GLH	TQT	Units	Assessment method
BIIAB Entry Level Extended Award in Foundation Learning and Employability Skills (Entry 3) - 601/5193/6	77	100	<ul style="list-style-type: none"> • Managing Social Relationships - T/502/0457 • Safe Learning in the workplace - M/506/3114 • Working toward goals - D/502/0453 • Working as part of a group - K/502/0455 • Developing time-management skills for the workplace - H/506/4700 • Maintaining Work Standards - M/500/5889 • Rights and Responsibilities at Work - A/500/5894 • ICT for Employment - J/506/3071 • Effective communication for work - Y/502/3027 • Health and safety in the workplace - Y/501/4408 • Completing a Curriculum Vitae - F/506/2243 • Completing a job application form - R/502/3026 • Preparing for an interview - L/503/2808 • Preparation for work - A/502/0461 • Personal presentation in the workplace - H/504/9503 • Searching for a job - H/506/2641 • Exploring Job opportunities - T/500/5893 • Applying for a Job - M/500/5892 • Applying for a Job - K/506/2639 • Interview Skills - Y/506/3107 • Personal advancement - T/506/3793 • Dealing with problems in daily life - H/502/0454 • Introduction to working with others - K/500/5891 • Building confidence and self-esteem - D/504/1481 • Developing self - M/502/0456 • Improving own confidence - L/505/4078 	Internal assessment

Qualification	GLH	TQT	Units	Assessment method
BIIAB Entry Level Certificate in Foundation Learning and Employability Skills (Entry 3) - 601/4207/8	117	130	<ul style="list-style-type: none"> • Managing Social Relationships - T/502/0457 • Working toward goals - D/502/0453 • Working as part of a group - K/502/0455 • Developing time-management skills for the workplace - H/506/4700 • Maintaining Work Standards - M/500/5889 • Rights and Responsibilities at Work - A/500/5894 • ICT for Employment - J/506/3071 • Effective communication for work - Y/502/3027 • Health and safety in the workplace - Y/501/4408 • Personal advancement - T/506/3793 • Dealing with problems in daily life - H/502/0454 • Introduction to working with others - K/500/5891 • Building confidence and self-esteem - D/504/1481 • Developing self - M/502/0456 • Improving own confidence - L/505/4078 • Completing a Curriculum Vitae - F/506/2243 • Completing a job application form - R/502/3026 • Preparing for an interview - L/503/2808 • Preparation for work - A/502/0461 • Personal presentation in the workplace - H/504/9503 • Searching for a job - H/506/2641 • Exploring Job opportunities - T/500/5893 • Applying for a Job - M/500/5892 	Internal assessment

Qualification	GLH	TQT	Units	Assessment method
BIIAB Level 1 Award in Foundation Learning and Employability Skills - 601/4133/5	52	60	<ul style="list-style-type: none"> • Managing Social Relationships - T/502/0457 • Working toward goals - D/502/0453 • Working as part of a group - K/502/0455 • Developing time-management skills for the workplace - H/506/4700 • Maintaining Work Standards - M/500/5889 • Rights and Responsibilities at Work - A/500/5894 • ICT for Employment - J/506/3071 • Effective communication for work - Y/502/3027 • Health and safety in the workplace - Y/501/4408 • Working toward goals - J/502/0463 • Working as part of a group - R/502/0465 • Maintaining Work Standards - L/500/5009 • Rights and Responsibilities at Work - H/500/5016 • ICT for Employment - L/505/5389 • Developing effective communication skills for the workplace - M/506/4702 • Health and safety in the workplace - A/501/4966 • Time management skills - D/506/2363 • Personal advancement - T/506/3793 • Dealing with problems in daily life - H/502/0454 • Introduction to working with others - K/500/5891 • Building confidence and self-esteem - D/504/1481 • Developing self - M/502/0456 • Improving own confidence - L/505/4078 • Personal advancement - M/501/5760 • Dealing with problems in daily life - L/502/0464 • Introduction to working with others - J/500/5011 • Developing self - K/502/0469 • Completing a Curriculum Vitae - F/506/2243 • Completing a job application form - R/502/3026 • Preparing for an interview - L/503/2808 • Preparation for work - A/502/0461 • Personal presentation in the workplace - H/504/9503 • Searching for a job - H/506/2641 • Exploring Job opportunities - T/500/5893 	Internal assessment

		<ul style="list-style-type: none">• Applying for a Job - M/500/5892• Writing a CV - J/502/3038• Preparing for an interview - M/501/5824• Preparation for work - J/502/0477• Personal presentation in the workplace - K/504/9504• Searching for a job - J/506/2731• Exploring Job opportunities - D/500/5015• Applying for a Job - H/500/5789	
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Qualification	GLH	TQT	Units	Assessment method
BIIAB Level 1 Extended Award in Foundation Learning and Employability Skills - 601/5227/8	68	100	<ul style="list-style-type: none"> • Managing Social Relationships - T/502/0457 • Safe Learning in the workplace - Y/506/7982 • Working toward goals - D/502/0453 • Working as part of a group - K/502/0455 • Developing time-management skills for the workplace - H/506/4700 • Maintaining Work Standards - M/500/5889 • Rights and Responsibilities at Work - A/500/5894 • ICT for Employment - J/506/3071 • Effective communication for work - Y/502/3027 • Health and safety in the workplace - Y/501/4408 • Completing a Curriculum Vitae - F/506/2243 • Completing a job application form - R/502/3026 • Preparing for an interview - L/503/2808 • Preparation for work - A/502/0461 • Personal presentation in the workplace - H/504/9503 • Searching for a job - H/506/2641 • Exploring Job opportunities - T/500/5893 • Applying for a Job - M/500/5892 • Working toward goals - J/502/0463 • Working as part of a group - R/502/0465 • Maintaining Work Standards - L/500/5009 • Rights and Responsibilities at Work - H/500/5016 • ICT for Employment - L/505/5389 • Developing effective communication skills for the workplace - M/506/4702 • Health and safety in the workplace - A/501/4966 • Time management skills - D/506/2363 • Writing a CV - J/502/3038 • Preparing for an interview - M/501/5824 • Preparation for work - J/502/0477 • Personal presentation in the workplace - K/504/9504 • Searching for a job - J/506/2731 • Exploring Job opportunities - D/500/5015 • Applying for a Job - H/500/5789 • Applying for a Job - K/506/2639 	Internal assessment

			<ul style="list-style-type: none"> • Interview Skills - Y/506/3107 • Applying for a job - R/506/7978 • Interview Skills - D/506/8017 • Personal advancement - T/506/3793 • Dealing with problems in daily life - H/502/0454 • Introduction to working with others - K/500/5891 • Building confidence and self-esteem - D/504/1481 • Developing self - M/502/0456 • Improving own confidence - L/505/4078 • Personal advancement - M/501/5760 • Dealing with problems in daily life - L/502/0464 • Introduction to working with others - J/500/5011 • Developing self - K/502/0469 	
Qualification	GLH	TQT	Units	Assessment method
BIIAB Level 1 Certificate in Foundation Learning and Employability Skills - 601/4152/9	109	130	<ul style="list-style-type: none"> • Managing Social Relationships - T/502/0457 • Working toward goals - D/502/0453 • Working as part of a group - K/502/0455 • Developing time-management skills for the workplace - H/506/4700 • Maintaining Work Standards - M/500/5889 • Rights and Responsibilities at Work - A/500/5894 • ICT for Employment - J/506/3071 • Effective communication for work - Y/502/3027 • Health and safety in the workplace - Y/501/4408 • Working toward goals - J/502/0463 • Working as part of a group - R/502/0465 • Maintaining Work Standards - L/500/5009 • Rights and Responsibilities at Work - H/500/5016 • ICT for Employment - L/505/5389 • Developing effective communication skills for the workplace - M/506/4702 • Health and safety in the workplace - A/501/4966 • Time management skills - D/506/2363 • Personal advancement - T/506/3793 • Dealing with problems in daily life - H/502/0454 • Introduction to working with others - K/500/5891 • Building confidence and self-esteem - D/504/1481 	Internal assessment

		<ul style="list-style-type: none"> • Developing self - M/502/0456 • Improving own confidence - L/505/4078 • Personal advancement - M/501/5760 • Dealing with problems in daily life - L/502/0464 • Introduction to working with others - J/500/5011 • Developing self - K/502/0469 • Completing a Curriculum Vitae - F/506/2243 • Completing a job application form - R/502/3026 • Preparing for an interview - L/503/2808 • Preparation for work - A/502/0461 • Personal presentation in the workplace - H/504/9503 • Searching for a job - H/506/2641 • Exploring Job opportunities - T/500/5893 • Applying for a Job - M/500/5892 • Writing a CV - J/502/3038 • Preparing for an interview - M/501/5824 • Preparation for work - J/502/0477 • Personal presentation in the workplace - K/504/9504 • Searching for a job - J/506/2731 • Exploring Job opportunities - D/500/5015 • Applying for a Job - H/500/5789 	
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Health & Social Care				
Qualification	GLH	TQT	Units	Assessment method
BIIAB Level 2 Award in Awareness of Dementia Care - 601/6122/X	70	75	<ul style="list-style-type: none"> • Dementia Awareness - J/601/2874 • The person centred approach to the care and support of individuals with dementia - H/601/2879 • Understand the factors that can influence communication and interaction with individuals who have dementia - T/601/9416 • Understand equality, diversity and inclusion in dementia care - A/601/2886 	Externally set Internal assessment
BIIAB Level 2 Certificate in the Principles of Dementia Care - 601/6123/1	141	148	<ul style="list-style-type: none"> • Dementia Awareness - J/601/2874 • The person centred approach to the care and support of individuals with dementia - H/601/2879 • Understand the factors that can influence communication and interaction with individuals who have dementia - T/601/9416 • Understand equality, diversity and inclusion in dementia care - A/601/2886 • Understand behaviour in the context of dementia - J/504/2396 • Understand the Benefits of Engaging in Activities in Social Care - K/602/4645 	Externally set Internal assessment

Qualification	GLH	TQT	Units	Assessment method
BIIAB Level 2 Award in Awareness of End of Life Care - 601/6129/2	28	30	<ul style="list-style-type: none"> Understand how to work in end of life care - A/503/8085 	Externally set Internal assessment
BIIAB Level 2 Certificate in Understanding End of Life Care - 601/6130/9	110	130	<ul style="list-style-type: none"> Understand how to work in end of life care - A/503/8085 Understand how to provide support to manage pain and discomfort - T/504/5519 End of life care and dementia - K/505/1981 Understanding the role of the care worker in time of death - H/505/1980 Understand loss and grief in end of life care - M/505/1982 	Externally set Internal assessment
BIIAB Level 2 Certificate in Understanding Working in Mental Health - 601/6126/7	120	141	<ul style="list-style-type: none"> Mental Health and Mental Health Issues - D/504/1707 Introduction to duty of care in health, social care or children's and young people's settings - H/601/5474 Valuing Equality and Diversity - L/503/1013 Approaches to care and management in mental health - K/601/2950 Understanding change and support in relation to mental health - K/504/1709 	Externally set Internal assessment
BIIAB Level 2 Certificate in Principles of Working with Individuals with Learning Disabilities - 601/6125/5	143	170	<ul style="list-style-type: none"> Understand the context of supporting individuals with learning disabilities - K/601/5315 Principles of safeguarding and protection in health and social care - A/601/8574 Principles of positive risk taking for individuals with disabilities - K/601/6285 Introductory awareness of Autistic Spectrum Conditions - M/601/5316 Principles of supporting individuals with a learning disability to access healthcare - T/601/8654 	Externally set Internal assessment
BIIAB Level 2 Certificate in the Principles of Prevention and Control of Infection in Health Care Settings - 601/6132/2	111	145	<ul style="list-style-type: none"> Principles of the causes and spread of infection in health care settings - A/504/8597 Principles of the importance of personal hygiene and health in the prevention and control of infection in health care settings - F/504/8598 Principles of decontamination, cleaning and waste management in health care settings - J/504/8599 Principles of infection prevention and control in a health care setting - T/504/8596 	Externally set Internal assessment

Qualification	GLH	TQT	Units	Assessment method
BIIAB Level 2 Certificate in Understanding the Safe Handling of Medicines - 601/6133/4	110	131	<ul style="list-style-type: none"> Understand medication and prescriptions - Y/601/9571 Supply, storage and disposal of medication - K/601/9574 Understand the requirements for the safe administration of medication - T/601/9576 Record-keeping and audit processes for medication administration and storage - F/601/9578 	Externally set Internal assessment
BIIAB Level 2 Certificate in Understanding Dignity and Safeguarding in Adult Health and Social Care - 601/7264/2	145	158	<ul style="list-style-type: none"> Understand safeguarding in adult health and social care - R/506/1386 Principles of dignity in adult health and social care practice - F/506/1299 Understand duty of care in adult health and social care - K/506/1300 Understand dilemmas and public concerns in adult health and social care - M/506/1301 	Externally set internally assessed
BIIAB Level 2 Certificate in Understanding the Care and Management of Diabetes - 601/7262/9	105	158	<ul style="list-style-type: none"> Understand diabetes - T/505/1143 Prevention and early intervention of Type 2 diabetes - A/505/1144 Understand the initial care of diabetes - R/505/1148 Understand the treatment and management of diabetes - L/505/1147 	Internal assessment
BIIAB Level 2 Certificate in Understanding Working in the Health Sector - 601/7263/0	120	158	<ul style="list-style-type: none"> Understand the role of the healthcare worker - Y/506/6055 Communication skills for working in the health sector - H/506/5670 Personal development in the health sector - H/506/6057 Health, safety and security in the health sector - D/506/6056 Understand quality standards in the health sector - M/506/6059 Equality and diversity in the health sector - Y/506/5679 	Externally set internally assessed / Internal Assessment
BIIAB Level 1 Award in Smoking Awareness - 603/1425/4	7	9	<ul style="list-style-type: none"> Smoking Awareness - L/615/6958 	Externally set and marked MCQs
BIIAB Level 2 Certificate in Understanding Nutrition and Health - 601/7265/4	126	145	<ul style="list-style-type: none"> Explore principles of healthy eating - R/505/2204 Consider nutritional needs of a variety of individuals - J/601/2535 Use food and nutrition information to plan a healthy diet - M/601/2545 The principles of weight management - L/505/2203 Understanding eating disorders - D/506/2928 Principles of food safety for the home environment - T/506/3146 	Internal assessment

Qualification	GLH	TQT	Units	Assessment method
BIIAB Level 2 Diploma in Care 603/2521/5			<ul style="list-style-type: none"> • Communication in care settings - M/616/5281 • Handle information in care settings - H/616/5293 • Personal development in care settings - K/616/5294 • Implement person-centred approaches in care settings -A/616/5140 • Equality and inclusion in care settings - M/616/5295 • Health, safety and well-being in care settings - T/616/5296 • Responsibilities of a care worker - R/616/5029 • Duty of care - D/616/5289 • Safeguarding and protection in care settings - J/616/4976 • Dementia awareness - H/616/6122 • The person centred approach to the care and support of individuals with dementia - H/601/2879 • Understand and implement a person centred approach to the care and support of individuals with dementia - F/601/3683 • Understand the factors that can influence communication and interaction with individuals who have dementia - T/601/9416 • Understand equality, diversity and inclusion in dementia care - A/601/2886 • Equality, diversity and inclusion in dementia care practice - Y/601/9277 • Understand and enable interaction and communication with individuals with dementia - A/601/9434 • Approaches to enable rights and choices for individuals with dementia whilst minimising risks - H/601/9282 • Understand how to work in end of life care - A/503/8085 • Contribute to the care of a deceased person - R/616/6147 • Support person-centred thinking and planning - L/601/6442 • The principles of infection prevention and control - R/616/6133 • Causes and spread of infection - D/616/6121 • Contribute to the support of infection prevention and control in social care - K/504/2200 • Cleaning, decontamination and waste management - F/616/6144 • Select and wear appropriate personal protective equipment for work in health care settings - J/616/6131 • Principles of supporting an individual to maintain personal hygiene - H/601/5703 • Support individuals to maintain personal hygiene - K/601/9963 	Externally set internally assessed / Internal Assessment

		<ul style="list-style-type: none"> • Undertake personal hygiene activities with individuals - J/616/6114 • Support individuals to meet personal care needs - H/616/6119 • Support individuals to manage continence - M/616/6124 • Meet food safety requirements when providing food and drink for individuals - T/601/9450 • Support individuals to eat and drink - K/616/6140 • Principles of supporting individuals with a learning disability to access healthcare - T/601/8654 • Contribute to supporting individuals with a learning disability to access healthcare - J/602/0036 • Introductory awareness of autistic spectrum conditions - M/601/5316 • Understand Physical Disability - L/601/6117 • Understand the impact of Acquired Brain Injury on individuals - J/601/5824 • Introductory awareness of sensory loss - F/601/3442 • Introductory awareness of models of disability - Y/601/3446 • Support families of individuals with Acquired Brain Injury - T/601/5804 • Support effective communication with individuals with a sensory loss - K/601/3449 • Contribute to the support of individuals with multiple conditions and/or disabilities - A/601/4895 • Contribute to supporting individuals in the use of assistive technology - H/601/3451 • Stroke Awareness - F/503/7150 • Assist in the administration of medication - A/616/6112 • Contribute to monitoring the health of individuals affected by health conditions - T/616/6142 • Support individuals to carry out their own health care procedures - D/616/6118 • Undertake agreed pressure area care - Y/616/6151 • Support individuals undergoing healthcare activities - M/616/6138 • Obtain and test specimens from individuals - T/616/6125 • Undertake physiological measurements - D/616/6149 • Prepare individuals for healthcare activities - F/616/6127 • Assist the practitioner to carry out health care activities - J/616/6128 • Monitor and maintain the environment and resources during and after health care activities - L/616/6132 • Principles of Health Promotion - J/616/6145 	
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		<ul style="list-style-type: none"> • Promotion of General Health and Well-being - L/616/6146 • Contribute to Promoting Nutrition and Hydration in Health and Social Care Settings - L/503/2601 • Basic awareness of diabetes - F/503/3602 • Understanding and enabling assisting and moving individuals - K/502/7583 • Move and position individuals in accordance with their plan of care - K/616/6123 • Contribute to the effectiveness of teams - Y/616/6134 • Working as part of a team in health and social care or children and young people's settings - D/504/2193 • Understand how to support individuals to be part of a community - K/504/2195 • Provide support for therapy sessions - D/601/9023 • Provide support for mobility - Y/616/6067 • Provide support to manage pain and discomfort - L/616/6129 • Support participation in learning and development activities - Y/601/8632 • Support independence in the tasks of daily living - K/616/6428 • Provide support for journeys - A/601/8025 • Provide support for leisure activities - L/616/6051 • Support individuals to access and use information about services and facilities - T/616/6111 • Support individuals who are distressed - H/616/6136 • Support care plan activities - R/601/8015 • Provide agreed support for foot care - K/616/6283 • Provide support for sleep - M/616/6155 • Contribute to support of positive risk-taking for individuals - A/601/9546 • Gain access to the homes of individuals, deal with emergencies and ensure security on departure - R/601/7902 • Provide active support - Y/601/7352 • Support individuals to negotiate environments - F/601/5160 • Support individuals who are distressed - H/616/6136 • Understand the Benefits of Engaging in Activities in Social Care - K/602/4645 • Contribute to supporting group care activities - L/601/9471 	
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Hospitality & Catering				
BIIAB Level 1 NVQ Certificate in Food Preparation and Cooking - 601/6398/7	147	180	<ul style="list-style-type: none"> • Maintenance of a safe, hygienic and secure working environment - F/601/4218 • Working effectively as part of a hospitality team - T/601/4216 • Maintain food safety when storing, preparing and cooking food - D/601/6980 • Prepare vegetables - A/601/5433 • Cook vegetables - A/601/5559 • Prepare and cook fish - T/601/5561 • Prepare and cook meat and poultry - T/601/5575 • Package food for delivery - H/601/5667 • Maintain customer care - H/601/5040 • Prepare and finish simple salad and fruit dishes - R/601/5437 • Prepare and clear areas for counter and takeaway service - F/601/4994 • Prepare Hot and Cold Sandwiches - K/601/4844 • Prepare and cook pasta - A/601/5593 • Provide a counter and takeaway service - L/601/5016 • Prepare and cook rice - R/601/5633 • Prepare and cook eggs - A/601/5643 • Prepare and cook pulses - K/601/5654 • Prepare and cook vegetable protein - J/601/5659 • Cook and finish simple bread and dough products - J/601/5662 • Prepare and cook grain - Y/601/5665 	Internal Assessment
BIIAB Level 1 Diploma in Introduction to Professional Cookery - 601/6445/1	430	580	<ul style="list-style-type: none"> • Introduction to the Hospitality Industry - M/502/4894 • Food safety in catering - H/502/0132 • Health and safety awareness for catering and hospitality - L/500/9044 • Introduction to healthier foods and special diets - R/500/9045 • Introduction to kitchen equipment - T/601/2093 • Prepare and cook food by boiling, poaching and steaming - K/601/2107 • Prepare and cook food by stewing and braising - M/601/2111 • Prepare and cook food by baking, roasting and grilling - L/601/2150 • Prepare and cook food by deep frying and shallow frying - D/601/2153 • Regeneration of pre-prepared food - T/601/2157 	Externally set internally assessed / Internal Assessment

BIIAB Level 2 Certificate in Hospitality and Catering Principles (Kitchen Services) - 601/5683/1	99	130	<ul style="list-style-type: none"> • Cold food preparation - T/601/2160 • Safe, Hygienic and Secure Working - R/600/0615 • Effective Teamwork - Y/600/0616 • Food safety in catering - H/502/0132 • Principles of preparing and cooking fish - D/502/8262 • Principles of preparing and cooking meat and poultry - K/502/8264 • Principles of how to maintain an efficient use of resources in the kitchen - R/502/8257 • Principles of Providing a Counter and Takeaway Service - T/502/8297 • Principles of Completing Kitchen documentation - H/502/8313 • Principles of producing cold starters and salads - K/502/8295 • Principles of producing basic hot and cold desserts - T/502/8283 • Principles of setting up and closing the kitchen - T/502/8316 • Prepare, Cook and Finish Food - T/600/0638 • Principles of Customer Service in Hospitality Leisure Travel and Tourism - T/600/1059 	Externally set internally assessed
BIIAB Level 2 NVQ Diploma in Kitchen Services - 601/5690/9	309	370	<ul style="list-style-type: none"> • Maintenance of a safe, hygienic and secure working environment - F/601/4218 • Working effectively as part of a hospitality team - T/601/4216 • Maintain food safety when storing, preparing and cooking food - D/601/6980 • Cook vegetables - A/601/5559 • Prepare and finish simple salad and fruit dishes - R/601/5437 • Prepare and cook fish - T/601/5561 • Prepare and cook meat and poultry - T/601/5575 • Provide a counter and takeaway service - L/601/5016 • Maintain an Efficient Use of Food Resources - J/601/4768 • Present Menu Items According to a Defined Brand Standard - Y/601/4855 • Prepare Hot and Cold Sandwiches - K/601/4844 • Produce Basic Hot and Cold Desserts - J/601/4964 • Produce Cold Starters and Salads - H/601/4955 • Produce Healthier Dishes - A/601/4962 • Maintain an Efficient Use of Food Resources - J/601/4768 • Prepare, Operate and Clean Specialist Food Preparation and Cooking Equipment - J/601/4849 	Internal Assessment

			<ul style="list-style-type: none"> Promote New Menu Items - R/601/4966 Complete Kitchen Documentation - L/601/5372 Set Up and Close Kitchen - L/601/4996 Employment Rights and Responsibilities in the Hospitality, Leisure, Travel and Tourism Sector - T/601/7214 	
BIIAB Level 2 Certificate in Hospitality and Catering Principles (Food Production and Cooking) - 601/6227/2	98	160	<ul style="list-style-type: none"> Safe, Hygienic and Secure Working - R/600/0615 Effective Teamwork - Y/600/0616 Food safety in catering - H/502/0132 Principles of Producing basic meat dishes - A/502/8284 Principles of producing basic pasta dishes - F/502/8285 Principles of producing basic cakes, sponges and scones - H/502/8280 Principles of producing basic vegetable dishes - H/502/8294 Principles of producing flour, dough and tray baked products - H/502/8330 Principles of producing basic hot sauces - J/502/8286 Principles of producing basic fish dishes - K/502/8281 Principles of producing cold starters and salads - K/502/8295 Principles of producing basic poultry dishes - L/502/8290 Principles of producing basic bread and dough products - M/502/8279 Principles of producing basic pastry products - R/502/8288 Principles of producing basic rice, pulse and grain dishes - R/502/8291 Principles of producing basic hot and cold desserts - T/502/8283 Principles of Completing Kitchen documentation - H/502/8313 Principles of how to maintain an efficient use of resources in the kitchen - R/502/8257 Principles of preparing meals for distribution - R/502/8274 Principles of Providing a Counter and Takeaway Service - T/502/8297 Principles of setting up and closing the kitchen - T/502/8316 Giving Customers a Positive Impression - D/600/0617 Dealing with Payments - L/600/1133 Principles of Customer Service in Hospitality Leisure Travel and Tourism - T/600/1059 	Externally set internally assessed
BIIAB Level 2 NVQ Diploma in Food Production and Cooking - 601/5688/0	329	400	<ul style="list-style-type: none"> Maintenance of a safe, hygienic and secure working environment - F/601/4218 Working effectively as part of a hospitality team - T/601/4216 	Internal Assessment

		<ul style="list-style-type: none"> • Maintain food safety when storing, preparing and cooking food - D/601/6980 • Produce Basic Fish Dishes - H/601/4938 • Produce Basic Meat Dishes - H/601/4941 • Produce Basic Poultry Dishes – R/601/7303 • Produce Basic Vegetable Dishes - R/601/4949 • Cook-Chill Food - L/601/4755 • Cook-Freeze Food - D/601/4758 • Produce Basic Hot Sauces - F/601/7328 • Produce Basic Rice, Pulse and Grain Dishes - K/601/4861 • Produce Basic Pasta Dishes - F/601/7331 • Produce Basic Bread and Dough Products - K/601/4925 • Produce Basic Pastry Products - F/601/4946 • Produce Basic Hot and Cold Desserts - J/601/4964 • Produce Basic Cakes, Sponges and Scones - L/601/4934 • Produce Cold Starters and Salads - H/601/4955 • Produce Flour, Dough and Tray Baked Products - M/601/4960 • Prepare Hot and Cold Sandwiches - K/601/4844 • Produce Basic Egg Dishes - L/601/7333 • Produce Healthier Dishes - A/601/4962 • Maintain an Efficient Use of Food Resources - J/601/4768 • Maintain an Efficient Use of Resources in the Kitchen - A/601/4766 • Prepare, Operate and Clean Specialist Food Preparation and Cooking Equipment - J/601/4849 • Liaise with Care Team to Ensure that an Individual’s Nutritional Needs are Met - Y/601/4760 • Prepare Meals for Distribution - M/601/4845 • Modify the Content of Dishes - F/601/4770 • Prepare and Cook Food to Meet the Requirements of Allergy Sufferers - T/601/4782 • Prepare Meals to Meet Relevant Nutritional Standards Set for School Meals - F/601/5000 • Promote New Menu Items - R/601/4966 • Present Menu Items According to a Defined Brand Standard - Y/601/4855 	
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			<ul style="list-style-type: none"> • Give customers a positive impression of yourself and your organisation - L/601/0933 • Maintain and deal with payments - M/601/5039 • Provide a counter and takeaway service - L/601/5016 • Convert a Room for Dining - M/601/4697 • Complete Kitchen Documentation - L/601/5372 • Set Up and Close Kitchen - L/601/4996 • Employment Rights and Responsibilities in the Hospitality, Leisure, Travel and Tourism Sector - T/601/7214 	
BIIAB Level 2 Certificate in Hospitality and Catering Principles (Professional Cookery - Food Preparation and Cooking) - 601/5684/3	168	260	<ul style="list-style-type: none"> • Safe, Hygienic and Secure Working - R/600/0615 • Effective Teamwork - Y/600/0616 • Principles of how to maintain, handle and clean knives - Y/502/8258 • Food Safety in Catering - H/502/0132 • Preparation, Cooking and Finishing of Fish Dishes - A/600/0639 • Preparation, Cooking and Finishing of Poultry Dishes - J/600/0644 • Preparation, Cooking and Finishing of Meat Dishes - T/600/0641 • Preparation, Cooking and Finishing of Vegetable Dishes - Y/600/0647 • Principles of making basic stocks - D/502/8259 • Principles of preparing cooking and finishing basic hot sauces - F/502/8268 • Principles of preparing, cooking and finishing basic soups - L/502/8273 • Principles of preparing cooking and finishing basic egg dishes - A/502/8267 • Principles of preparing, cooking and finishing basic rice dishes - A/502/8270 • Principles of preparing, cooking and finishing noodle dishes - F/502/8271 • Principles of preparing and cooking food using a tandoor - H/502/8263 • Principles of preparing, cooking and finishing game dishes - H/502/8277 • Principles of Completing Kitchen documentation - H/502/8313 • Principles of preparing cooking and finishing basic pulse dishes - J/502/8269 • Principles of preparing, cooking and finishing basic grain dishes - J/502/8272 • Principles of processing dried ingredients prior to cooking - K/502/8278 • Principles of preparing and mixing spice and herb blends - K/502/8331 • Principles of preparing, cooking and finishing dim sum - M/502/8329 • Principles of preparing, cooking and finishing basic pastry products - R/502/8310 • Principles of setting up and closing the kitchen - T/502/8316 	Externally set internally assessed

			<ul style="list-style-type: none"> Principles of Customer Service in Hospitality Leisure Travel and Tourism - T/600/1059 Principles of producing basic bread and dough products - M/502/8279 	
BIIAB Level 2 NVQ Diploma in Professional Cookery (Preparation and Cooking) - 601/5692/2	473	580	<ul style="list-style-type: none"> Maintenance of a safe, hygienic and secure working environment - F/601/4218 Working effectively as part of a hospitality team - T/601/4216 Maintain food safety when storing, preparing and cooking food - D/601/6980 Maintain, handle and clean knives - K/601/5041 Cook and finish basic fish dishes - H/601/5376 Cook and finish basic meat dishes - A/601/5402 Cook and finish basic poultry dishes - R/601/5390 Cook and finish basic vegetable dishes - H/601/5412 Prepare fish for basic dishes - H/601/5328 Prepare meat for basic dishes - A/601/5335 Prepare poultry for basic dishes - J/601/5354 Prepare vegetables for basic dishes - J/601/5368 Prepare cook and finish basic hot sauces - A/601/5416 Prepare, cook and finish basic soups - K/601/5671 Make basic stock - A/601/5674 Prepare fish for basic dishes - H/601/5328 Prepare shellfish for basic dishes - M/601/5333 Prepare meat for basic dishes - A/601/5335 Prepare poultry for basic dishes - J/601/5354 Prepare game for basic dishes - H/601/5359 Prepare offal for basic dishes - H/601/5362 Prepare vegetables for basic dishes - J/601/5368 Process dried ingredients prior to cooking - H/601/6494 Prepare and mix spice and herb blends - A/601/6498 Cook and finish basic fish dishes - H/601/5376 Cook and finish basic shellfish dishes - A/601/5383 Cook and finish basic meat dishes - A/601/5402 Cook and finish basic poultry dishes - R/601/5390 Cook and finish basic game dishes - M/601/5395 Cook and finish basic offal dishes - L/601/5405 	Internal Assessment

			<ul style="list-style-type: none"> • Cook and finish basic vegetable dishes - H/601/5412 • Cook-Chill Food - L/601/4755 • Cook-Freeze Food - D/601/4758 • Prepare cook and finish basic hot sauces - A/601/5416 • Prepare, cook and finish basic soups - K/601/5671 • Make basic stock - A/601/5674 • Prepare, cook and finish basic rice dishes - L/601/5680 • Prepare, cook and finish basic pasta dishes - A/601/5688 • Prepare, cook and finish basic pulse dishes - M/601/5719 • Prepare, cook and finish basic vegetable protein dishes - M/601/5722 • Prepare, cook and finish basic egg dishes - A/601/5724 • Prepare, cook and finish basic bread and dough products - J/601/5774 • Prepare, cook and finish basic pastry products - R/601/5325 • Prepare, cook and finish basic cakes, sponges, biscuits and scones - L/601/5355 • Prepare, cook and finish basic grain dishes - D/601/5358 • Produce Healthier Dishes - A/601/4962 • Prepare, cook and finish basic cold and hot desserts - D/601/5361 • Prepare and present food for cold presentation - M/601/5364 • Prepare, cook and finish Dim Sum - K/601/6514 • Prepare, cook and finish noodle dishes - A/601/6520 • Prepare and cook food using a Tandoor - L/601/6537 • Complete Kitchen Documentation - L/601/5372 • Set Up and Close Kitchen - L/601/4996 • Order stock - M/601/5042 • Cook and finish simple bread and dough products - J/601/5662 • Liaise with Care Team to Ensure that an Individual's Nutritional Needs are Met - Y/601/4760 • Prepare Meals to Meet Relevant Nutritional Standards Set for School Meals - F/601/5000 • Employment Rights and Responsibilities in the Hospitality, Leisure, Travel and Tourism Sector - T/601/7214 	
BIIAB Level 2 Certificate in Hospitality and Catering Principles (Professional Cookery) - 601/5685/5	143	260	<ul style="list-style-type: none"> • Safe, Hygienic and Secure Working Environments in Hospitality - R/600/0615 • Effective Teamwork - Y/600/0616 • Principles of how to maintain, handle and clean knives - Y/502/8258 	Externally set internally assessed

			<ul style="list-style-type: none"> • Food Safety in Catering - H/502/0132 • Preparation, Cooking and Finishing of Fish Dishes - A/600/0639 • Preparation, Cooking and Finishing of Poultry Dishes - J/600/0644 • Preparation, Cooking and Finishing of Meat Dishes - T/600/0641 • Preparation, Cooking and Finishing of Vegetable Dishes - Y/600/0647 • Principles of preparing cooking and finishing basic egg dishes - A/502/8267 • Principles of preparing, cooking and finishing basic rice dishes - A/502/8270 • Principles of making basic stocks - D/502/8259 • Principles of preparing cooking and finishing basic hot sauces - F/502/8268 • Principles of preparing, cooking and finishing noodle dishes - F/502/8271 • Principles of preparing and cooking food using a tandoor - H/502/8263 • Principles of preparing, cooking and finishing game dishes - H/502/8277 • Principles of Completing Kitchen documentation - H/502/8313 • Principles of preparing cooking and finishing basic pulse dishes - J/502/8269 • Principles of preparing, cooking and finishing basic grain dishes - J/502/8272 • Principles of processing dried ingredients prior to cooking - K/502/8278 • Principles of preparing and mixing spice and herb blends - K/502/8331 • Principles of preparing, cooking and finishing basic soups - L/502/8273 • Principles of preparing, cooking and finishing dim sum - M/502/8329 • Principles of preparing, cooking and finishing basic pastry products - R/502/8310 • Principles of setting up and closing the kitchen - T/502/8316 • Principles of Customer Service in Hospitality Leisure Travel and Tourism - T/600/1059 	
BIIAB Level 2 NVQ Diploma in Professional Cookery - 601/5691/0	465	580	<ul style="list-style-type: none"> • Maintenance of a safe, hygienic and secure working environment - F/601/4218 • Working effectively as part of a hospitality team - T/601/4216 • Maintain food safety when storing, preparing and cooking food - D/601/6980 • Maintain, handle and clean knives - K/601/5041 • Prepare fish for basic dishes - H/601/5328 • Prepare shellfish for basic dishes - M/601/5333 • Prepare meat for basic dishes - A/601/5335 • Prepare poultry for basic dishes - J/601/5354 • Prepare game for basic dishes - H/601/5359 	Internal Assessment

		<ul style="list-style-type: none"> • Prepare offal for basic dishes - H/601/5362 • Prepare vegetables for basic dishes - J/601/5368 • Process dried ingredients prior to cooking - H/601/6494 • Prepare and mix spice and herb blends - A/601/6498 • Cook and finish basic fish dishes - H/601/5376 • Cook and finish basic shellfish dishes - A/601/5383 • Cook and finish basic meat dishes - A/601/5402 • Cook and finish basic poultry dishes - R/601/5390 • Cook and finish basic game dishes - M/601/5395 • Cook and finish basic offal dishes - L/601/5405 • Cook and finish basic vegetable dishes - H/601/5412 • Cook-Chill Food - L/601/4755 • Cook-Freeze Food - D/601/4758 • Prepare cook and finish basic hot sauces - A/601/5416 • Prepare, cook and finish basic soups - K/601/5671 • Make basic stock - A/601/5674 • Prepare, cook and finish basic rice dishes - L/601/5680 • Prepare, cook and finish basic pasta dishes - A/601/5688 • Prepare, cook and finish basic pulse dishes - M/601/5719 • Prepare, cook and finish basic vegetable protein dishes - M/601/5722 • Prepare, cook and finish basic egg dishes - A/601/5724 • Prepare, cook and finish basic bread and dough products - J/601/5774 • Prepare, cook and finish basic pastry products - R/601/5325 • Prepare, cook and finish basic cakes, sponges, biscuits and scones - L/601/5355 • Prepare, cook and finish basic grain dishes - D/601/5358 • Produce Healthier Dishes - A/601/4962 • Prepare, cook and finish basic cold and hot desserts - D/601/5361 • Prepare and present food for cold presentation - M/601/5364 • Prepare, cook and finish Dim Sum - K/601/6514 • Prepare, cook and finish noodle dishes - A/601/6520 • Prepare and cook food using a Tandoor - L/601/6537 • Complete Kitchen Documentation - L/601/5372 • Set Up and Close Kitchen - L/601/4996 • Order stock - M/601/5042 	
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			<ul style="list-style-type: none"> • Cook and finish simple bread and dough products - J/601/5662 • Liaise with Care Team to Ensure that an Individual's Nutritional Needs are Met - Y/601/4760 • Prepare Meals to Meet Relevant Nutritional Standards Set for School Meals - F/601/5000 • Employment Rights and Responsibilities in the Hospitality, Leisure, Travel and Tourism Sector - T/601/7214 	
BIIAB Level 2 Certificate in General Patisserie and Confectionery - 601/6448/7	109	150	<ul style="list-style-type: none"> • Produce hot and cold desserts and puddings - L/601/6506 • Produce biscuit, cake and sponge products - A/601/6503 • Produce paste products - Y/601/6508 • Produce fermented dough products - J/601/6505 • Food safety in catering - H/502/0132 	Internal Assessment
BIIAB Level 2 Award in Healthier Food and Special Diets - 601/6396/3	7	10	<ul style="list-style-type: none"> • Healthier food and special diets - K/500/8936 	Externally set and Internally marked
BIIAB Level 2 Certificate in Hospitality and Catering Principles (Beverage Service) - 601/5694/6	91	130	<ul style="list-style-type: none"> • Safe, Hygienic and Secure Working Environments in Hospitality - R/600/0615 • Effective Teamwork - Y/600/0616 • Giving Customers a Positive Impression - D/600/0617 • Principles of Customer Service in Hospitality Leisure Travel and Tourism - T/600/1059 • Service of Alcoholic and Non-Alcoholic Drinks - J/600/0627 • Principles of Preparing and Serving Hot Drinks Using Specialist Equipment - D/502/8309 • Principles of Preparing and Serving Dispensed and Instant Hot Drinks - H/502/8327 • Principles of Preparing and Serving Wines - M/502/8265 • Principles of Preparing and Clearing Bar Areas - Y/502/8261 • Principles of Preparing and Serving Cocktails - Y/502/8308 • Dealing with Payments - L/600/1133 • Principles of Resolving Customer Service Problems - A/502/8317 • Principles of Cleaning Drink Dispense Lines -J/502/8319 • Principles of Maintaining Customer Service Through Effective Handover - K/502/8314 • Principles of Receiving, Storing and Issuing Drinks Stock - M/502/8315 • Principles of Maintaining Cellars and Kegs - R/502/8307 	Externally set internally assessed

			<ul style="list-style-type: none"> Principles of Promoting Additional Services or Products to Customers - Y/502/8311 	
BIIAB Level 2 NVQ Diploma in Beverage Services - 601/5686/7	266	370	<ul style="list-style-type: none"> Maintenance of a safe, hygienic and secure working environment - F/601/4218 Working effectively as part of a hospitality team - T/601/4216 Give customers a positive impression of yourself and your organisation - L/601/0933 Prepare and clear the bar area - Y/601/4922 Serve alcoholic and soft drinks - J/601/4978 Prepare and serve cocktails - L/601/4982 Prepare and serve wines - K/601/4939 Prepare and serve dispensed and instant hot drinks - T/601/4927 Prepare and serve hot drinks using specialist equipment - F/601/4932 Maintain cellars and kegs - M/601/4909 Clean drink dispense lines - H/601/4907 Receive, store and issue drinks stock - T/601/4975 Resolve customer service problems - M/601/1511 Promote additional services or products to customers - D/601/0936 Deal with customers across a language divide - A/601/1219 Maintain customer service through effective handover - Y/601/1227 Maintain and deal with payments - M/601/5039 Employment Rights and Responsibilities in the Hospitality, Leisure, Travel and Tourism Sector - T/601/7214 	Internal Assessment
BIIAB Level 2 Certificate in Hospitality and Catering Principles (Food and Beverage Service) - 601/5682/X	114	160	<ul style="list-style-type: none"> Safe, Hygienic and Secure Working Environments in Hospitality - R/600/0615 Effective Teamwork - Y/600/0616 Giving Customers a Positive Impression - D/600/0617 Food safety in catering - H/502/0132 Principles of Customer Service in Hospitality Leisure Travel and Tourism – T/600/1059 Principles of Providing a Counter and Takeaway Service - T/502/8297 Principles of Providing a Silver Service - A/502/8298 Principles of Providing a Buffet and Carvery Service - M/502/8296 Service of Food at Table - T/600/0624 Principles of Preparing and Serving Cocktails - Y/502/8308 Principles of Preparing and Serving Wines - M/502/8265 	Externally set internally assessed

			<ul style="list-style-type: none"> Principles of Preparing and Serving Dispensed and Instant Hot Drinks - H/502/8327 Principles of Preparing and Serving Hot Drinks Using Specialist Equipment - Service of Alcoholic and Non-Alcoholic Drinks - J/600/0627 Preparation and Clearing of Service Areas - F/600/0626 Principles of Preparing and Clearing Areas for Table Service - R/502/8260 Principles of Maintaining Cellars and Kegs - R/502/8307 Principles of Cleaning Drink Dispense Lines - J/502/8319 Principles of Receiving, Storing and Issuing Drinks Stock - M/502/8315 Principles of Preparing and Clearing Bar Areas - Y/502/8261 Principles of Promoting Additional Services or Products to Customers - Y/502/8311 Dealing with Payments - L/600/1133 Principles of Maintaining Customer Service Through Effective Handover - K/502/8314 Principles of Resolving Customer Service Problems - A/502/8317 	
BIIAB Level 2 NVQ Diploma in Food and Beverage Service - 601/5687/9	279	370	<ul style="list-style-type: none"> Maintenance of a safe, hygienic and secure working environment - F/601/4218 Working effectively as part of a hospitality team - T/601/4216 Give customers a positive impression of yourself and your organisation - L/601/0933 Maintain food safety when storing, holding and serving food - A/601/5030 Provide a counter and takeaway service - L/601/5016 Serve food at the table - H/601/4986 Provide a silver service - J/601/4950 Provide a buffet and carvery service - A/601/4945 Serve alcoholic and soft drinks - J/601/4978 Prepare and serve cocktails - L/601/4982 Prepare and serve wines - K/601/4939 Prepare and serve dispensed and instant hot drinks - T/601/4927 Prepare and serve hot drinks using specialist equipment - F/601/4932 Prepare and clear areas for counter and takeaway service - F/601/4994 Prepare and clear areas for table service - F/601/4915 Prepare and clear the bar area - Y/601/4922 Maintain cellars and kegs - M/601/4909 	Internal Assessment

			<ul style="list-style-type: none"> • Clean drink dispense lines - H/601/4907 • Receive, store and issue drinks stock - T/601/4975 • Resolve customer service problems - M/601/1511 • Promote additional services or products to customers - D/601/0936 • Deal with customers across a language divide - A/601/1219 • Maintain customer service through effective handover - Y/601/1227 • Maintain and deal with payments - M/601/5039 • Employment Rights and Responsibilities in the Hospitality, Leisure, Travel and Tourism Sector - T/601/7214 	
BIIAB Level 2 Certificate in Hospitality and Catering Principles (Food Service) - 601/5681/8	100	140	<ul style="list-style-type: none"> • Safe, Hygienic and Secure Working Environments in Hospitality - R/600/0615 • Effective Teamwork - Y/600/0616 • Giving Customers a Positive Impression - D/600/0617 • Food safety in catering - H/502/0132 • Principles of Customer Service in Hospitality Leisure Travel and Tourism – T/600/1059 • Service of Food at Table - T/600/0624 • Principles of Providing a Silver Service - A/502/8298 • Principles of Providing a Buffet and Carvery Service - M/502/8296 • Principles of Preparing and Clearing Areas for Table Service - R/502/8260 • Principles of Providing a Counter and Takeaway Service - T/502/8297 • Dealing with Payments - L/600/1133 • Preparation and Clearing of Service Areas - F/600/0626 • Principles of Resolving Customer Service Problems - A/502/8317 • Principles of Preparing and Serving Hot Drinks Using Specialist Equipment - D/502/8309 • Principles of Preparing and Serving Dispensed and Instant Hot Drinks - H/502/8327 • Principles of Maintaining Customer Service Through Effective Handover - K/502/8314 • Principles of Preparing and Serving Wines - M/502/8265 • Principles of Preparing and Clearing Bar Areas - Y/502/8261 • Principles of Promoting Additional Services or Products to Customers - Y/502/8311 	Externally set internally assessed
BIIAB Level 2 NVQ Diploma in Food Service - 601/5689/2	294	370	<ul style="list-style-type: none"> • Maintenance of a safe, hygienic and secure working environment - F/601/4218 	Internal Assessment

			<ul style="list-style-type: none"> • Working effectively as part of a hospitality team - T/601/4216 • Give customers a positive impression of yourself and your organisation - L/601/0933 • Maintain food safety when storing, holding and serving food - A/601/5030 • Provide a counter and takeaway service - L/601/5016 • Serve food at the table - H/601/4986 • Provide a silver service - J/601/4950 • Provide a buffet and carvery service - A/601/4945 • Prepare and clear areas for table service - F/601/4915 • Prepare and clear areas for counter and takeaway service - F/601/4994 • Prepare and clear the bar area - Y/601/4922 • Prepare and serve wines - K/601/4939 • Prepare and serve dispensed and instant hot drinks - T/601/4927 • Prepare and serve hot drinks using specialist equipment - F/601/4932 • Resolve customer service problems - M/601/1511 • Promote additional services or products to customers - D/601/0936 • Deal with customers across a language divide - A/601/1219 • Maintain customer service through effective handover - Y/601/1227 • Maintain and deal with payments - M/601/5039 • Employment Rights and Responsibilities in the Hospitality, Leisure, Travel and Tourism Sector - T/601/7214 	
BIIAB Level 2 Certificate in Hospitality and Catering Principles (Front of House Reception) - 601/6213/2	100	140	<ul style="list-style-type: none"> • Safe, Hygienic and Secure Working Environments in Hospitality - R/600/0615 • Effective Teamwork - Y/600/0616 • Giving Customers a Positive Impression - D/600/0617 • Principles of Customer Service in Hospitality Leisure Travel and Tourism - T/600/1059 • Reception Communication Procedures in the Hospitality Industry - K/600/0619 • Arrival of Customers - D/600/0620 • Departure of Customers - H/600/0621 • Dealing with Bookings - F/600/1078 • Handle Mail and Book External Services - A/600/1080 • Dealing with Payments - L/600/1133 • Principles of Resolving Customer Service Problems - A/502/8317 • Principles of Storing and Retrieving Information - D/502/8312 	Externally set internally assessed

			<ul style="list-style-type: none"> Principles of Maintaining Customer Service through Effective Handover - K/502/8314 Principles of Promoting Additional Services or Products to Customers - Y/502/8311 	
BIIAB level 2 NVQ Diploma in Front of House Reception - 601/6241/7	224	370	<ul style="list-style-type: none"> Maintenance of a safe, hygienic and secure working environment - F/601/4218 Working effectively as part of a hospitality team - T/601/4216 Give customers a positive impression of yourself and your organisation - L/601/0933 Deal with communications as part of the reception function - F/601/5109 Deal with arrival of customers - D/601/5120 Deal with bookings - L/601/5100 Prepare customer accounts and deal with departures - A/601/5125 Provide tourism information services to customers - R/601/5129 Produce documents in a business environment - T/601/2482 Use office equipment - H/601/2493 Handle mail and book external services - M/601/5123 Provide reception services - K/601/2480 Store and retrieve information - R/601/2490 Resolve customer service problems - M/601/1511 Promote additional services or products to customers - D/601/0936 Deal with customers across a language divide - A/601/1219 Maintain customer service through effective handover - Y/601/1227 Maintain and deal with payments - M/601/5039 Employment rights and responsibilities in the hospitality, leisure, travel and tourism sector - T/601/7214 Communicate in a business environment - D/601/2475 	Internal Assessment
BIIAB Level 2 Certificate in Hospitality and Catering Principles (Housekeeping) - 601/6223/5	97	130	<ul style="list-style-type: none"> Safe, Hygienic and Secure Working Environments in Hospitality - R/600/0615 Effective Teamwork - Y/600/0616 Cleaning and Servicing of Hospitality Areas - L/600/0631 Principles of Cleaning Windows from the Inside - D/502/8326 Principles of Maintaining Customer Service through Effective Handover - K/502/8314 Principles of Collecting Linen and Making Beds - L/502/8256 	Externally set internally assessed

			<ul style="list-style-type: none"> Principles of Cleaning and Protecting Floors, Carpets and Soft Furnishings - M/502/8301 Principles of Carrying Out Periodic Room Servicing and Deep Cleaning - Y/502/8325 Chemicals and Equipment used for Cleaning in the Hospitality Industry - R/600/0629 Maintain Housekeeping Supplies - J/600/1082 Provide a Linen Service - M/600/1092 Giving Customers a Positive Impression - D/600/0617 Principles of Customer Service in Hospitality Leisure Travel and Tourism - T/600/1059 	
BIIAB Level 2 NVQ Diploma in Housekeeping - 601/6229/6	281	370	<ul style="list-style-type: none"> Maintenance of a safe, hygienic and secure working environment - F/601/4218 Working effectively as part of a hospitality team - T/601/4216 Cleaning and servicing a range of housekeeping areas - J/601/5015 Give customers a positive impression of yourself and your organisation - L/601/0933 Deal with customers across a language divide - A/601/1219 Maintain customer service through effective handover - Y/601/1227 Employment rights and responsibilities in the hospitality, leisure, travel and tourism sector - T/601/7214 Collect linen and make beds - F/601/5028 Clean windows from the inside - K/601/5024 Use of different chemicals and equipment in housekeeping - D/601/5005 Maintain housekeeping supplies - D/601/5036 Clean, maintain and protect semi-hard and hard floors - D/600/6336 Clean and maintain soft floors and furnishings - H/600/6337 Providing a linen service - H/601/5037 Carry out periodic room servicing and deep cleaning - K/601/5010 	Internal Assessment
BIIAB Level 2 Certificate in Hospitality and Catering Principles (Hospitality Services) - 601/6243/0	105	150	<ul style="list-style-type: none"> Safe, Hygienic and Secure Working Environments in Hospitality - R/600/0615 Effective Teamwork - Y/600/0616 Giving Customers a Positive Impression - D/600/0617 Principles of Customer Service in Hospitality Leisure Travel and Tourism - T/600/1059 Food safety in catering - H/502/0132 	Externally set internally assessed

		<ul style="list-style-type: none"> • Preparation and Clearing of Service Areas - F/600/0626 • Service of Food at Table - T/600/0624 • Service of Alcoholic and Non-Alcoholic Drinks - J/600/0627 • Cleaning and Servicing of Hospitality Areas - L/600/0631 • Chemicals and Equipment used for Cleaning in the Hospitality Industry - R/600/0629 • Maintain Housekeeping Supplies - J/600/1082 • Provide a Linen Service - M/600/1092 • Arrival of Customers - D/600/0620 • Dealing with Bookings - F/600/1078 • Departure of Customers - H/600/0621 • Handle Mail and Book External Services - A/600/1080 • Dealing with Payments - L/600/1133 • Principles of Providing a Silver Service -A/502/8298 • Principles of Resolving Customer Service Problems - A/502/8317 • Principles of Preparing and Serving Hot Drinks Using Specialist Equipment - D/502/8309 • Principles of Storing and Retrieving Information - D/502/8312 • Principles of producing basic pasta dishes - F/502/8285 • Principles of producing basic vegetable dishes - H/502/8294 • Principles of Completing Kitchen documentation - H/502/8313 • Principles of Preparing and Serving Dispensed and Instant Hot Drinks - H/502/8327 • Principles of Cleaning Drink Dispense Lines - J/502/8319 • Principles of producing basic fish dishes - K/502/8281 • Principles of Maintaining Customer Service Through Effective Handover - K/502/8314 • Principles of Preparing and Serving Wines - M/502/8265 • Principles of Providing a Buffet and Carvery Service - M/502/8296 • Principles of Cleaning and Protecting Floors, Carpets and Soft Furnishings - M/502/8301 • Principles of Receiving, Storing and Issuing Drinks Stock - M/502/8315 • Principles of Preparing and Clearing Areas for Table Service - R/502/8260 • Principles of producing basic rice, pulse and grain dishes - R/502/8291 • Principles of Maintaining Cellars and Kegs - R/502/8307 	
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			<ul style="list-style-type: none"> • Principles of setting up and closing the kitchen - T/502/8316 • Principles of Preparing and Serving Cocktails - Y/502/8308 • Principles of Promoting Additional Services or Products to Customers - Y/502/8311 • Principles of Carrying Out Periodic Room Servicing and Deep Cleaning - Y/502/8325 • Principles of Cleaning Windows From the Inside - D/502/8326 • Principles of Providing a Counter and Takeaway Service - T/502/8297 • Principles of Collecting Linen and Making Beds - L/502/8256 	
BIIAB Level 2 NVQ Diploma in Hospitality Services - 601/6212/0	266	370	<ul style="list-style-type: none"> • Maintenance of a safe, hygienic and secure working environment - F/601/4218 • Working effectively as part of a hospitality team - T/601/4216 • Give customers a positive impression of yourself and your organisation - L/601/0933 • Maintain food safety when storing, preparing and cooking food - D/601/6980 • Maintain food safety when storing, holding and serving food - A/601/5030 • Prepare and clear areas for counter and takeaway service - F/601/4994 • Provide a counter and takeaway service - L/601/5016 • Prepare and clear areas for table service - F/601/4915 • Serve food at the table - H/601/4986 • Provide a silver service - J/601/4950 • Provide a buffet and carvery service - A/601/4945 • Convert a room for dining - M/601/4697 • Prepare and clear the bar area - Y/601/4922 • Serve alcoholic and soft drinks - J/601/4978 • Prepare and serve cocktails - L/601/4982 • Prepare and serve wines - K/601/4939 • Prepare and serve dispensed and instant hot drinks - T/601/4927 • Prepare and serve hot drinks using specialist equipment - F/601/4932 • Maintain cellars and kegs - M/601/4909 • Clean drink dispense lines - H/601/4907 • Receive, store and issue drinks stock - T/601/4975 • Prepare and finish simple fruit dishes - R/601/5437 • Prepare and cook fish - T/601/5561 	internal Assessment

		<ul style="list-style-type: none"> • Prepare and cook meat and poultry - T/601/5575 • Prepare hot and cold sandwiches - K/601/4844 • Produce basic egg dishes - L/601/7333 • Produce basic fish dishes - H/601/4938 • Produce basic vegetable dishes - R/601/4949 • Produce basic rice, pulse and grain dishes - K/601/4861 • Produce basic pasta dishes - F/601/7331 • Prepare and present food for cold presentation - M/601/5364 • Complete kitchen documentation - L/601/5372 • Set up and close kitchen - L/601/4996 • Collect linen and make beds - F/601/5028 • Clean windows from the inside - K/601/5024 • Cleaning and servicing a range of housekeeping areas - J/601/5015 • Use of different chemicals and equipment in housekeeping - D/601/5005 • Maintain housekeeping supplies - D/601/5036 • Clean, maintain and protect semi-hard and hard floors - D/600/6336 • Clean and maintain soft floors and furnishings - H/600/6337 • Providing a linen service - H/601/5037 • Carry out periodic room servicing and deep cleaning - K/601/5010 • Deal with arrival of customers - D/601/5120 • Deal with bookings - L/601/5100 • Prepare customer accounts and deal with departures - A/601/5125 • Deal with communications as part of the reception function - F/601/5109 • Produce documents in a business environment - T/601/2482 • Use office equipment - H/601/2493 • Handle mail and book external services - M/601/5123 • Provide reception services - K/601/2480 • Store and retrieve information - R/601/2490 • Provide tourism information services to customers - R/601/5129 • Resolve customer service problems - M/601/1511 • Promote additional services or products to customers - D/601/0936 • Deal with customers across a language divide - A/601/1219 • Maintain customer service through effective handover - Y/601/1227 • Maintain and deal with payments - M/601/5039 	
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			<ul style="list-style-type: none"> • Employment rights and responsibilities in the hospitality, leisure, travel and tourism sector - T/601/7214 	
BIIAB Level 2 Award in Barista Skills - 601/6216/8	20	20	<ul style="list-style-type: none"> • Barista Skills - J/600/8243 	Externally set and Internally marked
BIIAB Level 2 Award in Cooking Theory and Practice - 500/7536/6	60	60	<ul style="list-style-type: none"> • Cooking Theory - K/600/3763 • Cooking Practice - T/600/3622 	Internally assessed practical activities Externally set and marked multiple choice exam paper
Level 2 Certificate in Licensed Hospitality Skills - 601/4850/0	221	278	<ul style="list-style-type: none"> • Maintenance of a safe, hygienic and secure working environment - F/601/4218 • Working effectively as part of a hospitality team - T/601/4216 • Serve alcoholic and soft drinks - J/601/4978 • Prepare and clear the bar area - Y/601/4922 • Order stock - M/601/5042 • Employment Rights and Responsibilities in the Hospitality, Leisure, Travel and Tourism Sector - T/601/7214 • Promote additional services or products to customers - D/601/0936 • Maintain and deal with payments - M/601/5039 • Delivering food service - A/505/6585 • Convert a Room for Dining - M/601/4697 • Running an Event - R/505/2493 • First aid essentials - D/504/6101 • Giving customers a positive impression - D/600/0617 • Principles of customer service in hospitality, leisure, travel and tourism - T/600/1059 • Maintain cellars and kegs - M/601/4909 • Clean drink dispense lines - H/601/4907 • Prepare and serve wines - K/601/4939 • Prepare and serve cocktails - L/601/4982 • Cooking practice - T/600/3622 • Barista skills - J/600/8243 • Prepare and serve dispensed and instant hot drinks - T/601/4927 • Provide a buffet and carvery service - A/601/4945 	Internal Assessment

Level 2 Certificate in Licensed Hospitality Operations - 601/4851/2	127	150	<ul style="list-style-type: none"> • Legal and Social Responsibilities of a Personal Licence Holder - H/601/7631 • Food safety in catering - H/502/0132 • Health and Safety in the Workplace - H/601/9699 • Alcohol Awareness - H/502/1054 • Principles of Conflict Management in Licensed Hospitality - K/501/5420 • Drugs Awareness in Licensed Premises - M/601/7499 • Licensed Hospitality Operations - M/503/5152 • Customer and Drinks Service - A/506/4265 • Beer and Cellar Quality (Cask and Keg) - A/600/9258 • The Essentials of Catering - A/602/0650 • Cooking Theory - K/600/3763 • Understanding the retail selling process - A/502/5806 • Understanding and selling wine - K/503/2573 • Customer Service Excellence in Licensed Hospitality - H/505/3633 • Principles of Providing a Buffet and Carvery Service - M/502/8296 	Externally set internally assessed
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IT, ICT & Telecommunications				
Qualification	GLH	TQT	Units	Assessment method
BIIAB Level 2 Award in ICT Systems and Principles for Practitioners - 601/6468/2	70	120	<ul style="list-style-type: none"> • Data Representation and Manipulation for IT - D/601/3206 • Telecommunications principles - J/601/3295 • Software testing - J/601/3510 • Principles of ICT system and data security - L/601/3508 • Web Fundamentals - R/601/3512 • Networking principles - T/601/3289 • Systems Architecture - T/601/3504 • Customer care - R/601/8726 • Hardware installation - D/602/0608 • Organisation and planning of workload - D/602/0611 • Service delivery - F/601/9547 • Information management - H/601/8732 • Supplier management - H/602/0612 • Asset management - K/601/9543 • Computer forensics - R/602/0606 • Maintaining equipment and IT systems - Y/602/0610 • IT Fault Diagnosis and Remedy - K/601/3287 	Internal assessment
BIIAB Level 2 Diploma in Professional Competence for IT and Telecoms Professionals (PROCOM) - 601/6450/5	195	480	<ul style="list-style-type: none"> • Health and Safety in ICT - Y/500/7183 • Develop own effectiveness and professionalism - Y/601/3317 • Customer Care in ICT - A/500/7158 • Customer Care in ICT - T/500/7157 • Computer Games Development - A/601/3164 • Data modelling - A/601/3200 • Creating an event driven computer program - T/601/3177 • Designing and developing event-driven computer programs - J/601/3300 • Technical fault diagnosis - A/601/3293 • Working with ICT Hardware and Equipment - K/500/7382 • Working with ICT Hardware and Equipment - H/500/7381 • Introduction to IT systems development - J/601/3247 • Installation and Operation of Wi-Fi Networks - A/507/8621 • Interpersonal and written communication - M/500/7206 • Interpersonal and written communication - T/500/7207 • Creating an object oriented computer program - A/601/3181 	Internal Assessment

			<ul style="list-style-type: none"> • Creating a procedural computer program - L/601/3167 • Project Management Software – M/502/4619 • Remote Support for Products or Services - R/500/7215 • Remote Support for Products and Services - Y/500/7216 • Software installation and upgrade - D/500/7329 • Software Installation and upgrade - D/500/7265 • System Management - Y/500/7331 • ICT System Operation - F/500/7338 • System Operation - H/500/7333 • Technical advice and guidance - F/601/3506 • Testing ICT Systems - A/500/7354 • Testing ICT Systems - T/500/7353 • User Profile Administration - H/500/7378 • Database Software - R/500/7294 • Database Software - M/502/4555 • Using Email - J/502/4299 • Using Email - M/502/4300 • Imaging Software -J/502/4612 • Imaging Software - L/502/4613 • Presentation Software - K/502/4621 • Presentation Software - M/502/4622 • Spreadsheet Software - A/502/4624 • Spreadsheet Software - F/502/4625 • Using the Internet - A/502/4297 • Using the Internet - T/502/4296 • Word Processing Software - L/502/4627 • Word Processing Software - R/502/4628 • Website Software - L/502/4630 • Website Software - R/502/4631 	
BIIAB Level 2 Diploma in ICT Systems and Principles for Practitioners - 601/6469/4	220	370	<ul style="list-style-type: none"> • Customer care - R/601/8726 • Organisation and planning of workload - D/602/0611 • Data Representation and Manipulation for IT - D/601/3206 • Telecommunications principles - J/601/3295 • Software testing - J/601/3510 • Principles of ICT system and data security - L/601/3508 	Internally assessed

			<ul style="list-style-type: none"> • Systems Architecture - M/601/3503 • Web Fundamentals - R/601/3512 • Networking principles - T/601/3289 • Hardware installation - D/602/0608 • Service delivery - F/601/9547 • Information management - H/601/8732 • Supplier management - H/602/0612 • Asset management - K/601/9543 • Computer forensics - R/602/0606 • Maintaining equipment and IT systems - Y/602/0610 • IT Fault Diagnosis and Remedy - K/601/3287 	
BIIAB Level 2 Certificate in ICT Systems and Principles for Practitioners - 601/6470/0	150	240	<ul style="list-style-type: none"> • Organisation and planning of workload - D/602/0611 • Data Representation and Manipulation for IT - D/601/3206 • Telecommunications principles - J/601/3295 • Software testing - J/601/3510 • Principles of ICT system and data security - L/601/3508 • Systems Architecture - M/601/3503 • Web Fundamentals - R/601/3512 • Networking principles - T/601/3289 • Hardware installation - D/602/0608 • Service delivery - F/601/9547 • Information management - H/601/8732 • Supplier management - H/602/0612 • Asset management - K/601/9543 • Computer forensics - R/602/0606 • Maintaining equipment and IT systems - Y/602/0610 • Customer care - D/601/8728 • Customer care - R/601/8726 • IT Fault Diagnosis and Remedy - K/601/3287 	Internally assessed
BIIAB Level 2 Diploma in IT User Skills (ITQ) - 601/6462/1	280	380	<ul style="list-style-type: none"> • Improving Productivity Using IT - J/502/4156 • Audio Software - K/502/4389 • Audio Software - D/502/4390 • Bespoke Software - A/502/4395 • Bespoke Software - F/502/4396 • Computerised Accounting Software - F/502/4401 	Externally set internally assessed / Internally assessed

		<ul style="list-style-type: none"> • Computerised Accounting Software - J/502/4402 • Data Management Software - F/502/4558 • Data Management Software - J/502/4559 • Desktop Publishing Software - Y/502/4565 • Desktop Publishing Software - D/502/4566 • Drawing and Planning Software - J/502/4609 • Drawing and Planning Software - A/502/4610 • Database Software - H/502/4553 • Database Software - M/502/4555 • Design Software - M/502/4572 • Design Software - T/502/4573 • IT Communication Fundamentals - D/502/4292 • IT Communication Fundamentals - Y/502/4291 • Imaging Software - J/502/4612 • Imaging Software - L/502/4613 • IT Software Fundamentals - L/502/4384 • IT Software Fundamentals - R/502/4385 • IT Security for Users - R/502/4256 • IT Security for Users - Y/502/4257 • IT User Fundamentals - J/502/4206 • IT User Fundamentals - L/502/4207 • Multimedia Software - Y/502/4615 • Multimedia Software - D/502/4616 • Optimise IT System Performance - D/502/4244 • Optimise IT System Performance - H/502/4245 • Personal Information Management Software - Y/502/4369 • Personal Information Management Software - L/502/4370 • Understanding the potential of IT - M/503/0498 • Project Management Software - K/502/4618 • Project Management Software - M/502/4619 • Presentation Software - K/502/4621 • Presentation Software - M/502/4622 • Spreadsheet Software - A/502/4624 • Spreadsheet Software - F/502/4625 • Specialist Software - L/502/4398 	
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			<ul style="list-style-type: none"> • Specialist Software - R/502/4399 • Set Up an IT System - Y/502/4209 • Set Up an IT System - L/502/4210 • Using Collaborative Technologies - A/502/4378 • Using Collaborative Technologies - F/502/4379 • Using Email - J/502/4299 • Using Email - M/502/4300 • Using Mobile IT Devices - H/502/4374 • Using Mobile IT Devices - K/502/4375 • Using the Internet - A/502/4297 • Using the Internet - T/502/4296 • Video Software - K/502/4392 • Video Software - M/502/4393 • Word Processing Software - L/502/4627 • Word Processing Software - R/502/4628 • Website Software - L/502/4630 • Website Software - R/502/4631 	
IT User				
Qualification	GLH	TQT	Units	Assessment method
BIIAB Level 1 Award in IT User Skills - 601/6503/0	60	90	<ul style="list-style-type: none"> • Audio Software - K/502/4389 • Audio Software - D/502/4390 • Bespoke Software - A/502/4395 • Bespoke Software - F/502/4396 • Computerised Accounting Software - F/502/4401 • Computerised Accounting Software - J/502/4402 • Data Management Software - F/502/4558 • Data Management Software - J/502/4559 • Desktop Publishing Software - D/502/4566 • Desktop Publishing Software - Y/502/4565 • Drawing and Planning Software - J/502/4609 • Drawing and Planning Software - A/502/4610 • Database Software - H/502/4553 • Database Software - M/502/4555 • Design Software - M/502/4572 • Design Software - T/502/4573 	Internal assessment

		<ul style="list-style-type: none"> • Computer Basics - Y/502/0189 • Computer Security and Privacy - Y/502/0192 • Data management software - R/502/2216 • Database software - J/502/0169 • Design and imaging software - L/502/0173 • Digital Lifestyle - D/502/0193 • IT User fundamentals - T/502/0166 • Personal information management software - J/502/2214 • Presentation software - A/502/0170 • Productivity Programmes - R/502/0191 • Specialist/bespoke software - L/502/2215 • Spreadsheet software - F/502/0168 • The Internet and World Wide Web - L/502/0190 • Using email - J/502/0172 • Using mobile IT devices - D/502/0176 • Using the Internet - F/502/0171 • Word processing software - A/502/0167 • IT Communication Fundamentals - D/502/4292 • IT Communication Fundamentals - Y/502/4291 • Improving Productivity Using IT - T/502/4153 • Improving Productivity Using IT - J/502/4156 • Imaging Software - J/502/4612 • Imaging Software - L/502/4613 • IT Software Fundamentals - L/502/4384 • IT Software Fundamentals - R/502/4385 • IT Security for Users - R/502/4256 • IT Security for Users - Y/502/4257 • IT User Fundamentals - J/502/4206 • IT User Fundamentals - L/502/4207 • Multimedia Software - Y/502/4615 • Multimedia Software - D/502/4616 • Optimise IT System Performance - D/502/4244 • Optimise IT System Performance - H/502/4245 • Personal Information Management Software - Y/502/4369 • Personal Information Management Software - L/502/4370 	
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		<ul style="list-style-type: none">• Project Management Software - K/502/4618• Project Management Software - M/502/4619• Presentation Software - K/502/4621• Presentation Software - M/502/4622• Spreadsheet Software - A/502/4624• Spreadsheet Software - F/502/4625• Specialist Software - L/502/4398• Specialist Software - R/502/4399• Specialist Software - A/502/4400• Set Up an IT System - Y/502/4209• Set Up an IT System - L/502/4210• Using Collaborative Technologies - A/502/4378• Using Collaborative Technologies - F/502/4379• Using Email - J/502/4299• Using Email - M/502/4300• Using Mobile IT Devices - H/502/4374• Using Mobile IT Devices - K/502/4375• Using the Internet - A/502/4297• Using the Internet - T/502/4296• Video Software - K/502/4392• Video Software - M/502/4393• Word Processing Software - L/502/4627• Word Processing Software - R/502/4628• Word Processing Software - Y/502/4629• Website Software - L/502/4630• Website Software - R/502/4631	
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Qualification	GLH	TQT	Units	Assessment method
BIIAB Level 1 Certificate in IT User Skills - 601/6493/1	90	130	<ul style="list-style-type: none"> • Improving Productivity Using IT - T/502/4153 • Audio Software - K/502/4389 • Audio Software - D/502/4390 • Bespoke Software - A/502/4395 • Bespoke Software - F/502/4396 • Computerised Accounting Software - F/502/4401 • Computerised Accounting Software - J/502/4402 • Data Management Software - F/502/4558 • Data Management Software - J/502/4559 • Desktop Publishing Software - D/502/4566 • Desktop Publishing Software - Y/502/4565 • Drawing and Planning Software - J/502/4609 • Drawing and Planning Software - A/502/4610 • Database Software - H/502/4553 • Database Software - M/502/4555 • Design Software - M/502/4572 • Design Software - T/502/4573 • IT Communication Fundamentals - D/502/4292 • IT Communication Fundamentals - Y/502/4291 • Imaging Software - J/502/4612 • Imaging Software - L/502/4613 • IT Software Fundamentals - L/502/4384 • IT Software Fundamentals - R/502/4385 • IT Security for Users - R/502/4256 • IT Security for Users - Y/502/4257 • IT User Fundamentals - J/502/4206 • IT User Fundamentals - L/502/4207 • Multimedia Software - Y/502/4615 • Multimedia Software - D/502/4616 • Optimise IT System Performance - D/502/4244 • Optimise IT System Performance - H/502/4245 • Personal Information Management Software - Y/502/4369 • Personal Information Management Software - L/502/4370 • Project Management Software - K/502/4618 	Internally assessed

			<ul style="list-style-type: none"> • Project Management Software - M/502/4619 • Presentation Software - K/502/4621 • Presentation Software - M/502/4622 • Spreadsheet Software - A/502/4624 • Spreadsheet Software - F/502/4625 • Specialist Software - L/502/4398 • Specialist Software - R/502/4399 • Set Up an IT System - Y/502/4209 • Set Up an IT System - L/502/4210 • Using Collaborative Technologies - A/502/4378 • Using Collaborative Technologies - F/502/4379 • Using Email - J/502/4299 • Using Email - M/502/4300 • Using Mobile IT Devices - H/502/4374 • Using Mobile IT Devices - K/502/4375 • Using the Internet - A/502/4297 • Using the Internet - T/502/4296 • Video Software - K/502/4392 • Video Software - M/502/4393 • Word Processing Software - L/502/4627 • Word Processing Software - R/502/4628 • Website Software - L/502/4630 • Website Software - R/502/4631 	
BIIAB Level 1 Diploma in IT User Skills - 601/6514/5	300	370	<ul style="list-style-type: none"> • Improving Productivity Using IT - T/502/4153 • Audio Software - K/502/4389 • Audio Software - D/502/4390 • Bespoke Software - A/502/4395 • Bespoke Software - F/502/4396 • Computerised Accounting Software - F/502/4401 • Computerised Accounting Software - J/502/4402 • Data Management Software - F/502/4558 • Data Management Software - J/502/4559 • Desktop Publishing Software - D/502/4566 • Desktop Publishing Software - Y/502/4565 • Drawing and Planning Software - J/502/4609 	Internally Assessed

		<ul style="list-style-type: none"> • Drawing and Planning Software - A/502/4610 • Database Software - H/502/4553 • Database Software - M/502/4555 • Design Software - M/502/4572 • Design Software - T/502/4573 • Computer Basics - Y/502/0189 • Computer Security and Privacy - Y/502/0192 • Data management software - R/502/2216 • Database software - J/502/0169 • Design and imaging software - L/502/0173 • Digital Lifestyle - D/502/0193 • IT User fundamentals - T/502/0166 • Personal information management software - J/502/2214 • Presentation software - A/502/0170 • Productivity Programmes - R/502/0191 • Specialist/bespoke software - L/502/2215 • Spreadsheet software - F/502/0168 • The Internet and World Wide Web - L/502/0190 • Using email - J/502/0172 • Using mobile IT devices - D/502/0176 • Using the Internet - F/502/0171 • Word processing software - A/502/0167 • IT Communication Fundamentals - D/502/4292 • IT Communication Fundamentals - Y/502/4291 • Improving Productivity Using IT - T/502/4153 • Improving Productivity Using IT - J/502/4156 • Imaging Software - J/502/4612 • Imaging Software - L/502/4613 • IT Software Fundamentals - L/502/4384 • IT Software Fundamentals - R/502/4385 • IT Security for Users - R/502/4256 • IT Security for Users - Y/502/4257 • IT User Fundamentals - J/502/4206 • IT User Fundamentals - L/502/4207 • Multimedia Software - Y/502/4615 	
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			<ul style="list-style-type: none"> • Multimedia Software - D/502/4616 • Optimise IT System Performance - D/502/4244 • Optimise IT System Performance - H/502/4245 • Personal Information Management Software - Y/502/4369 • Personal Information Management Software - L/502/4370 • Understanding the potential of IT - M/503/0498 • Project Management Software - K/502/4618 • Project Management Software - M/502/4619 • Presentation Software - K/502/4621 • Presentation Software - M/502/4622 • Spreadsheet Software - A/502/4624 • Spreadsheet Software - F/502/4625 • Specialist Software - L/502/4398 • Specialist Software - R/502/4399 • Specialist Software - A/502/4400 • Set Up an IT System - Y/502/4209 • Set Up an IT System - L/502/4210 • Using Collaborative Technologies - A/502/4378 • Using Collaborative Technologies - F/502/4379 • Using Collaborative Technologies - T/502/4380 • Using Email - J/502/4299 • Using Email - M/502/4300 • Using Mobile IT Devices - H/502/4374 • Using Mobile IT Devices - K/502/4375 • Using the Internet - A/502/4297 • Using the Internet - T/502/4296 • Video Software - K/502/4392 • Video Software - M/502/4393 • Word Processing Software - L/502/4627 • Word Processing Software - R/502/4628 • Website Software - L/502/4630 • Website Software - R/502/4631 	
Qualification	GLH	TQT	Units	Assessment method
BIIAB Level 2 Award in IT User Skills - 601/6490/6	70	100	<ul style="list-style-type: none"> • Audio Software - K/502/4389 • Audio Software - D/502/4390 	Internal assessment

		<ul style="list-style-type: none"> • Bespoke Software - A/502/4395 • Bespoke Software - F/502/4396 • Computerised Accounting Software - F/502/4401 • Computerised Accounting Software - J/502/4402 • Data Management Software - F/502/4558 • Data Management Software - J/502/4559 • Desktop Publishing Software - D/502/4566 • Desktop Publishing Software - Y/502/4565 • Drawing and Planning Software - J/502/4609 • Drawing and Planning Software - A/502/4610 • Database Software - H/502/4553 • Database Software - M/502/4555 • Design Software - M/502/4572 • Design Software - T/502/4573 • IT Communication Fundamentals - D/502/4292 • IT Communication Fundamentals - Y/502/4291 • Improving Productivity Using IT - T/502/4153 • Improving Productivity Using IT - J/502/4156 • Imaging Software - J/502/4612 • Imaging Software - L/502/4613 • IT Software Fundamentals - L/502/4384 • IT Software Fundamentals - R/502/4385 • IT Security for Users - R/502/4256 • IT Security for Users - Y/502/4257 • IT User Fundamentals - J/502/4206 • IT User Fundamentals - L/502/4207 • Multimedia Software - Y/502/4615 • Multimedia Software - D/502/4616 • Optimise IT System Performance - D/502/4244 • Optimise IT System Performance - H/502/4245 • Personal Information Management Software - Y/502/4369 • Personal Information Management Software - L/502/4370 • Understanding the potential of IT - M/503/0498 • Project Management Software - K/502/4618 • Project Management Software - M/502/4619 	
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			<ul style="list-style-type: none"> • Presentation Software - K/502/4621 • Presentation Software - M/502/4622 • Spreadsheet Software - A/502/4624 • Spreadsheet Software - F/502/4625 • Specialist Software - L/502/4398 • Specialist Software - R/502/4399 • Set Up an IT System - Y/502/4209 • Set Up an IT System - L/502/4210 • Using Collaborative Technologies - A/502/4378 • Using Collaborative Technologies - F/502/4379 • Using Email - J/502/4299 • Using Email - M/502/4300 • Using Mobile IT Devices - H/502/4374 • Using Mobile IT Devices - K/502/4375 • Using the Internet - A/502/4297 • Using the Internet - T/502/4296 • Video Software - K/502/4392 • Video Software - M/502/4393 • Word Processing Software - L/502/4627 • Word Processing Software - R/502/4628 • Website Software - L/502/4630 • Website Software - R/502/4631 	
BIIAB Level 2 Diploma in IT User Skills - 601/6515/7	280	380	<ul style="list-style-type: none"> • Improving Productivity Using IT - J/502/4156 • Audio Software - K/502/4389 • Audio Software - D/502/4390 • Bespoke Software - A/502/4395 • Bespoke Software - F/502/4396 • Computerised Accounting Software - F/502/4401 • Computerised Accounting Software - J/502/4402 • Data Management Software - F/502/4558 • Data Management Software - J/502/4559 • Desktop Publishing Software - D/502/4566 • Desktop Publishing Software - Y/502/4565 • Drawing and Planning Software - J/502/4609 • Drawing and Planning Software - A/502/4610 	Internally Assessed

		<ul style="list-style-type: none"> • Database Software - H/502/4553 • Database Software - M/502/4555 • Design Software - M/502/4572 • Design Software - T/502/4573 • IT Communication Fundamentals - D/502/4292 • IT Communication Fundamentals - Y/502/4291 • Imaging Software - J/502/4612 • Imaging Software - L/502/4613 • IT Software Fundamentals - L/502/4384 • IT Software Fundamentals - R/502/4385 • IT Security for Users - R/502/4256 • IT Security for Users - Y/502/4257 • IT User Fundamentals - J/502/4206 • IT User Fundamentals - L/502/4207 • Multimedia Software - Y/502/4615 • Multimedia Software - D/502/4616 • Optimise IT System Performance - D/502/4244 • Optimise IT System Performance - H/502/4245 • Personal Information Management Software - Y/502/4369 • Personal Information Management Software - L/502/4370 • Understanding the potential of IT - M/503/0498 • Project Management Software - K/502/4618 • Project Management Software - M/502/4619 • Presentation Software - K/502/4621 • Presentation Software - M/502/4622 • Spreadsheet Software - A/502/4624 • Spreadsheet Software - F/502/4625 • Specialist Software - L/502/4398 • Specialist Software - R/502/4399 • Set Up an IT System - Y/502/4209 • Set Up an IT System - L/502/4210 • Using Collaborative Technologies - A/502/4378 • Using Collaborative Technologies - F/502/4379 • Using Email - J/502/4299 • Using Email - M/502/4300 	
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		<ul style="list-style-type: none">• Using Mobile IT Devices - H/502/4374• Using Mobile IT Devices - K/502/4375• Using the Internet - A/502/4297• Using the Internet - F/502/4298• Video Software - K/502/4392• Video Software - M/502/4393• Word Processing Software - L/502/4627• Word Processing Software - R/502/4628• Website Software - L/502/4630• Website Software - R/502/4631	
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Qualification	GLH	TQT	Units	Assessment method
BIIAB Level 2 Certificate in IT User Skills - 601/6494/3	115	160	<ul style="list-style-type: none"> • Improving Productivity Using IT - J/502/4156 • Audio Software - K/502/4389 • Audio Software - D/502/4390 • Bespoke Software - A/502/4395 • Bespoke Software - F/502/4396 • Computerised Accounting Software - F/502/4401 • Computerised Accounting Software - J/502/4402 • Data Management Software - F/502/4558 • Data Management Software - J/502/4559 • Desktop Publishing Software - D/502/4566 • Desktop Publishing Software - Y/502/4565 • Drawing and Planning Software - J/502/4609 • Drawing and Planning Software - A/502/4610 • Database Software - H/502/4553 • Database Software - M/502/4555 • Design Software - M/502/4572 • Design Software - T/502/4573 • IT Communication Fundamentals - D/502/4292 • IT Communication Fundamentals - Y/502/4291 • Imaging Software - J/502/4612 • Imaging Software - L/502/4613 • IT Software Fundamentals - L/502/4384 • IT Software Fundamentals - R/502/4385 • IT Security for Users - R/502/4256 • IT Security for Users - Y/502/4257 • IT User Fundamentals - J/502/4206 • IT User Fundamentals - L/502/4207 • Multimedia Software - Y/502/4615 • Multimedia Software - D/502/4616 • Optimise IT System Performance - D/502/4244 • Optimise IT System Performance - H/502/4245 • Personal Information Management Software - Y/502/4369 • Personal Information Management Software - L/502/4370 • Understanding the potential of IT - M/503/0498 	Internally Assessed

		<ul style="list-style-type: none">• Project Management Software - K/502/4618• Project Management Software - M/502/4619• Presentation Software - K/502/4621• Presentation Software - M/502/4622• Spreadsheet Software - A/502/4624• Spreadsheet Software - F/502/4625• Specialist Software - L/502/4398• Specialist Software - R/502/4399• Set Up an IT System - Y/502/4209• Set Up an IT System - L/502/4210• Using Collaborative Technologies - A/502/4378• Using Collaborative Technologies - F/502/4379• Using Email - J/502/4299• Using Email - M/502/4300• Using Mobile IT Devices - H/502/4374• Using Mobile IT Devices - K/502/4375• Using the Internet - A/502/4297• Using the Internet - F/502/4298• Video Software - K/502/4392• Video Software - M/502/4393• Word Processing Software - L/502/4627• Word Processing Software - R/502/4628• Website Software - L/502/4630• Website Software - R/502/4631	
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Licensed Hospitality and Short Qualifications				
Qualification	GLH	TQT	Units	Assessment method
BIIAB Level 1 Award in Alcohol Awareness - 500/5604/9	10	10	<ul style="list-style-type: none"> Alcohol Awareness - H/502/1054 	Multiple Choice Exam
BIIAB Level 1 Award in Essentials of Catering - 501/0434/2	30	30	<ul style="list-style-type: none"> The Essentials of Catering - A/602/0650 	Multiple Choice Exam
BIIAB Level 1 Award in Responsible Alcohol Retailing - 500/7744/2	10	20	<ul style="list-style-type: none"> Principles of Responsible Alcohol Retailing - R/600/5183 	Multiple Choice Exam
BIIAB Level 1 Award in Wine Service - 600/2141/X	8	8	<ul style="list-style-type: none"> Understanding and selling wine - K/503/2573 	Multiple Choice Exam
BIIAB Level 1 Award in Smoking Awareness - 600/2928/6	10	10	<ul style="list-style-type: none"> Smoking Awareness - T/503/4682 	Multiple Choice Exam
BIIAB Level 1 Award in Introduction to Employment in the Hospitality Industry - 501/1806/7	69	80	<ul style="list-style-type: none"> Introduction to the Hospitality Industry - M/502/4894 Introduction to personal workplace skills - D/500/9047 Food safety in catering - H/601/9699 Principles of Customer Service in Hospitality Leisure Travel and Tourism - T/600/1059 	BIIAB Level 2 Diploma in Professional Competence for IT and Telecoms Professionals (PROCOM) - 601/6450/5
BIIAB Level 2 Award for Personal Licence Holders - 603/2468/5	8	10	<ul style="list-style-type: none"> Legal and Social Responsibilities of a Personal Licence Holder - A/616/5204 	Multiple Choice Exam
BIIAB Level 2 Award for Licensing Practitioners (Alcohol) - 501/1909/6	10	10	<ul style="list-style-type: none"> Alcohol Licensing for Practitioners - J/602/2207 	Multiple Choice Exam
BIIAB Level 2 Award for Licensing Practitioners (Gambling) - 501/2348/8	10	10	<ul style="list-style-type: none"> Gambling Legislation for Practitioners - H/602/2232 	Multiple Choice Exam
BIIAB Level 2 Award for Music Promoters - 500/7574/3	15	20	<ul style="list-style-type: none"> Roles and Responsibilities of a Music Promoter - K/600/4458 	Multiple Choice Exam
BIIAB Level 2 Award in Assessment of the Licensed Premises (Social Responsibility) - 603/1426/6	17	23	<ul style="list-style-type: none"> Principles of Assessment - L/602/2306 Legislative Requirements for Alcohol Licensed Premises and the Assessment of Recognised Award Schemes - R/615/6959 	Multiple Choice Exam
BIIAB Level 2 Award in Beer and Cellar Quality (Cask and Keg) - 600/5152/8	10	10	<ul style="list-style-type: none"> Beer and Cellar Quality Cask and Keg - A/600/9258 	Multiple Choice Exam
BIIAB Level 2 Award in Beer and Cellar Quality (Keg) - 600/5162/0	10	10	<ul style="list-style-type: none"> Beer and Cellar Quality (Keg only) - F/600/9259 	Multiple Choice Exam

Qualification	GLH	TQT	Units	Assessment method
BIIAB Level 2 Award in Conflict Management for Licensed Premises Staff - 501/0373/8	10	10	<ul style="list-style-type: none"> Principles of Conflict Management in Licensed Hospitality - K/501/5420 	Multiple Choice Exam
BIIAB Level 2 Award in Crime Scene Preservation - 600/3072/0	10	10	<ul style="list-style-type: none"> Crime Scene Preservation - J/503/4766 	Multiple Choice Exam
BIIAB Level 2 Award in Drugs Awareness for Licensed Hospitality Staff - 501/1268/5	10	10	<ul style="list-style-type: none"> Drugs Awareness in Licensed Premises - M/601/7499 	Multiple Choice Exam
BIIAB Level 2 Award in Fire Safety - 600/2844/0	9	10	<ul style="list-style-type: none"> Fire Safety Principles - D/601/9698 	Multiple Choice Exam
BIIAB Level 2 Award in Licensed Hospitality Operations - 600/3355/1	30	30	<ul style="list-style-type: none"> Licensed Hospitality Operations - M/503/5152 	Multiple Choice Exam
BIIAB Level 2 Award in Working Within Gambling Legislation - 500/7771/5	9	10	<ul style="list-style-type: none"> Working Within Gambling Legislation - L/600/6266 	Multiple Choice Exam
BIIAB Level 2 Award in Underage Sales Prevention - 601/8037/7	5	5	<ul style="list-style-type: none"> Underage sales prevention for retail and licensed premises 	Multiple Choice Exam
BIIAB Level 2 Certificate in Cellar Service Installation and Maintenance - 501/1532/7	296	351	<ul style="list-style-type: none"> Properties Of Beer And Beer Dispense Equipment - A/600/5338 Dispense Pressure Systems - A/600/5341 Cellar Service Equipment - F/600/5339 Health And Safety And Survey Of The Cellar - T/600/5337 Service Installation - T/600/5340 	Multiple Choice Exam
BIIAB Level 2 Award in Licensed Retailing - 603/2726/1	40	40	<ul style="list-style-type: none"> Legal and Social Responsibilities of a Personal Licence Holder - A/616/5204 Licensed Hospitality Operations - M/503/5152 	Multiple Choice Exam

Management & Team Leading				
Qualification	GLH	TQT	Units	Assessment method
BIIAB Level 2 Diploma in Team Leading - 601/3743/5	201	400	<ul style="list-style-type: none"> • Manage personal performance and development - L/506/1788 • Communicate work-related information - T/506/1798 • Lead and manage a team - H/506/1800 • Principles of team leading - R/506/2294 • Understand business - R/506/2957 • Develop working relationships with colleagues - R/506/1789 • Contribute to meetings in a business environment - Y/506/2958 • Principles of equality and diversity in the workplace - J/506/1806 • Health and safety procedures in the workplace - T/505/4673 • Store and retrieve information - R/506/1811 • Handle mail - D/506/1813 • Employee rights and responsibilities - L/506/1905 • Deliver customer service - A/506/2130 • Understand customers - F/506/2131 • Resolve customer service problems - A/506/2158 	Externally set Internally marked Internal assessment

Optical Retail				
Qualification	GLH	TQT	Units	Assessment method
BIIAB Level 2 Award in Employment and Personal Learning Skills in Health - 601/6575/3	64	70	<ul style="list-style-type: none"> Understand employment responsibilities and rights in health, social care or children and young people's settings - R/602/2954 Preparing for an Apprenticeship - H/602/4529 Using enquiry and investigative techniques to solve problems - K/602/4547 Manage own learning - Y/602/4544 Participating in teamwork - H/602/4546 	Externally set Internally marked / Internal assessment
BIIAB Level 2 Diploma in Optical Retail Skills - 601/6576/5	209	370	<ul style="list-style-type: none"> Introduction to communication in health, social care or children's and young people's settings - F/601/5465 Meet customers of the optical practice and provide information - D/602/4853 Contribute to the record keeping of the optical practice - H/602/4854 Resolve customer service problems - M/601/1511 Protect own and others' health and safety when working in a retail environment - Y/503/5727 Handle information in health and social care settings - J/601/8142 Introduction to personal development in health, social care or children's and young people's settings - L/601/5470 Select and sell optical products to meet customer needs - T/602/4857 Provide a spectacle collection service - A/602/4861 Determine facial, frame and spectacle lens measurements - F/602/4859 Provide a spectacle repair and adjustment service - J/602/4863 Process optical prescriptions and order optical products - T/602/4860 Provide a contact lens collection service - L/602/4864 Dress visual merchandising displays to attract customers - H/503/5696 Display stock to promote sales to customers in a retail environment - M/503/5684 Process payments for purchases in a retail environment - L/503/5689 Promote loyalty schemes to customers in a retail environment - J/503/5691 	Internal assessment

Playwork				
Qualification	GLH	TQT	Units	Assessment method
BIIAB Level 2 Diploma in Playwork (NVQ) - 601/7960/0	437	610	<ul style="list-style-type: none"> • Playwork Principles - H/600/9500 • Developing Own Playwork and Team Practice - H/600/9514 • Help to Improve Own Practice and the Work of the Playwork Team - H/600/9528 • Supporting Children and Young People's Play - F/600/9505 • Relationships in the Play Environment - L/600/9507 • The Safeguarding and Welfare of Children and Young People in the Play Environment - L/600/9510 • Working within a play environment with children and young people - M/600/9502 • Health and safety in the Play Environment - Y/600/9509 • Contribute to the Health, Safety, Security and Welfare of Children and Young People using the Play Environment - Y/600/9526 • Contribute to Providing Food and Drink in the Play Environment - K/600/9529 • Support the Travel of Children and Young People Outside the Play Environment - M/600/9547 • Contribute to the Administration of the Play Environment - Y/600/9543 	Internal assessment
BIIAB Level 2 Award in Employment Awareness in Active Leisure and Learning (Playwork Level 2 Apprenticeship ERR) - 601/8024/9	45	60	<ul style="list-style-type: none"> • Understanding the Active Leisure and Learning Sector - Y/600/1734 • Understanding Employment Rights and Responsibilities - J/600/0840 • Understanding the Employing Organisation - D/600/1735 	

Retail				
Qualification	GLH	TQT	Units	Assessment method
BIIAB Level 2 Certificate in Retail Knowledge - 601/6578/9	93	140	<ul style="list-style-type: none"> Understanding the business of retail - A/502/5756 Understanding how a retail business maintains health, safety and security on its premises - A/502/5823 Understanding how individuals and teams contribute to the effectiveness of a retail business - J/502/5789 Understanding customer service in the retail sector - M/502/5821 Understanding visual merchandising for retail business - A/600/0656 Understanding retail consumer law - D/502/5801 Understanding the control, receipt and storage of stock in a retail business - F/502/5810 Understanding the handling of customer payments in a retail business - H/502/5797 Understanding security and loss prevention in a retail business - K/502/5817 Understanding the use of in-store web-based facilities in promoting retail sales - K/505/9384 	Externally set Internally marked Internal assessment
BIIAB Level 2 Diploma in Retail Skills - 601/6579/0	115	370	<ul style="list-style-type: none"> Work effectively in a retail team - T/503/5735 Receive goods and materials into storage in a retail environment - R/503/5659 Place goods and materials into storage in a retail environment - J/503/5660 Keep stock on sale at required levels in a retail environment - L/503/5661 Process customer orders for goods in a retail environment - R/503/5662 Process returned goods in a retail environment - Y/503/5663 Assemble products for display in a retail environment - H/503/5665 Hand-process fish in a retail environment - K/503/5666 Process greengrocery products for sale in a retail environment - M/503/5667 Finish meat products by hand in a retail environment - T/503/5668 Organise own work to meet a dough production schedule in a retail environment - A/503/5672 Maintain food safety while working with food in a retail environment - J/503/5674 Pick products in a retail environment to fulfil customer orders - R/503/5676 	Internal assessment

		<ul style="list-style-type: none"> • Check stock levels and sort out problems with stock levels in a retail environment - D/503/5678 • Finish bake-off food products in a retail environment - H/503/5679 • Glaze, coat or decorate bake-off products for sale in a retail environment - Y/503/5680 • Display stock to promote sales to customers in a retail environment - M/503/5684 • Help customers to choose products in a retail environment - T/503/5685 • Carry out promotional campaigns in a retail environment - A/503/5686 • Deal with customer queries and complaints in a retail environment - F/503/5687 • Demonstrate products to customers in a retail environment - J/503/5688 • Process payments for purchases in a retail environment - L/503/5689 • Process applications for credit agreements offered in a retail environment - F/503/5690 • Promote loyalty schemes to customers in a retail environment - J/503/5691 • Provide a bra fitting service in a retail environment - Y/503/5694 • Follow guidelines for planning and preparing visual merchandising displays - D/503/5695 • Dress visual merchandising displays to attract customers - H/503/5696 • Order and position signage and graphics for visual merchandising displays - K/503/5697 • Dismantle and store props and graphics from visual merchandising displays - M/503/5698 • Make props and decorate fixtures and panels for visual merchandising displays - T/503/5699 • Assemble visual merchandising displays - D/503/5700 • Follow point-of-sale procedures for age-restricted products in a retail environment - J/503/5707 • Provide National Lottery products to customers - L/503/5708 • Advise customers on the fixing and care of tiles - R/503/5709 • Cash up in a retail environment - L/503/5711 • Promote a retail store's credit card to customers in a retail environment - R/503/5712 	
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		<ul style="list-style-type: none"> • Provide service to customers in a dressing room in a retail environment - Y/503/5713 • Promote food or drink products by offering samples to customers - D/503/5714 • Deliver goods from a retail environment to the customer's delivery address - H/503/5715 • Help customers to apply for a retail store's credit card and associated insurance products - M/503/5717 • Help customers to choose delicatessen products in a retail environment - T/503/5718 • Portion delicatessen products to meet customer requirements in a retail environment - A/503/5719 • Demonstrate make-up and skincare products to customers at a beauty counter in a retail environment - T/503/5721 • Operate a customer record card system on a beauty counter in a retail environment - A/503/5722 • Protect own and others' health and safety when working in a retail environment - Y/503/5727 • Reduce security risks in a retail environment - D/503/5728 • Prepare newspapers and magazines for return to merchandisers - A/503/5736 • Check the accuracy of records of hours worked by staff in a retail environment - J/503/5738 • Select, weigh and measure bakery ingredients - D/601/4551 • Hand-divide, mould and shape fermented dough - T/601/4555 • Maintain moisture levels for crops or plants - R/502/0854 • Provide nutrients to crops or plants - L/502/0853 • Remove unwanted plant growth to maintain development - Y/502/1214 • Identify and report the presence of pests, diseases and disorders - K/502/1511 • Merchandise plants and other relevant products - J/502/0771 • Give customers a positive impression of yourself and your organisation - L/601/0933 • Using web-based facilities in-store to achieve retail sales - D/505/9379 	
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			<ul style="list-style-type: none"> • Advising and supporting customers on the use of in-store web-based retail facilities - R/505/9380 • Maintaining data confidentiality and security when using web-based retail facilities in-store - D/505/9382 • Sort donated goods for resale or recycling in a retail environment - D/503/5664 • Maintain food safety while working with food in a retail environment - F/503/5673 • Load orders for despatch from a retail store to customers - Y/503/5677 • Provide a counter and takeaway service - L/601/5016 • Contribute to monitoring and maintaining ease of shopping in a retail sales area - K/503/5716 	
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Safety				
Qualification	GLH	TQT	Units	Assessment method
BIIAB Level 2 Award in Food Safety in Catering - 501/1302/1	9	10	<ul style="list-style-type: none"> • Food safety in catering - H/502/0132 	Multiple-Choice Test
BIIAB Level 2 Award in Health and Safety in the Workplace - 600/3278/9	10	10	<ul style="list-style-type: none"> • Health and Safety in the Workplace - H/601/9699 	Multiple-Choice Test

Sales and Marketing				
Qualification	GLH	TQT	Units	Assessment method
BIIAB Level 2 Certificate in Principles of Sales - 601/6778/6	131	180	<ul style="list-style-type: none"> Understanding the sales environment - T/502/8204 Understanding sales techniques and processes – A/502/8205 Understanding legal, regulatory and ethical requirements in sales or marketing – F/502/8206 Principles of personal responsibilities and working in a business environment – L/601/7638 Understanding sales targets – L/502/8208 Understanding business awareness in sales – R/502/8209 Principles of presentations and demonstrations in sales – L/502/8211 Principles of selling at trade fairs and exhibitions – A/502/8224 Customer service in sales – J/502/8224 	Externally set Internally marked Internal assessment
BIIAB Level 2 Certificate in Principles of Marketing - 601/6766/X	116	150	<ul style="list-style-type: none"> Principles of marketing theory – D/502/9928 Understanding legal, regulatory and ethical requirements in sales or marketing – F/502/8206 Principles of personal responsibilities and working in a business environment – L/601/7638 Principles of digital marketing – D/502/9931 Principles of customer relationships – K/503/8194 Principles of customer relationships – Y/502/9930 	Externally set Internally marked Internal assessment
BIIAB Level 2 NVQ Certificate in Sales - 601/6782/8	124	220	<ul style="list-style-type: none"> Time planning in sales - F/502/8559 Complying with legal, regulatory and ethical requirements in a sales or marketing role - A/502/8561 Deliver reliable customer service - J/601/1210 Selling face to face - L/502/8564 Selling by telephone – inbound - J/502/8577 Selling by telephone – outbound - J/502/8580 Inputting and accessing sales or marketing data in information systems - D/502/8584 Processing sales orders - M/502/8587 Selling at exhibitions - J/502/8594 Preparing and delivering a sales demonstration - T/502/8588 Monitoring sales deliveries - L/502/8595 Supporting customers in obtaining finance for purchases - Y/502/8597 	Internal assessment

			<ul style="list-style-type: none"> • Generating and qualifying sales leads - H/502/8599 • Meeting customers' after sales needs - R/502/8601 • Manage personal development - F/600/9469 • Participate in meetings - H/600/9688 • Communicate information and knowledge - H/600/9724 	
BIIAB Level 2 NVQ Certificate in Marketing - 601/6767/1	82	210	<ul style="list-style-type: none"> • Collect and organise market research data - F/502/9923 • Contribute to measuring the marketing response - L/502/9925 • Work with other people in a business environment - Y/601/2474 • Improve own performance in a business environment - L/601/2469 • Contribute to conducting direct marketing campaigns - J/502/9924 • Use digital and social media in marketing campaigns - R/502/9926 • Support the co-ordination of an event - D/601/2508 • Database Software - H/502/4553 • Website Software - L/502/4630 • Bespoke Software - A/502/4395 • Bespoke Software - F/502/4396 • Database Software - Y/500/7295 • Develop customer relationships - T/601/1526 • Website Software - R/502/4631 • Presentation Software - K/502/4621 • Presentation Software - M/502/4622 • Using Collaborative Technologies - A/502/4378 • Using Collaborative Technologies - F/502/4379 • Word Processing Software - R/502/4628 	Internal assessment

Supporting Teaching & Learning				
Qualification	GLH	TQT	Units	Assessment method
BIIAB Level 2 Certificate in Supporting Teaching and Learning in Schools - 601/6966/7	180	300	<ul style="list-style-type: none"> • Equality, diversity and inclusion in work with children and young people - D/601/3321 • Maintain and support relationships with children and young people - D/601/7403 • Communication and professional relationships with children, young people and adults - F/601/3313 • Child and young person development - H/601/3305 • Safeguarding the welfare of children and young people - K/601/3323 • Support children and young people's positive behaviour - T/601/7407 • Support children and young people's health and safety - T/601/7410 • Support learning activities - A/601/7411 • Help improve own and team practice in schools - T/601/7391 • Schools as organisations - T/601/3325 • Support the use of information and communication technology for teaching and learning - A/601/6579 • Provide displays in schools - K/601/6500 • Contribute to supporting bilingual learners - L/601/7414 • Support children and young people at meal or snack times - A/601/6517 • Support children and young people with disabilities and special educational needs - D/601/6526 • Provide support for therapy sessions - D/601/9023 • Support extra-curricular activities - M/601/6577 • Support children and young people's play and leisure - T/601/6564 • Support children and young people's travel outside of the setting - Y/601/6573 • Prepare and maintain learning environments - D/601/7417 • Move and position individuals in accordance with their plan of care - J/601/8027 	Internal assessment

Warehousing & Storage				
Qualification	GLH	TQT	Units	Assessment method
BIIAB Level 1 Award in Warehousing and Storage - 601/7040/2	87	120	<ul style="list-style-type: none"> • Health and Safety in the Workplace - A/501/4966 • Maintain the cleanliness of equipment in logistics operations - H/601/3708 • Keep stock at required levels in a logistics environment - M/601/3713 • Keep work areas clean in a logistics environment - Y/601/3723 • Moving or handling goods manually in logistics facilities - M/601/3727 • Pick goods in a logistics environment - A/601/3729 • Wrap and pack goods in a logistics environment - M/601/3730 • Operate equipment to perform work requirements in a logistics environment - Y/601/3754 • Use equipment to move goods in logistics facilities - M/601/3758 • Receive goods in a logistics environment - M/601/3761 • Maintain hygiene standards in handling and storing goods in a logistics environment - T/601/3762 • Assemble orders for dispatch in a logistics environment - A/601/3763 • Sort goods and materials for recycling or disposal in a logistics environment - J/601/3765 • Develop effective working relationships with colleagues in logistics operations - H/601/7919 • Make an effective contribution to a business in the logistics sector - Y/601/9456 • Contribute to the provision of customer service in logistics operations - Y/601/7920 • Place goods in storage in logistics operations - T/601/7925 • Process orders for customers in logistics operations - F/601/7930 • Process returned goods in logistics operations - L/601/7932 	Internal assessment
BIIAB Level 2 Certificate in Warehousing and Storage Principles - 601/7067/0	110	140	<ul style="list-style-type: none"> • Warehousing and Storage Principles - L/502/2764 	Externally set Internally marked
BIIAB Level 2 Award in Employee Rights and Responsibilities in the Logistics Industry - 601/6848/1	32	50	<ul style="list-style-type: none"> • Employee Rights and Responsibilities in the Logistics Industry - H/502/9963 	Externally set Internally marked

Qualification	GLH	TQT	Units	Assessment method
BIIAB Level 2 Certificate in Warehousing and Storage - 601/6956/4	99	260	<ul style="list-style-type: none"> • Health, Safety & Security at Work - K/502/1072 • Develop effective working relationships with colleagues in logistics operations - H/601/7919 • Pick goods in logistics operations - R/601/7916 • Wrap and pack goods in logistics operations - Y/601/7917 • Place goods in storage in logistics operations - T/601/7925 • Process orders for customers in logistics operations - F/601/7930 • Assemble orders for dispatch in logistics operations - J/601/7931 • Maintain the cleanliness of equipment in logistics operations - M/601/7910 • Keep work areas clean in logistics operations - F/601/7913 • Maintain hygiene standards in handling and storing goods in logistics operations - L/601/7929 • Moving and/or handling goods in logistics operations - J/601/7914 • Use equipment to move goods in logistics operations - H/601/7922 • Use a forklift side-loader in logistics operations - A/601/8994 • Use an industrial forklift truck in logistics operations - M/601/8992 • Use a hoist in logistics operations - T/601/8993 • Use a compact crane in logistics operations - F/601/8995 • Keep stock at required levels in logistics operations - T/601/7911 • Check stock levels and stock records - D/601/7935 • Operate equipment to perform work requirements in logistics operations - D/601/7921 • Receive goods in logistics operations - K/601/7923 • Process returned goods in logistics operations - L/601/7932 • Sort goods and materials for recycling or disposal in logistics operations - R/601/7933 • Contribute to the provision of customer service in logistics operations - Y/601/7920 • Principles of food safety in logistics - H/600/6578 	Internal assessment

Devolution of AEB Budget

All BIIAB centres are reminded that from 1 August 2019, the adult education budget (AEB) was apportioned between the ESFA and 6 mayoral combined authorities (MCA's) and the Greater London Authority (GLA). ESFA is no longer responsible for administering the AEB in the MCA/GLA devolved areas.

It is the responsibility of each provider to ensure that appropriate funding agreements are in place with the relevant funding body, ESFA or devolved authorities (MCA/GLA), before they enrol a learner and claim AEB funding. Providers must also make sure that an individual is eligible before claiming funding. Providers can check which funding body is responsible for funding the learner using the [devolution postcode data set](#).

Providers should not assume that their funding (ILR) claim will be paid unless they have a funding agreement in place with responsible funding authority (ESFA/MCA/GLA) and the learner satisfies the relevant eligibility requirements.

[For further information on devolution](#) see the published guidance.