

## **BIIAB Level 2 Introduction to Licensed Retail Operations (ILRO) now available as an open course**

### **What is the BIIAB ILRO?**

- The BIIAB ILRO is widely used by pub companies to give new tenants and managers a flying start in their businesses.
- The three-day course comprises 13 sections covering all aspects of operating a licensed premises, from health & safety and employment law to drinks service and stock control.
- Under the banner of 'Introduction to Profitable Retailing Excellence', the new open format widens the availability of this important course, making it much more accessible for prospective licensed retailers throughout the UK.
- Candidates have the opportunity to gain a nationally-recognised Level 2 vocational qualification and come away with the tools to operate a successful business.
- They can also progress to the BIIAB Level 3 Advanced Certificate in Licensed Hospitality or the BIIAB Level 3 Diploma in Licensed Hospitality.

### **Who is offering the open course?**

Two highly respected licensed retail training providers abv Training and Arrochar Associates have joined forces to provide the BIIAB Level 2 (ILRO) as an open course at venues across England, Scotland and Wales.

With the two companies working closely together pub operators are guaranteed consistency across different regions and courses will be available locally, thus minimising travel.

This three day course is offered at £75/person + VAT.

### **When is it available?**

- 22nd-24th July 2008 – Tackley, Oxfordshire
- 29th-31st July 2008 – in Leeds
- Additional dates will be announced in the coming weeks.

### **How do I book?**

Contact the course booking lines – either 0800 061 2981 or 01869 343640, alternatively visit [www.abvtraining.co.uk](http://www.abvtraining.co.uk) or [www.arrochar-associates.co.uk](http://www.arrochar-associates.co.uk)

### **What the industry says**

*Admiral Taverns is the first pub company to make use of the new open course format. Commercial manager Simon Eyles commented: "We are delighted to see these training centres join forces to offer the ILRO as an open course, as date and venue flexibility is key to us. We will be supporting these introductory courses with attendees at each venue as we believe they meet our strategy for raising standards across the industry and aiding long and successful careers for our tenants and lessees."*

**What the trainers say**

*David Hawbrook, managing director of abv Training, said: "We are responding to demand offering the ILRO as an open course, on a readily available basis at a wide spread of UK venues. This gives operators access to the qualification from a single point of contact and is a first for the industry."*

*Carolyn McFarlan, director of Arrochar, added: "Introduction to Profitable Retailing Excellence' courses will be a regular in the licensed retail training calendar. In the current challenging trading climate, anyone from within, or joining the industry, will be able to benefit from the proven experience of two leading companies to drive their businesses forward."*

**What BIIAB says**

*Steve Dennis, head of business development for BIIAB, gave his support for the initiative: "BIIAB is delighted that, together, two of our centres have been able to fill this gap in the market and we will support them as much as we can."*