

<b>Title</b>	<b>Demonstrate knowledge of host responsibility requirements as a duty manager of licensed premises</b>		
<b>Level</b>	<b>4</b>	<b>Credits</b>	<b>3</b>

<b>Purpose</b>	<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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<b>Classification</b>	Hospitality > Hospitality - Specific Skills
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<b>Available grade</b>	Achieved
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### Explanatory notes

#### 1 References

Legislation that can be used as references for this unit standard 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 in Employment Act 1992, Fire Service Act 1975, Trespass Act 1980, Building Act 2004, Māori Community Development Act 1962.

#### 2 Definitions

*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.

*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.

*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 Health Promotion Agency (HPA) and include but are not limited to – *Host Responsibility: Guidelines for Licensed Premises*, HPA; *The Bar Code*, HPA; *Intoxication Assessment Tool*, HPA. The latest editions are available from the HPA website, <http://www.alcohol.org.nz/research-resources>.

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## Outcomes and evidence requirements

### Outcome 1

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

#### Evidence requirements

- 1.1 The nature of alcohol is identified and explained in terms of its chemical impact on the body in accordance with 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 gender, 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.

#### Evidence requirements

- 2.1 Legal requirements, offences and penalties for alcohol service to minors, intoxicated patrons, and disorderly patrons are identified and outlined in terms of legislative requirements and the standard industry texts.
- 2.2 Criteria for suspension or cancellation of a certificate or licence are outlined in terms of legislative requirements.
- 2.3 Duty manager and server responsibilities are identified and explained in terms of the Sale and Supply of Alcohol Act 2012 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.

#### Evidence requirements

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 an establishment's host responsibility policy are identified and explained in terms of product availability, services and environmental factors that contribute to a safe drinking environment, and the implementation in an establishment.

3.6 Techniques are described for dealing effectively with a prohibited person whilst maintaining customer and staff safety.

Range techniques include but are not limited to – verbal communication, body language, licensed crowd controllers, trespass notices, police intervention, incident book.

<b>Planned review date</b>	31 December 2018
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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

Process	Version	Date	Last Date for Assessment
Review	4	20 November 2009	31 December 2014
Review	5	19 September 2013	N/A
Republished	5	31 December 2013	N/A
Review	6	18 June 2014	N/A

<b>Consent and Moderation Requirements (CMR) reference</b>	0112
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

### Please note

Providers must be granted consent to assess against standards (accredited) by NZQA, before they can report credits from assessment against unit standards or deliver courses of study leading to that assessment.

Industry Training Organisations must be granted consent to assess against standards by NZQA before they can register credits from assessment against unit standards.

Providers and Industry Training Organisations, which have been granted consent and which are assessing against unit standards must engage with the moderation system that applies to those standards.

Requirements for consent to assess and an outline of the moderation system that applies to this standard are outlined in the Consent and Moderation Requirements (CMR). The CMR also includes useful information about special requirements for organisations wishing to develop education and training programmes, such as minimum qualifications for tutors and assessors, and special resource requirements.

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### Comments on this unit standard

Please contact ServiceIQ [qualifications@serviceiq.org.nz](mailto:qualifications@serviceiq.org.nz) if you wish to suggest changes to the content of this unit standard.