



## Who's who in BIIAB?

### **Neil Robertson, Chief Executive, BII**

☎ 01276 417814 ✉ [neilr@bii.org](mailto:neilr@bii.org)

Neil is responsible to BII's elected Council for the overall management of BII and its staff. Neil's vision is to increase membership throughout the licensed retail sector, to ensure that we respond to and anticipate our customers' needs, by providing high quality member benefits; and to ensure we provide "best in class" professional qualifications for our sector. Neil is also concerned with reflecting our members' views to the Government and its agencies.

### **Cathie Smith ABII, Director of BIIAB**

☎ 01276 417871 ✉ [cathie@bii.org](mailto:cathie@bii.org)

Cathie directs and controls all activity connected with BII's awarding body, BIIAB, including qualification development and maintenance, business and client development and maintenance, the Social Responsibilities Initiative, BII Schools Project etc. Cathie also represents the BIIAB qualifications at a government and industry level.

### **Denise Thomson ABII, Deputy Director of BIIAB**

☎ 01276 417821 ✉ [deniset@bii.org](mailto:deniset@bii.org)

Denise develops and maintains the quality assurance function (BII Excellence Programme) within BII and BIIAB. Denise is responsible for the approval and ongoing monitoring of centres. Denise is also responsible for handling complaints and appeals. Denise also deputises for Cathie Smith.

### **Susan Burton ABII, Head of Examination Processes**

☎ 01276 417829 ✉ [susan@bii.org](mailto:susan@bii.org)

Susan is responsible for developing and managing the Examinations function within BIIAB. The Examinations department main sphere of activity is for setting up, administering and processing the BIIAB qualifications through approved centres and other Awarding Bodies within specified time frames whilst maintaining excellent levels of service as outlined in the Customer Service Statement.

**John Melia CMBII, Client Development Director and  
Alice Cardwell-Hodges ABII, International Client Development Director**  
☎ 01276 417865 ✉ [john\\_melia@bii.org](mailto:john_melia@bii.org), [alice@bii.org](mailto:alice@bii.org)

John and Alice work with breweries, independent trainers, pub companies and colleges to promote professionalism in the sector through qualifications. They also link into Police, Magistrates and Local Government on the key issues of Social Responsibility and Crime & Disorder Partnerships. They play an important part in helping to develop qualifications.

**Roland Matthews FBII, Centre Monitor Manager. Verena Surtees FBII,  
Centre Monitor**  
☎ 01276 417847 ✉ [roland@bii.org](mailto:roland@bii.org), [verena@bii.org](mailto:verena@bii.org)

Roland and Verena are responsible for conducting advisory, approval monitoring and assessment inspection visits and reporting back findings to BIIAB. Roland manages the monitoring function.

**Caroline Harvey, Quality Assurance Manager. Christina Hardy and Ella  
Lewis, Quality Assurance Administration Team**  
☎ 01276 417870 ✉ [qa@bii.org](mailto:qa@bii.org)

The Quality Assurance Administration team, managed by Caroline Harvey, Quality Assurance Manager, deals with queries regarding centre approval and extension, updates to the BIIAB website, changing centre details on the BIIAB system, and adding and deleting venues.

**Claire Taylor, Examinations Manager. Julie Stevens, Michelle Kilmister,  
Cindy Salmon, Erin Parcell and Gamu Muhove, Examinations  
Department Administration Team**  
☎ 01276 417804 ✉ [awsys@bii.org](mailto:awsys@bii.org)

Claire manages the day-to-day supervision of the BIIAB's examination processes. This primarily involves being responsible for the processing of order forms, dispatching examination papers, scanning candidates' answer sheets, issuing results and certificates to centres, sending out replacement certificates and dealing with queries from centres and candidates.

**Julie Stevens, Michelle Kilmister, Cindy Salmon, Erin Parcell and Gamu  
Muhove, Examinations Department Administration Team**  
01276 417804 [awsys@bii.org](mailto:awsys@bii.org)

The examinations team are responsible for the processing of order forms, dispatching examination papers, scanning candidates' answer sheets, issuing results and certificates to centres, sending out replacement certificates and dealing with queries from centres and candidates.

**Sam Livesey, Jamie Earl, Arlene Holmes and Vijay Chudasama,  
Qualifications Team  
01276 417855 qualifications@bii.org**

Sam and Jamie are Qualifications Managers and are supported by Arlene and Vijay, Qualifications Development Officers, in the development of new BIIAB qualifications and in the maintenance and revision of the existing portfolio, including all learner support materials and assessment.

**Andy McNeill, Head of Diversification  
01276 417848 andym@bii.org**

Andy works within the Qualifications Department and has specific responsibility for BIIAB's diversification programme which includes the Apprenticeship for Licensed Hospitality and other projects and qualifications.