



APPROPRIATE SYSTEMS, STAFF AND TRAINING ON LICENCED PREMISES GUIDELINES

The Sale and Supply of Alcohol Act 2012 sets out a range of new criteria that the licensing committee **must** have regard to for a licence application of any sort – including renewals (sections 105 and 131).

Section 105 (j): Whether the applicant has appropriate systems, staff, and training to comply with the law

These guidelines are based on the District Licensing Committee's expectations for applications for new licences and renewals, which will hopefully make life easier for all of us.

History

Until recently, the Act only required potential managers to have formal training – in the form of the Licence Controller Qualification. Unfortunately there was no follow up training requirement unless the law changed (transition course in 2006 and bridging test in 2014). While that training was fresh, all was usually fine but after time the retention of knowledge usually eroded away as has become obvious in some interviews we do.

There has been no other mandatory training requirement for staff (or even licensees if they don't hold manager's certificates) and unfortunately the requirement to "know the law" is not given priority. Nationally, it has been noted that businesses that fail police CPOs (Controlled Purchase Operations) fail due to the untrained staff that make the sale - not the duty manager or licensee – but who is affected? For your own protection and to meet the object of the Act it is recommended that continual training of your staff is carried out.

Here are some helpful hints that you can or should put in place. Evidence will be required with all licence applications.

Please note: for new applications and first renewals after the implementation of the new Act, if there are not procedures already in place that match the guidelines, the DLC expects a very clear proposal and promise regarding what will be implemented. The next renewal will require proof such as what, when, who attended etc.

Systems

1. **Signage at the points of sale regarding prohibition of sale to minors and intoxicated persons:** these are for the staff to use as back up. This is a mandatory condition of your licences anyway but make sure these signs actually have the rules explained. Make up your own; there is no requirement to use someone else's.
2. **Till prompts:** there are software systems that can be installed that remind staff to check ages and even give the correct dates before a sale is made or Council has "born before today" stickers available (produced by Mid Central Health) which can be situated on or near the till.
3. **Mystery shoppers:** there are organisations that arrange these and some are even in the form of a mock CPO (using an 18 year old) – or arrange them yourselves, but record what, when and how. Make sure staff are advised of the process and there are steps in place to penalise them if they fail.
4. **Host responsibility policy & plan:** do you have an effective HOST RESPONSIBILITY POLICY and is it prominently displayed for the staff AND customers? Are your staff aware of the location of the Host Responsibility Plan as this outlines in more detail how staff will apply the policy. We expect the policy to be displayed on the premises. Council has "A Guide to Host Responsibility Policy and Plans" available on the website to assist you with implementing these.
5. **Intoxication assessment guidelines:** are the "Intoxication assessment guidelines" displayed for the staff to refer to? Copies can be collected for free from Manawatu District Council or ordered from www.alcohol.org.nz.

Staff

1. **Managers:** do you have sufficient managers for the type of licence that you operate under. There should be no licenced premises with only one certified manager.
2. **Other staff:** if there is only one staff member in the shop or on the floor, what back-up do they have for safety and security? At nights or busy times, one person is not sufficient. Are these staff members also aware of their obligations under the Act.

Training

It will be an expectation that ALL staff receive training in Host Responsibility Practices and general compliance with the Sale and Supply of Alcohol Act 2012. Remember the District Licensing Committee must consider whether you have appropriate training in place to comply with the law.

1. We need to see a copy of any training programs and evidence of the staff being trained. Evidence of attendance is easy – an attendance list headed up with what the agenda was and the date etc, signed by the staff members.
2. Every six months would be a minimum expectation.
3. Essentials in this training would be a copy of your premises licence PLUS the Host Responsibility Policy and intoxication assessment guidelines, which are then discussed and signed off as being received, read and understood.
4. Many organisations have their own in-house training packages and all staff must complete/attend on a regular basis.
5. There are outside training organisations that do seminars at their own training centre or will come to you. Often an outside trainer delivers the message better than “the boss”. These usually have certificates of attendance.
6. There are some useful resources available put out by the Health Promotion Agency:
 - The Bar Code – Frontline bar staff and the law.
 - Host responsibility: guidelines for licensed premises
 - The Manager's Guide 2014
 - Intoxication assessment guidelines

These resources are excellent easy to use tools. Copies can be collected for free from Manawatu District Council or ordered from www.alcohol.org.nz.

7. Best practice would be regular seminars in-house where staff get copies of the licence, the host responsibility policy, intoxication assessment guidelines and one of the above books and you go through them and explain. Staff then sign the attendance register.
8. Consider all staff to complete and hold the Licence Controller Qualification, even if they do not want a manager's certificate. BUT what follow up will you be doing every 12 months?

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