

Title	Demonstrate knowledge of maintaining a responsible drinking environment as a server in licensed premises		
Level	3	Credits	2

Purpose	<p>This unit standard is for people who are working in the hospitality industry serving alcohol on licensed premises.</p> <p>People credited with this unit standard are able to demonstrate knowledge of: alcohol and intoxication; the server's responsibilities; and preserving a responsible drinking environment as a server, in licensed premises.</p>
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Classification	Hospitality > Hospitality - Specific Skills
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Available grade	Achieved
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Guidance Information

1 References

Legislation relevant to this unit standard includes but is not limited to the – Sale and Supply of Alcohol Act 2012, Sale and Supply of Alcohol Regulations 2013, Health and Safety at Work Act 2015.

Recommended 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: frontline bar staff and the law*, HPA; *Intoxication Assessment Tool*, HPA; The latest editions are available at: www.hpa.org.nz.

2 Definitions

Establishment requirements referred to in this unit standard may include but are not limited to the applicable procedures found in the following: establishment performance guidelines and standards; equipment manufacturer's procedures and specifications; Government and local body legislation.

Licensed premises – any premises in which a licence is held as defined in the Sale and Supply of Alcohol Act 2012.

3 All tasks are to be carried out in accordance with establishment requirements.

Outcomes and performance criteria

Outcome 1

Demonstrate knowledge of alcohol and intoxication in licensed premises.

Performance criteria

1.1 Effects of alcohol on different customer types are identified and described.

Range customer types include but are not limited to –age group, gender, body type;
effects may include but are not limited to – blood alcohol content levels.

1.2 Interaction of alcohol with other drugs is described.

Outcome 2

Demonstrate knowledge of server responsibilities in licensed premises.

Performance criteria

2.1 Offences and penalties for alcohol service are identified and described.

Range may include but is not limited – inappropriate promotions, sale of a banned alcohol product, sale or supply of alcohol to minors, sale or supply to an intoxicated person, being intoxicated on duty, refusal to supply licence and assistance to police.

2.2 Server responsibilities are identified and described.

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

Outcome 3

Demonstrate knowledge of preserving a responsible drinking environment as a server in licensed premises.

Performance criteria

3.1 Server intervention and substitution techniques are described in terms of legislative and establishment requirements.

Range techniques may include but are not limited to – slowing service, providing alternatives, service refusal.

3.2 The need to promote the availability of food, low and non-alcoholic drinks, and alternative transport options to customers is identified and described.

Planned review date	31 December 2023
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	9 September 1996	31 December 2013
Review	2	26 March 1998	31 December 2013
Revision	3	30 November 1998	31 December 2013
Revision	4	15 December 2003	31 December 2013
Revision	5	21 October 2005	31 December 2013
Review	6	12 December 2008	31 December 2013
Review	7	20 November 2009	31 December 2016
Review	8	19 September 2013	31 December 2020
Review	9	25 January 2018	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 ServicelQ qualifications@ServicelQ.org.nz if you wish to suggest changes to the content of this unit standard.