

## Higher National Unit Specification

### General information for centres

**Unit title:** Licensed Premises Operations

**Unit code:** DL41 34

**Unit purpose:** This unit will provide candidates with knowledge of the complexity of running a licensed premise in Scotland. Key areas of study will include — the factors which influence the internal and external environment, products, service, control and legislation.

On completion of the Unit the candidate should be able to:

1. Outline the key areas of legislation for licensed premises in Scotland.
2. Explain the factors which influence the internal and external environment of licensed premises.
3. Demonstrate an understanding of the storage, dispense and service of a range of beverages.
4. Analyse control procedures for licensed premises.

**Credit points and level:** 2 HN Credits at SCQF level 7: (16 SCQF credit points at SCQF level 7\*)

*\*SCQF credit points are used to allocate credit to qualifications in the Scottish Credit and Qualifications Framework (SCQF). Each qualification in the Framework is allocated a number of SCQF credit points at an SCQF level. There are 12 SCQF levels, ranging from Access 1 to Doctorates.*

**Recommended prior knowledge and skills:** No prior knowledge of the subject area is required.

**Core skills:** There may be opportunities to gather evidence towards core skills in this Unit, although there is no automatic certification of core skills or core skills components.

**Context for delivery:** If this Unit is delivered as part of a group award, it is recommended that it should be taught and assessed within the subject area of the group award to which it contributes.

**Assessment:** There are three assessments for this unit. Outcome 1 is based on mini case study scenarios with questions. Outcome 2 and 3 can be integrated to form a written report on a named establishment. Outcome 4 is a case study.

## **Higher National Unit specification: statement of standards**

**Unit title:** Licensed Premises Operations

**Unit code:** DL41 34

The sections of the Unit stating the Outcomes, knowledge and/or skills, and evidence requirements are mandatory.

Where evidence for Outcomes is assessed on a sample basis, the whole of the content listed in the knowledge and/or skills section must be taught and available for assessment. Candidates should not know in advance the items on which they will be assessed and different items should be sampled on each assessment occasion.

### **Outcome 1**

Outline the key areas of legislation for licensed premises in Scotland

#### **Knowledge and/or skills**

- ◆ Legislation applicable to licensed operations in Scotland
- ◆ Employee, employer responsibilities
- ◆ Functions and powers of enforcement officers

#### **Evidence requirements**

The candidate will need to provide evidence of his/her knowledge of key areas of current legislation:

- ◆ Licensing
- ◆ Health and safety
- ◆ Food safety, food hygiene
- ◆ Fire
- ◆ Performance

Candidates will also need to demonstrate their understanding of employer and employee responsibilities and the powers of enforcement officers.

#### **Assessment guidelines**

The candidate will be provided with four case studies scenarios covering situations involving the key areas of legislation. For each scenario the candidate will have to correctly identify; the area of legislation, employer/employee responsibilities and the powers of the appropriate enforcement officer.

## **Higher National Unit specification: statement of standards (cont)**

**Unit title:** Licensed Premises Operations

### **Outcome 2**

Explain the factors which influence the internal and external environment of licensed premises

#### **Knowledge and/or skills**

- ◆ Types of licensed premises
- ◆ Organisational ethos
- ◆ Security systems, policies and procedures
- ◆ Managing sources of conflict
- ◆ Drug awareness
- ◆ Customer profiles
- ◆ Types of entertainment
- ◆ Training
- ◆ Staffing levels
- ◆ External personnel

#### **Evidence requirements**

This outcome can be integrated with Outcome 3, please refer to Outcome 3 for evidence requirements.

#### **Assessment guidelines**

This outcome can be integrated with Outcome 3, please refer to Outcome 3 for assessment guidelines.

### **Outcome 3**

Demonstrate an understanding of the storage, dispense and service of a range of beverages

#### **Knowledge and/or skills**

- ◆ Product range, styles and brands
- ◆ Storage conditions to maintain product quality
- ◆ Service equipment, use and maintenance
- ◆ Service styles and techniques

#### **Evidence requirements**

This Outcome can be integrated with the knowledge and/or skills for Outcome 2.

## **Higher National Unit specification: statement of standards (cont)**

### **Unit title:** Licensed Premises Operations

The candidate will need to provide evidence to demonstrate all the knowledge and/or skills for both outcomes by producing a report on a named establishment. The candidate will be asked to choose an establishment to write their report about. The establishment chosen should be approved by the lecturer before the candidate begins writing their report.

It will require the candidate to visit the establishment or it may be an establishment that they know very well, eg somewhere they have worked.

The report should be no longer than 1,500 words in length. The report should cover the following areas and should:

- ◆ identify the type of establishment, the type of customer, the organisation ethos, and the establishment's reputation.
- ◆ describe the range of products available, how they are served, identify any 'special' techniques for service, relate to business volume and customer type.
- ◆ describe the storage and conditions for the product range and explain the importance of these factors
- ◆ explain how the organisation addresses the following:
  - security systems, policies and procedures
  - drug awareness / policy for establishment
  - how conflict is managed and dealt with.
  - the management of the environment with regard to internal customers (management, service personnel, stewarding, cellar personnel, entertainment providers) and external customers (Environmental Health Officer, Trading Standards Officer, Suppliers, Licensing Police, Fire Authority, and Contractors)
- ◆ describe staff numbers, training and attitude towards customer care.

### **Assessment guidelines**

Alternatively elements of Outcome 3 could be assessed in a practical activity, in particular this outcome could be assessed through the practical work undertaken in the unit Food and Beverage Service. If Outcome 3 is assessed as a practical activity then the report that candidates have to write should be based on the knowledge and/or skills in Outcome 2.

## **Outcome 4**

Analyse control procedures for licensed premises

### **Knowledge and/or skills**

- ◆ Control systems
- ◆ Records of control, manual and computerised
- ◆ Stock taking methods, procedures
- ◆ The relationship between pricing and profitability
- ◆ Using data from sales and stock analysis to make informed decisions

## **Higher National Unit specification: statement of standards (cont)**

**Unit title:** Licensed Premises Operations

### **Evidence requirements**

The candidate will need to provide evidence to demonstrate their knowledge and /or skills by interpreting information regarding:

- ◆ control systems
- ◆ records of control
- ◆ using data collated from within to make informed statements with regards to sales, stock pricing and profitability.

### **Assessment guidelines**

The candidate should be given a case study of a fictional establishment, on which they will be asked questions and asked to interpret information.

## **Administrative Information**

<b>Unit code:</b>	DL41 34
<b>Unit title:</b>	Licensed Premises Operations
<b>Superclass category:</b>	NC
<b>Date of publication:</b>	August 2004
<b>Version:</b>	01
<b>Source:</b>	SQA

© Scottish Qualifications Authority 2004

This publication may be reproduced in whole or in part for educational purposes provided that no profit is derived from reproduction and that, if reproduced in part, the source is acknowledged.

SQA acknowledges the valuable contribution that Scotland's colleges have made to the development of Higher National qualifications.

Additional copies of this Unit specification can be purchased from the Scottish Qualifications Authority. Please contact the Customer Contact Centre for further details, telephone 0845 279 1000.

## **Higher National Unit specification: support notes**

### **Unit title:** Licensed Premises Operations

This part of the Unit specification is offered as guidance. The support notes are not mandatory.

While the exact time allocated to this Unit is at the discretion of the centre, the notional design length is 80 hours.

### **Guidance on the content and context for this Unit**

The purpose of this unit is to provide candidates with the knowledge and skills required to oversee a licensed premise. Throughout the unit the duties and responsibilities of managers, supervisors and staff should be emphasised.

The delivery should reflect current industry establishments and trends arising from these establishments.

Identifying trends and styles of service should be addressed together with the types customers who frequent different places.

Due to the changing patterns in drinking and problems arising from this, social trends should be addressed to take into account the increase in drug usage in establishments, binge/social drinking, passive smoking, smoking bans and how the industry deals with these issues.

Visits to establishments are most useful especially in the early stages. Candidate's experience and prior knowledge will vary. Visits to establishments will ensure that the group will have share common knowledge. Structured visits will also ensure that certain areas will be covered in a more practical method; storage; cellars, beer lines, set up of bar area, product range.

Candidates should continually be made aware of good practice in industry standards in response to market demands.

### **Guidance on the delivery and assessment of this Unit**

#### **Outcome 1**

In a formal delivery candidates should be made aware of the key areas of legislation, Licensing (Scotland) Act, Weights and Measures Act, Trade Descriptions Act, Health and Safety, Fire Precautions Act, The Misuse of Drugs Act, Food Safety, Food Hygiene. Performing Rights Society, Phonographic Performance Ltd.

For each particular area the responsibilities of the licensee/owner/company should be highlighted and for main enforcement officers the powers that they can use should be identified.

Different situations can be developed into scenarios that candidates can work through discussing the responsibilities and actions required.

## **Higher National Unit specification: support notes (cont)**

### **Unit title:** Licensed Premises Operations

Guest speakers should be encouraged, eg Licensing Police. Fire Authority. Trading Standards Officers.

It would be beneficial to investigate the different policies made by the licensing councils and the implication of these policies, breakfast license, stewarding. Also the impending changes in legislation should be mentioned.

### **Outcome 2**

The delivery of Outcomes 2 and 3 and should be integrated to be more meaningful for candidates. Investigation of different types of establishment to determine different market segments and how the establishments meets the needs of its customers. Emphasis on service, range of products and environment.

Alternatively elements of Outcome 3 could be assessed in a practical activity, in particular this outcome could be assessed through the practical work undertaken in the unit Food and Beverage Service. If Outcome 3 is assessed as a practical activity then the report that candidates have to write should be based on the knowledge and/or skills in Outcome 2.

Discussion should be encouraged to identify social changes in drinking habits. The influence of the drug culture and how this effects the running of a business, staff, training, stewarding, reputation of management.

Candidates should be encouraged to give input of how they view “conflict” within premises and the reason for conflict. Why some premises are prone to this type of problem and others are not. Compile procedures for dealing with conflict.

Lecture to establish the range of stakeholders involved in a licensed premises, senior management, management, supervisors, staff, service, stewards, food service staff, suppliers, customers, police, Environmental Health Officer (EHO), trading standard officers, fire, DJ’s, entertainment providers. This is only a sample of stakeholders.

Discussion on the input and influence that a range of stakeholders can have on a business. Identify different strategies / actions for satisfying the different needs for different people. The importance of customer care should be highlighted. Repeat business, feedback, changing products/service to meet the needs of customers. Establishing policies on customer care, handling complaints.

The importance of training, service, product knowledge, storage, optimum conditions for stock, customer care, stewarding, all areas of the law, depending on delivery this could be integrated throughout the unit.

## **Higher National Unit specification: support notes (cont)**

### **Unit title:** Licensed Premises Operations

Candidates should be made aware of the assessment requirements early in the delivery of outcome 2. Although outcome 4 is assessed independently from the report, the issues of stock, control and control systems can be introduced in discussion of findings of the visit to establishments.

### **Outcome 3**

Candidates should be given guidance on the selection and use of equipment. This could be undertaken in a practical activity, integrated with the Food and Beverage Service.

Experiences drawn from visits and investigations could be used to identify different styles of service and techniques used.

### **Outcome 4**

Structured lectures initially to define different methods of control systems, cost implications, efficiency, meeting gross profit, records of control identified. Discussion with regards to stock taking methods, procedures and the importance of this procedure.

Exercises in pricing and subsequent effects on profitability could be used to underpin the importance of this relationship. Examples of sales and stock analysis given out so those candidates can access the information and make informed recommendations for their findings.

### **Open learning**

This unit could be suitable for flexible learning approaches, such as on-line or open/distance learning. Success of the mode of study will be dependent on the candidate having a wide range of both traditional and on-line resources.

### **Candidates with additional support needs**

This Unit specification is intended to ensure that there are no artificial barriers to learning or assessment. The additional support needs of individual candidates should be taken into account when planning learning experiences, selecting assessment instruments or considering alternative Outcomes for Units. For information on these, please refer to the SQA document *Guidance on Special Assessment Arrangements for Candidates with Additional Support Needs* (BA 2399, SQA, due 2004).

## **General information for candidates**

### **Unit title:** Licensed Premises Operations

This double credit Unit should provide you with an insight into the key features of a licensed premise.

The industry is vast and you should be aware of all the different establishments that offer a licensed service; bars, clubs, hotels, restaurants, cafes, the list goes on. Just as there are so many different places to drink, there are just as many different customers who prefer different types of drinks and service. For example, places that provide a very basic but acceptable service to the over the top theme bars.

You should also know very important aspects such as relevant legislation, stock control, keeping products in good condition, and making a profit. Perhaps not as glamorous as the service of drink however very important. If you do not keep within the law you could lose your license. If you do not look after the quality of your products on sale you will not keep many customers. If you do not control your stock or charge the wrong prices you will certainly not make a profit!

In today's current climate you should also be aware of who your customers are, both your visiting customers and your staff. You will have to meet all their needs, good or bad. It is not just the customers you have to think about. You will be dealing with police, suppliers, Environmental Health Officers, trading standards officers, entertainers, DJ's. It is important to make sure you understand how all these different people interact and what part you play in when dealing with them.

At the end of studying this Unit you will have an overview of what it will be like to be a supervisor / manager within a licensed premise.

To achieve this unit there are three assessments you will be asked to complete, the first assessment relates to outcome 1 and covers the area of legislation. The second assessment relates to Outcomes 2 and 3 and is a report which you will be asked to write on a named establishment which you will know well and/or have researched. The last assessment relates to Outcome 4 and covers the area of stock control and sales and profitability.