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| Title | Demonstrate knowledge of host responsibility requirements as a duty manager of licensed premises | | |
| Level | 4 | Credits | 3 |

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| Purpose | <p>This is a theory-based unit standard for people who are responsible for the control of licensed premises.</p> <p>People credited with this unit standard are able, as a duty manager, to demonstrate knowledge of: alcohol and intoxication in licensed premises; the responsibilities and requirements for alcohol service in licensed premises; and the maintenance of a safe drinking environment.</p> |
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| Classification | Hospitality > Hospitality - Specific Skills |
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| Available grade | Achieved |
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Guidance Information

- 1 Legislation to be complied with includes but is not limited to the – Sale and Supply of Alcohol Act 2012, Sale and Supply of Alcohol Regulations 2013, Sale and Supply of Alcohol (Fees) Regulations 2013, Health and Safety at Work Act 2015, Fire and Emergency New Zealand Act 2017 Trespass Act 1980, Building Act 2004, Māori Community Development Act 1962.
- 2 Definitions

Duty manager – certified manager responsible for the sale and supply of alcohol under the Sale and Supply of Alcohol Act 2012, which requires a manager to be on duty when alcohol is on sale or supplied to the public, except when exempted under the Act.

Establishment requirements – any policy, procedure, process or agreed requirement, either written or oral, made known to the candidate prior to assessment against this unit standard.

Licensed premises – any premises in which a licence is held as defined in the Sale and Supply of Alcohol Act 2012.
- 3 *Standard industry texts* containing information relevant to this unit standard are published by the Te Hīringa Hauora/Health Promotion Agency (HPA) and include but are not limited to – Te Whatu Ora - Health New Zealand (2022) *On-licensed premises toolkit*; Te Hīringa Hauora/Health Promotion Agency (2020); *Host Responsibility Guide*. The latest editions are available at:
<https://resources.alcohol.org.nz/>.

Outcomes and evidence requirements

Outcome 1

Demonstrate knowledge of alcohol and intoxication in licensed premises as a duty manager.

Performance criteria

- 1.1 The chemical impact of alcohol on the body is identified and explained in terms of the standard industry texts.
- 1.2 Effects of alcohol are identified and explained in terms of the standard industry texts.
 - Range effects include but are not limited to – effect on people of differing age groups and genders, blood alcohol content levels.
- 1.3 Factors affecting alcohol absorption rates in people are identified and explained in terms of the standard industry texts.
- 1.4 Interaction of alcohol with drugs is explained in terms of the standard industry texts.
 - Range interaction includes but is not limited to – prescription drugs, illegal drugs.

Outcome 2

Demonstrate knowledge of the responsibilities and requirements for alcohol service in licensed premises as a duty manager.

Performance criteria

- 2.1 Legal requirements, offences and penalties for alcohol service to minors, intoxicated patrons, and disorderly patrons are identified and outlined.
- 2.2 Provisions in legislation for suspension or cancellation of a certificate or licence are outlined.
- 2.3 Duty manager and server responsibilities are identified and explained in terms of the Sale and Supply of Alcohol Act requirements and the standard industry texts.
 - Range includes but is not limited to responsibilities in relation to – self, staff, the establishment in which drinks are served, the customer, the community, the advertising and promotion of alcohol.

- 2.4 Benefits of creating a responsible licensed drinking environment are identified and explained in terms of the standard industry texts.

Range includes but is not limited to benefits in relation to – self, the establishment in which drinks are served, the customer, the community.

Outcome 3

Demonstrate knowledge of the maintenance of a safe drinking environment as a duty manager.

Performance criteria

- 3.1 Manager responsibilities related to overcrowding and evacuation procedures are outlined in terms of legislative requirements.
- 3.2 Licensed premises policies and practices for host responsibility with regards to staff training, and support systems for staff are explained in terms of legislative and establishment requirements.
- 3.3 Behaviours indicating intoxication and techniques for making an assessment of the level of intoxication of a customer are identified and explained in terms of the standard industry texts.
- 3.4 Server intervention and substitution techniques are explained in terms of legislative and establishment requirements.
- Range techniques include but are not limited to – slowing service, diverting choice, selling alternatives, service refusal.
- 3.5 The components of a host responsibility policy, and factors contributing to a safe drinking environment are identified and explained in accordance with legislative requirements.
- 3.6 Techniques for dealing effectively with a prohibited person whilst maintaining customer and staff safety are described in accordance with standard industry texts.
- Range techniques include but are not limited to – verbal communication, body language, licensed crowd controllers, trespass notices, police intervention, incident book.

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| Planned review date | 31 December 2027 |
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Status information and last date for assessment for superseded versions

| Process | Version | Date | Last Date for Assessment |
|--------------|---------|-------------------|--------------------------|
| Registration | 1 | 29 June 1999 | 31 December 2013 |
| Review | 2 | 18 February 2005 | 31 December 2013 |
| Review | 3 | 12 December 2008 | 31 December 2013 |
| Review | 4 | 20 November 2009 | 31 December 2016 |
| Review | 5 | 19 September 2013 | 31 December 2024 |
| Review | 6 | 18 June 2014 | 31 December 2024 |
| Review | 7 | 2 March 2023 | N/A |

Consent and Moderation Requirements (CMR) reference

0112

This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Comments on this unit standard

Please contact Ringa Hora Services Workforce Development Council
qualifications@ringahora.nz if you wish to suggest changes to the content of this unit standard.