



Micro Credential C64528 Licenced Controller Qualification - Standards to Achieve

4646 Demonstrate knowledge of the Sale and Supply of Alcohol Act 2012

And its implications for licensed premises (May 2025)

16705 Demonstrate knowledge of Host Responsibility in a Licensed Premises (May 2025)



Welcome & Introduction



1.Objective and Purpose of the ACT



2. Offences and Penalties



3. Agencies that run alcohol in New Zealand



4. License Types and Signage



5. Legal Responsibilities of Licence Holders



6. Duty Manager Application



7.Alcohol and its effects

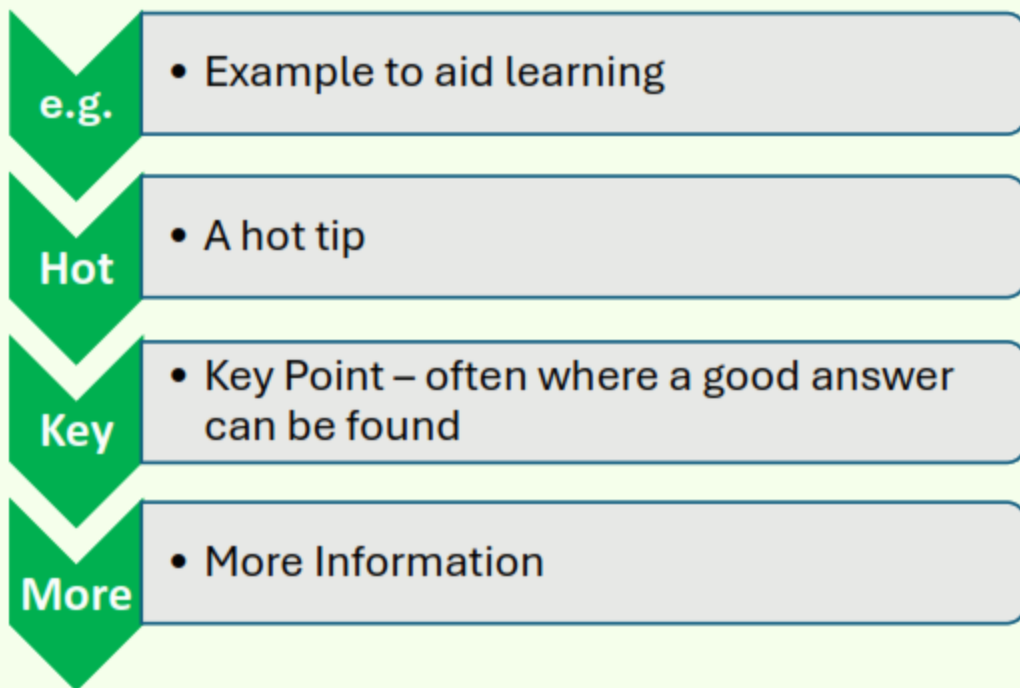


8.Host Responsibilities



9. Tools for Dealing with Customers

Guide to the learning in this presentation



Welcome -This is the Innovative Hospitality Learning for 4646
Demonstrate Understanding of the Sale and Supply of Alcohol Act 2012
and it's implications for licensed premises and 16705 Demonstrate Host
Responsibility requirements as a Duty Manager of Licensed Premises

Unit Standard:

4646

Version:

11

Credits:

2

Level:

4

Unit Standard:

16705

Version:

7

Credits:

3

Level:

4

Being a Duty Manager

Duty Managers work in pubs, clubs, supermarkets, bottle stores, wineries, caterers, cafes, restaurants, event management ,function centres....

They play an important role in ensuring compliance with the Sale and Supply of Alcohol Act 2012 and in reducing the harm caused by excessive or inappropriate drinking.

As such there are significant responsibilities and penalties that apply should they fail to meet these requirements

- You must succeed in both Units 4646 and 16705
- Completing this course will give you your LCQ
- Holding the LCQ is required for you to apply to the council for your Duty Managers certificate
- Not everyone is eligible to be a manager

Getting your Licence Controller Qualification

Anyone wishing to work as a Duty Manager must have knowledge of the Sale and Supply of Alcohol Act 2012 and related host responsibility requirements. Holding the Licence Controller Qualification (LCQ) will provide you with evidence that you have gained this knowledge. Achieving the unit standards 4646 and 16705 will give you your LCQ

This qualification consists of two Unit Standards:

4646 – Demonstrate knowledge of the Sale and Supply of Alcohol Act 2012 and its implications for licenced premises

16705 – Demonstrate knowledge of Host Responsibility requirements as a Duty Manager of licenced premises

Licence Controller Qualification

Innovative Hospitality certifies that on the 16th of February 2022

Joe Blogg

Gained the following NZQA Unit Standards and was granted this certificate.

4646 v10 Demonstrate knowledge of the Sale and Supply of Alcohol Act 2012 and its implications for licensed premises

16705 v6 Demonstrate knowledge of Host Responsibility Requirements as a duty manager of licensed premises.



Sarah J Thompson

Director Innovative Hospitality
NZQA Provider E257

Certificate No: 9422013

Being a Duty Manager – Getting your Manager's Certificate

Manager's Certificates are issued by your local District Licensing Committee. Holding a Manager's Certificate qualifies you to work as a Duty Manager and control a licence. You apply for a Manager's Certificate at your local Council



MANAGER'S CERTIFICATE
NOTICE OF RENEWAL

Absolutely
Positively
The Best at What We Do Wellington City

Certificate No: xxx/xxx/xxx/xxx
SR No: xxxxxxxx

First Name/Last Name

Your manager's certificate is renewed.

Subject to the requirements of the Act relating to the payment of fees, and to the provisions of the Act relating to the suspension and cancellation of managers' certificates, this certificate expires on the xx/xx/xx, unless again renewed.

Dated at Wellington, xx/xx/xx



A Dettmoll
Secretary
District Licensing Committee
Wellington City Council



Mahi/Modules 1 – 9

Mahi/Module 1

Objective and Purpose of the Act

The Act and the Oversight Agencies

In December 2013 the Sale and Supply of Alcohol Act 2012 (the Act) came into force with the aim of improving the drinking culture in New Zealand.

Key Features of the law

1

It lets communities have a say about how alcohol is sold and supplied in their area.

2

It allows local authorities to introduce local alcohol policies

3

It introduces penalties for the general public regarding fake IDs

4

It requires express consent of a parent or legal guardian before alcohol is supplied to a minor

5

It requires supply of alcohol to minors to done in a responsible manner

6

It introduces maximum national trading hours for licenced premises

7

It strengthens rules around the types of stores able to sell alcohol

8

It restricts alcohol sales in supermarkets and grocery stores to a single area.

The Objective of the Act

1. The sale and supply of alcohol should be undertaken safely and responsibly
2. The harm caused by excessive or inappropriate consumption of alcohol should be minimised

Hot

The Purpose of the Act

1. Put in place a system of control over the sale and supply of alcohol
2. The system uses licences and certificates to authorise people to sell or supply alcohol
3. There are a set of offences and penalties to discourage irresponsible or illegal sale or supply of alcohol

Mahi/Module 2

Offences and Penalties

Categories of Offences

Categories of offences under the Act include:

- Irresponsible promotion of alcohol
- Offences relating to minors
- Offences relating to intoxicated persons
- Allowing disorderly conduct on licensed premises
- Staff (managers and employees) being intoxicated on duty
- Selling spirits in vessels exceeding 500ml
- Unauthorised sale or supply of alcohol
- Allowing people on licensed premises outside licensing hours
- Closure of premises offences
- Offences relating to powers of entry
- Licensee offences relating to Managers



Categories and descriptions of their offences

Irresponsible promotion of alcohol

It is an offence for any person to promote alcohol irresponsibly. This includes:

1. Doing anything likely to encourage excessive consumption of alcohol
2. Offering free alcohol, (unless on premises and cannot be seen or heard off premises), except complimentary tasting on off-licences
3. Offering discounts on alcohol of 25% or more below the price that alcohol is "ordinarily sold" (unless on premises and cannot be seen or heard off premises)
4. Offering prizes or other goods or services on condition of alcohol purchase except in loyalty programmes that are not primarily for alcohol, (unless on premises and cannot be seen or heard off premises)
5. Promoting alcohol in any way likely to appeal to minors

Offences relating to minors

- It is an offence to:
 1. Sell or supply alcohol to minors on Licensed Premises
 2. Allow minors in supervised areas without supervision of a parent or legal guardian
 3. Allow minors in restricted areas

Offences relating to intoxicated persons

- It is an offence to:
 1. Sell or supply alcohol to intoxicated persons
 2. Allow people to become intoxicated while on licensed premises
 3. Allow intoxicated persons to be on or remain on licensed premises

Descriptions of Offences

Disorderly conduct on Licensed Premises.

1. It is an offence to allow disorderly conduct on licensed premises. This includes allowing any violent, quarrelsome, insulting or disorderly conduct to take place on licensed premises.

Selling spirits in vessels exceeding 500ml

1. It is an offence for any person to sell or supply any spirits for consumption on licensed premises in a vessel exceeding 500ml.

Note: A mixed drink that contains spirits, brandy, rum, vodka etc. must not be served in a vessel that has a contents capacity exceeding 500ml. This is to prevent the sale of jugs of spirit and mixers and jugs of cocktails

Unauthorised sale or supply of alcohol

Selling after hours

It is an offence to:

1. Sell or supply alcohol on the premises for consumption elsewhere

Allowing people on licensed premises outside licensing hours

1. It is an offence to allow people on Licensed Premises outside licensing hours.
 - The law allows 30 minutes after the premises are required to close for people to finish their drink and leave. After 30 minutes all members of the public must be off the licenced premises.
 - Employees have one hour after they finish their shift before they too must be off the premises. This does not apply to Licensees and Duty Managers

Descriptions of Offences

Closure of premises offences

It is an offence to:

1. Allow a premises to remain open after closure by order
2. Sell alcohol on or from any Licensed Premises after a closure order
3. Allow a premises to remain open after closure by Police
4. Sell alcohol on or from any licensed premises after closure by the Police

Offences relating to powers of entry

It is an offence for any person to:

1. Refuse to allow the Police or a Licensing Inspector to enter the premises or to delay their entry
2. Refuse to produce the licence or any other document when asked to do so by the Police or Licensing Inspector
3. Refuse to provide any assistance or information when asked to do so by the Police or Licensing Inspector

Staff being intoxicated on duty

It is an offence for:

1. A Manager to be intoxicated on duty.
2. Any employee to be intoxicated on duty

Licensee offences relating to managers

Licensees commit an offence when they:

1. Fail to appoint a Duty Manager as required under sections 212 or 213 of the Act
2. Fail to comply with section 214 of the Act.
This includes failing to:
 - Ensure a Manager is on duty at all times when alcohol is being sold or supplied
 - Ensure the full name of the Manager on Duty is displayed
 - Take steps to enable the Manager to comply with section 214
 - Comply with section 231 Of the act regarding notice of the appointment of a Manager, Temporary Manager or Acting Manager

Offences & Penalties

Offence	Server Penalty	Manager Penalty	Licensee Penalty	
Irresponsible promotion of alcohol	Maximum fine of \$10,000	Maximum fine of \$10,000	Maximum fine of \$10,000	And/or suspension of license for up to 7 days
Selling/supplying alcohol to Minors	Maximum fine of \$2,000	Maximum fine of \$10,000	Maximum fine of \$10,000	And/or suspension of license for up to 7 days
Allowing Minors in restricted areas or supervised areas without a parent or legal guardian		Maximum fine of \$2,000		
Selling/supplying alcohol to intoxicated persons	Maximum fine of \$2,000	Maximum fine of \$10,000	Maximum fine of \$10,000	And/or suspension of license for up to 7 days
Allowing people to become intoxicated on licensed premises		Maximum fine of \$10,000	Maximum fine of \$10,000	And/or suspension of license for up to 7 days
Allowing intoxicated persons to be on or remain on licensed premises		Maximum fine of \$5,000	Maximum fine of \$5,000	
Allowing disorderly conduct on licensed premises		Maximum fine of \$10,000	Maximum fine of \$10,000	
Being intoxicated while on duty	Maximum fine of \$2,000	Maximum fine of \$4,000		
Selling spirits in vessels exceeding 500ml	Maximum fine of \$2,000	Maximum fine of \$2,000	Maximum fine of \$2,000	
Unauthorised sale and supply of alcohol		Maximum fine of \$20,000	Maximum fine of \$20,000	And/or suspension of license for up to 7 days
Allowing people on licensed premises outside licensing hours		Maximum fine of \$10,000	Maximum fine of \$10,000	
Failing to comply with closure order		Maximum fine of \$10,000	Maximum fine of \$10,000	And/or suspension of license for up to 7 days
Failing to admit or cooperate with Police or Licensing Inspector		Maximum fine of \$2,000		
Failing to appoint a manager			Maximum fine of \$5,000.00	

Offences & Penalties Committed by the Public

	Offence	Penalties
Unlicensed persons and unlicensed premises	Sales of alcohol by unlicensed persons	Either as a term of imprisonment of three months or a maximum fine of \$40,000
	Allowing unlicensed premises to be used for the sale of alcohol	Either as a term of imprisonment of three months or a maximum fine of \$40,000
	Use of unlicensed premises as a place of resort for the consumption of alcohol	Maximum fine of \$20,000
Offences relating to minors	Supplying alcohol to minors – applies to those over 18 years who purchase alcohol with the intent of passing it to a minor	Maximum fine of \$2,000
	Buying of alcohol by people under the purchase age	Maximum fine of \$2,000
	Minors in restricted area or supervised area without supervision	Maximum fine of \$1,000
Other offences on licensed premises	Being on licensed premises outside licensing hours	Maximum fine of \$20,000
	ID Offences: <ul style="list-style-type: none"> Presenting a fake ID Using someone else's ID to buy alcohol Giving or lending an ID to an underage person knowing they intend to use it to buy alcohol 	Maximum fine of \$2,000

Legal Responsibilities and Penalties

For serving alcohol to minors what are the legal requirements ?



You can't serve or supply alcohol to minors except with the express permission of their accompanying parent or legal guardian

What are the offences and penalties and who do they apply to?

Offence: Selling or supplying alcohol to minors

Penalties: Servers \$2000 Managers \$10,000
Licensee \$10,000 and/or suspension up to 7 Days



For serving alcohol to disorderly persons what are the legal requirements ?

You can't serve or supply alcohol to disorderly persons and they must be removed

What are the offences and penalties and who do they apply to?

Offence: Allowing disorderly conduct on licenced premises

Penalties: Managers \$10,000 Licensee \$10,000



For serving alcohol to intoxicated persons what are the legal requirements ?

You can't serve or supply alcohol to intoxicated persons and they must be removed

What are the offences and penalties and who do they apply to?

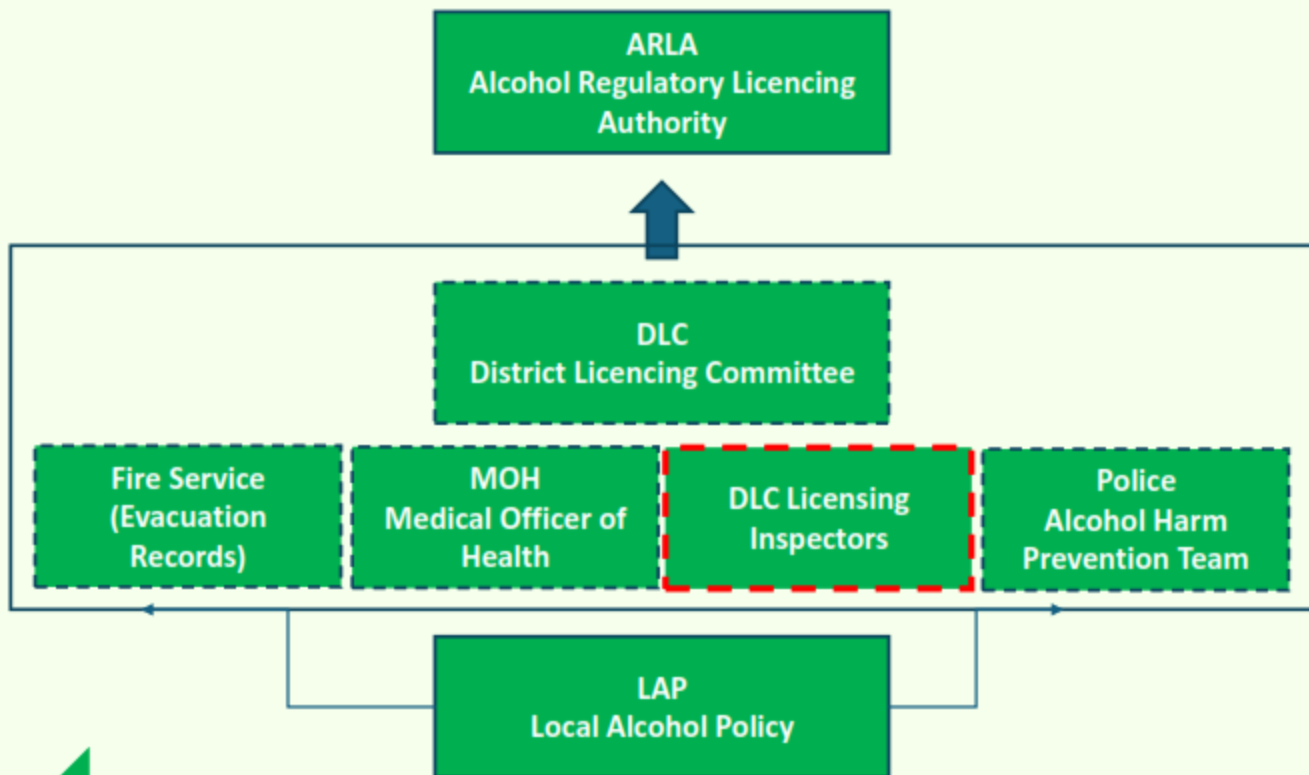
Offence: Selling or supplying alcohol to intoxicated persons

Penalties: Servers \$2000 Managers \$10,000
Licensee \$10,000 and/or suspension up to 7 Days

Mahi/Module 3

Agencies that run alcohol in NZ

General overview of the Alcohol Management Agencies



Key

- There are basically three levels of agencies and policies that run alcohol in New Zealand
- Supported by Council Inspectors and Police, Medical officer of Health and Fire Safety Officers (all of whom comment on licence applications)

ARLA

Alcohol Regulatory Licencing Authority

The Structure of ARLA

It is made of up to three district court judges and any number of members. A district court judge is the chairperson. Members are usually appointed for 5 years and can be reappointed

ARLA Responsibilities

ARLA is largely an appeal body for licences and manager certificate applications. It **does not** process any initial applications even if they are **contested**. District Licencing Committees will take an application to ARLA if they cannot resolve it

- Issue directions to DLCs to investigate matters or guide their practices and consider appeals brought to it by DLCs
- Consider and determine enforcement applications regarding breaches of the Act and enforcement decisions relating to breaches of the Act

Key Functions of ARLA

- **Creating and maintain the Holding List**
- **Maintaining all the registers of licences and managers; certificate applications;**
- **Deciding on applications for variation, suspension or cancellation of licences;**
- **Making information available to the public**
- **Creating and maintaining the new register of Local Alcohol Policies;**

DLC

District Licencing Committee

DLC decide applications for:

- 1. New and renewed licences including variation; or if they are contested**
- 2. New and renewed manager certificates;**
- 3. Special Licences - Variations, suspension; and cancellation of special licences;**

DLC may refer matters to ARLA and conducts inquiries and reports as required by ARLA

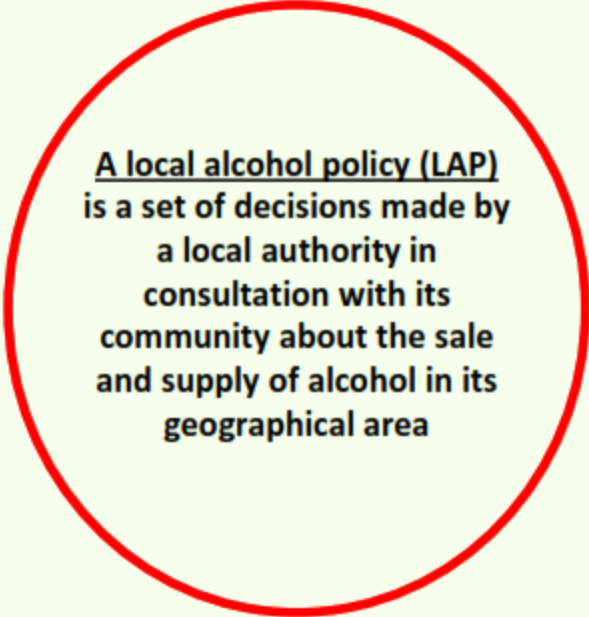
The Structure of a DLC
Territorial authorities (councils) are required to establish a DLC. A DLC is made up of a chair and two members who have terms of office up to five years

More

A contested application is one opposed by licencing inspectors, police, medical officers of health, or objected to by members of the public

LAP

Local Alcohol Policy



A local alcohol policy (LAP)
is a set of decisions made by
a local authority in
consultation with its
community about the sale
and supply of alcohol in its
geographical area

LAP are developed by Territorial Authorities in consultation with the local community. They are a document that can be seen on council websites and all licenses in the area must operate under LAP agreements.

Once a LAP is in place, licensing bodies must consider it when they make decisions about alcohol licensing applications

DLC

Manage how alcohol is sold and supplied

Some council areas have Local Alcohol Policies, some do not –in either case DLC can manage how alcohol is sold and supplied in their areas through:

- **Regulating opening hours**
- **Controlling the location of licensed premises**
- **Imposing operating restrictions on licences in their area.**



Key

National Maximum Trading Hours

On Premise 8.00 am to 4.00am Off premise 7.00am to 11.00pm

Territorial Authorities/DLC may restrict or override these hours through their LAPs

Medical Officers of Health



The Medical Officer of Health is a doctor who is a specialist in Public Health. They have public regulatory staff such as Health Protection Offices or Health promoters to undertake their Alcohol Legislative Work.

Their main aim of their work under the Act is to contribute to the object of the Act with respect to minimising harm caused by alcohol.

Accompanied by police or inspector may make visits late at night or in the early hours of the morning to ensure Host Responsibility practices are being maintained

What is the Medical Officer of Health's Role

- To report on applications for licence types
- Promote responsible drinking and host responsibility
- Inspect licensed premises with Police and/or Inspectors to ensure compliance with licence conditions

The Medical Officer of Health may work with other agencies to make an application to ARLA to suspend licenses on the grounds that the licensee has failed to comply with health requirements.

They also participate in the development of LAPs

Licensing Inspectors



Licensing inspectors can enter at any time. Licensing Inspectors are employed by the local territorial authority to oversee and ensure compliance with the Act. The role of Inspectors under the Act is to:

- Report to the DLC on licence and Manager's Certificate Applications.
- Enforce provisions of the Act
- Inspect Licenced premises to ensure compliance with the Act
- Issue Infringement Notices
- Seek Variations, suspensions and cancellations

What an inspector will want to check?

1. That there is a manager on duty
2. The duty manager holds a current Manager's Certificate or is appointed properly as acting or temporary.
3. All required signage is on display (including the name of the duty manager)
4. All licence conditions are being complied with
5. Prohibited persons are not on the premises nor are they being sold or supplied alcohol.

The Police

Police can enter at any time and their role under the Act is to:

- Report to the DLC on Licence and Manager's Certificate applications
- Seek variations, suspensions and cancellation of licences where required
- Enforce the provisions of the Act
- Inspect Licensed Premises to ensure compliance with the Act
- Issue Infringement Notices



Why would the police close a premises?

1. If a riot is taking place or one might occur
2. In the event of fighting or disorderly conduct
3. If there is a significant threat to public safety
4. If the conduct of the premises is a public nuisance
5. If there is reasonable grounds to suspect serious offences have been committed on the premises

Fire Safety Officers

Fire and Emergency New Zealand Personnel will visit Licensed premises to check safety measures and check that premises are not overcrowded.

If they think there is a problem with fire escapes, warnings and equipment, they will request the Duty Manager to respond immediately.

For buildings that can accommodate 100 people or more and/or 10 more are employed and/or 5 reside on premises –then an approved evacuation scheme that meets the requirements of the Fire and Emergency Act New Zealand must be in place.

Fire Safety Officers can make application to ARLA for cancellation or suspension of licences if there is no compliance with the fire safety requirements.



So with all this ! what is/is **not** the role of Licensing Inspectors or Police ?

Enforcing provisions of the Act	Yes they do !
Issuing Infringement notices	Yes they can!
Reporting on licence applications	Absolutely !
Reporting on Manager's certificates applications	Yep !
Seeking variations, suspensions and cancellations	Sure watch out they can!
Promotion of responsible drinking and host responsibility	<u>Hmm not really that's your job and that of the Medical Officer of Health!</u>
Inspecting licenced premises to ensure compliance with the law and conditions of the licence	Yes without warning they can pop in !

Mahi/Module 4

Licence Types and Signage



Hot

Licence Types

ON

Allows for consumption on the premises
E.g. Hotels, restaurants and bars
– also, caterers – allows BYO,
Not to be consumed outside of the premises

OFF

Allows for purchased alcohol and take
it away. E.g. Supermarkets, bottle stores,
Grocery Stores.
They are not allowed to consume
the alcohol on the premises

CLUB

Allows the holder to sell to members of
the club, guests of members and reciprocal
members
(those from other clubs with agreements)

Special

Allows the holder to sell to people at a special event
such as a wedding at a community hall, and a club
event for non-members , a music festival in a park

Licence Types

BYO

Can allow customers to bring their own but cannot sell or supply alcohol. They are Not required by law to have a duty manager but DLC can issue a licence subject to having one or one on certain days

Caterers

Allows for the caterer to 'deliver alcohol from premises described in the licence and sell it at any other premises for consumption on those premises by persons attending the function. The Caterer can only supply alcohol accompanying the food being supplied at the event. Must have duty managers

Auctioneers

A registered auctioneer is able to hold an endorsed off-licence that allows him/her to sell alcohol by auction when carrying out their role as an auctioneer is not required to display any signage or have a manager on duty

Conveyance

An On licence is required for conveyances, ferry's, trains, food trucks etc
Full details of hours of trading, host responsibility and duty managers required

Temporary Authorities



A Temporary Authority is a document giving the holder the ability to temporarily operate an existing liquor licensed premises

The most common time a Temporary Authority is required is when a person purchases a business on which a licence already exists

A Temporary authority is for a period of 3 months this gives the new owner time to apply for their own Liquor Licence and Manager's Certificate

National Maximum Trading Hours

On Premise

8.00 am to 4.00am

Off premise

7.00am to 11.00pm

This is what is in the ACT, but
LAPs can change them

Outside

Just Inside

Near Point of Sale

**TRADING HOURS
UNDER THE SALE
AND SUPPLY OF
ALCOHOL ACT 2012**

**MONDAY TO
SUNDAY**

9.00AM TO 10.30PM



**Alcohol will
not be served
to anyone who
is intoxicated**

**Alcohol will
not be served
to minors**

Not required for
Club or Special
Licences

FIRE ACTION NOTICE

IF YOU DISCOVER A FIRE
WARN OTHER BUILDING OCCUPANTS
ACTIVATE THE RED FIRE ALARM BUTTON &
CALL 999 FROM A SAFE PHONE - ASK FOR FIRE
FIGHTING EQUIPMENT (CLEARED IN THE
NEAREST Firemarshing Area)

IF YOU HEAR OF A FIRE IN THE BUILDING
A CONTINUOUS BELL RING SOUND
YOU MUST LEAVE THE BUILDING IMMEDIATELY,
USING THE NEAREST EXIT
EXITS ARE LOCATED AT BOTH THE FRONT AND
THE REAR OF THE BUILDING
ASSEMBLE IN THE FRONT CARPARK CLEAR OF
THE DRIVEWAY

Free Water



Water is available here!

PIZZAS MONDAY UNTIL LATE

Small £4.50, Medium £5.50, Large £6.50

LATE PLATES UNTIL LATE

Small £3.50, Medium £4.50, Large £5.50

DRINKS UNTIL LATE

Small £2.50, Medium £3.50, Large £4.50

**Need a Ride-
home?!**
Please ask our
friendly staff to
call you a taxi!
or!
they can help you
to arrange other
transport options!

Not required by off
licenced premises
such as bottle
stores and
supermarkets

NOT RESPONSIBLE POLICY

We do not accept responsibility for the following:-
1. We do not accept responsibility for the sale of alcohol to anyone who is intoxicated or under the age of 18.
2. We do not accept responsibility for the sale of alcohol to anyone who is intoxicated or under the age of 18.
3. We do not accept responsibility for the sale of alcohol to anyone who is intoxicated or under the age of 18.
4. We do not accept responsibility for the sale of alcohol to anyone who is intoxicated or under the age of 18.
5. We do not accept responsibility for the sale of alcohol to anyone who is intoxicated or under the age of 18.
6. We do not accept responsibility for the sale of alcohol to anyone who is intoxicated or under the age of 18.
7. We do not accept responsibility for the sale of alcohol to anyone who is intoxicated or under the age of 18.
8. We do not accept responsibility for the sale of alcohol to anyone who is intoxicated or under the age of 18.
9. We do not accept responsibility for the sale of alcohol to anyone who is intoxicated or under the age of 18.
10. We do not accept responsibility for the sale of alcohol to anyone who is intoxicated or under the age of 18.

MANAGER ON DUTY

Licence Types – required signs

Type of Sign	On-Licence	Off-Licence	Club Licence	Special Licence
Manager on Duty	✓	✓	✓	✓
Copy of Licence	✓	✓	✓	✓
No Service to Minors	✓	✓	✓	✓
No Service to Intoxicated	✓	✓	✓	✓
Hours of Trading	✓	✓		
List of food available	✓		✓	✓
Transport Options	✓		✓	✓
Host Responsibility Policy	✓		✓	✓
Free Water	✓		✓	✓

Licence Types – Conditions that Apply to all On and Off Licences and most clubs*

You cannot serve alcohol without a meal to anyone on these days.

**Good
Friday**

**Easter
Sunday**

**Anzac Day
Before
1pm**

**Christmas
Day
25
December**

Customers can only drink one hour before and one hour after eating

*** Certain returned service clubs can serve early on Anzac Day**

Mahi/Module 5

Legal Responsibilities of License Holders

Hot

Conditions of Licences Designations

Undesignated



Minors may be in the area unaccompanied
E.g. café or supermarket

Supervised



Only with a parent or legal guardian
E.g. Bottle store, tavern

Restricted



No Minors allowed at all unless for the purposes of employment
E.g. Nightclub, Gaming Room

Conditions of Licences

The Role of A Duty Manager

- 1. I am on duty at all times during my shift**
- 2. I ensure my licensed premises is complying with the Act and the conditions of its licence**
- 3. I ensure that the conduct of my premises contributes to the reduction of alcohol related harm**



Hot

Remember this, it is critical for your Duty Manager Interview

Conditions of Licences

Identification and Age Checking



There are four legal forms of Identification that can be used to verify the age of potential patrons.

1. A Valid New Zealand Drivers Licence
2. A Valid Passport (any country)
3. The HANZ 18+ Card
4. The Kiwi Access Card

Key

Most Licensed Premises require anyone looking under 25 to present valid ID

Conditions of Licences

Identification and Age Checking

Date of Birth Chart

U18

YEAR	2023	2024	2025	2026	2027	2028	2029
2000	22	23	24	25	26	27	28
2001	21	22	23	24	25	26	27
2002	20	21	22	23	24	25	26
2003	19	20	21	22	23	24	25
2004	18	19	20	21	22	23	24
2005	17	18	19	20	21	22	23
2006	16	17	18	19	20	21	22
2007	15	16	17	18	19	20	21
2008	14	15	16	17	18	19	20
2009	13	14	15	16	17	18	19
2010	12	13	14	15	16	17	18
2011	11	12	13	14	15	16	17
2012	10	11	12	13	14	15	16



Yes



Maybe*



No

*17 unless a birthday has occurred before the current month and day

Conditions of Licences Prohibited People

Hot



You cannot serve them
You must **REFUSE SERVICE**



They cannot be on the premises
You must **REMOVE THEM**

More

The Act allows you to remove them to a place of safety as these people are vulnerable and it may not be responsible to send them out into the night or on to the road

Conditions of Licences Duty Managers

There may be times when a duty manager is unavailable if so, what are the **two** things a licensee can do:

A

An **Acting Manager** can be appointed, this does not have to be someone with an LCQ – they can only be appointed for 3 weeks at a time and only 6 weeks in a year

T

A **Temporary Manager** can be appointed for periods under 48 hours and can only continue longer if they apply for a Duty Manager Certificate

If you have no duty manager

If you have no Duty Manager, no Acting Manager and no Temporary Manager you cannot serve alcohol at all

Reporting & Recording Requirements

You must keep records of all appointments for two years in a retrievable form, and you must give notice to the Police and the Council of all appointments over 48 hours within 48 hours of the appointment

Manager	Records to be kept
Full Manager	<ul style="list-style-type: none"> • Full name • Date of birth, and sex • Duty Manager's Certificate number and expiry date • Date of appointment at premises • Date of termination • Date of notification of appointment to the DLC and Police
Acting Manager	<ul style="list-style-type: none"> • Full name • Date of birth, and sex • If one held, the Manager's Certificate number and expiry date • Date of each appointment at premises • Date each acting appointment ceased • Date of notification of appointment (if for more than 48 hours) to the DLC and Police • Full name of Manager being replaced by Acting Duty Manager • Reasons for absence of Manager being replaced
Temporary Manager	<ul style="list-style-type: none"> • Full name • Date of birth, and sex • Date application made for GM Certificate • Each date of appointment at premises • Date each temporary appointment ceased • Date of notification of appointment (if for more than 48 hours) to the DLC and Police • Reason for appointment as Temporary Manager • If reason was because of the dismissal or resignation of another manager • Name of Manager being replaced

Conditions of Licences

Legislative Requirements and Contribution to the Act

Legislative Requirement	Contribution to the Act
Supply of low and non-alcoholic beverages You must always supply a reasonable range of low and non-alcoholic beverages when alcohol is being sold or supplied.	Low and non-alcoholic beverages give customers an alternative into alcohol and can slow down intoxication. This can reduce the harm caused by excessive consumption.
Availability of food A range of food must always be available when selling or supplying alcohol.	Food helps to slow down the absorption of alcohol into the bloodstream and reduces intoxication.
Providing information about alternative forms of transport Alternative forms of transport must be displayed at all times. This includes taxis, dial a driver numbers and use of the phone to call.	This helps to reduce the harm caused by drinking and driving.
Responsible service Do not promote over consumption through cut-price promotions. Serve safely and responsibly or not at all	This means alcohol is being served safely and responsibly.
Do Not serve Minors or Intoxicated Persons Alcohol should not be served to minors or people who are intoxicated or are becoming intoxicated.	This means the harm of alcohol for those at risk is managed.
Free water Water must be provided free of charge and vessels be made available.	This helps to provide an alternative to alcohol and can reduce the speed of intoxication.

Mahi/Module 6

Duty Manager

Applications

Procedures for licence applications, renewals and manager's certificates

You first get your certificate for 1 year then when you renew you get it for 3 years. It is your responsibility to renew at Least 20 Days before it expires.

To apply for a duty manager certificate.....

Main Steps

1. Gather requirements and apply
2. DLC processes application
3. Determination Made

Two Requirements

1. You must be 20 years old
2. You must hold a LCQ

They consider.....

1. The applicant's suitability to be a manager
2. The legal ability to work in New Zealand
3. Any recorded convictions
4. The reports from the police and licensing inspector

To Apply for Duty Manager Certificate at your local council you need to provide copies of:

- Your Identification (passport, drivers licence, Kiwi access card)
- Your LCQ Certificate
- Your right to work in New Zealand
- A reference from your place of work
- A reference from a person who has know you for a year (Not a family member or workmate)

More

You must disclose any convictions (if clean slated you don't have to disclose but they know about them)

Suspending or cancelling Licences and Certificates

The licensed premises have been conducted in breach of the act or any conditions of the licence

The manager has failed to conduct the premises in a proper manner in accordance with the Act and the conditions of the licence

The conduct of the licensee is such to show that they are not a suitable person to hold the licence

**Suspend or
cancel a
licence**

**Suspend or
cancel a
manager's
certificate**

The licensed premise are being used in a disorderly manner so as to be obnoxious to the neighbouring residents or the public

The conduct of the manager shows they are not a suitable person to hold a manager's certificate. This relates to conduct both on and off the premises

Mahi/Module 7

Alcohol

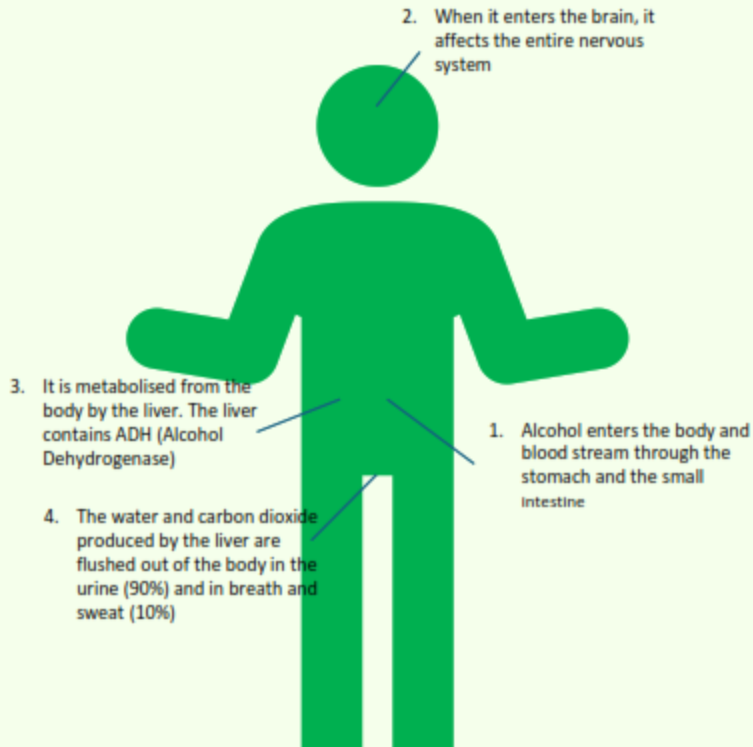
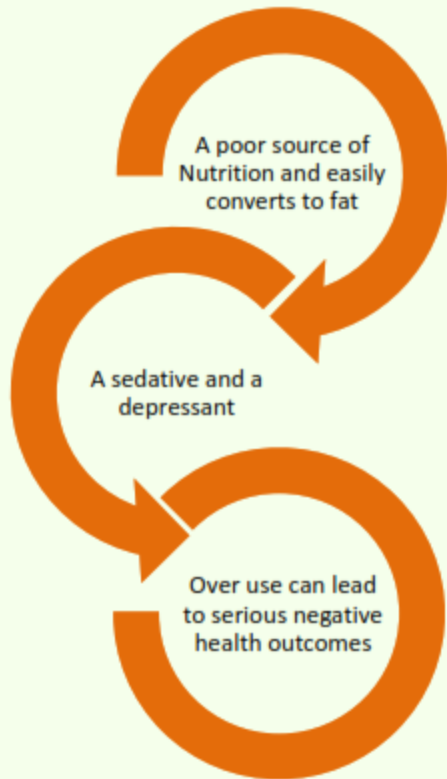
Alcohol

Licensed premises sell a legalized drug –alcohol. The use of alcohol, like any drug, is subject to abuse. Managers and staff on licensed premises, the HOSTS, have a **responsibility** to serve alcohol in a manner that will contribute to **reducing the abuse of alcohol**.



- Ethanol is created by the process of fermentation.
- Fermented products such as beer and wine are not distilled and usually are 15% or less alcohol by volume
- Spirits are fermented products that are distilled. This results in higher alcohol by volume through concentration. Examples such as whiskey, vodka, gin and rum

The chemical impact of alcohol on the body



Key

- **Key Point** – the liver is able to metabolise approximately one standard drink per hour. When you drink faster than your liver can break it down the level of alcohol in your blood rises. **The higher the blood alcohol the more noticeable the effects are.**

Standard Drinks

What is a standard drink?



330ml

bottle
of beer @
4% alcohol

=



100ml

glass of
wine @
12.5%
alcohol

=



30ml

of straight
spirits @
42% alcohol

Factors Affecting Alcohol Tolerance and Absorption

People are affected by alcohol in different ways, so you must understand the possible issues that you will face on a daily basis. Some are out of the server's control such as age or gender but remember it's your job to make sure you care for everyone regardless.

Age – The metabolism of a younger drinker works efficiently so they are able to cope with alcohol quite well from a physical point of view. However, a combination of inexperience and peer pressure may lead to drinking in excess. Younger people have a tendency to ignore their bodies stop signals



Although a regular drinker may develop a degree of tolerance, a middle aged or older person is more at risk due to a slowing metabolism and a decrease in muscle mass, and their liver function will be affected as they age



Tolerance- Some people who drink regularly develop a tolerance to the effects of alcohol whereas people who drink infrequently can be affected quite quickly. Getting to know your customers helps you judge whether they are drinking more than usual and if their tolerance is changing over time

Gender/Sexes – A person's biological sex (a medical term designating gender organs, hormones and body type- not identity) affects the way their body processes alcohol. A female bodied person gets drunk faster than a male-bodied person consuming the same amount of alcohol. Why is this?

- Differences in body water content for male and female – bodied persons. Males are 55-65% water. Females are 45-55% water. So, alcohol is less diluted in women than in men.
- Male Bodied people have higher levels of an enzyme called gastric Alcohol Dehydrogenase that helps the body process alcohol. Having more of this helps male bodied people to more effectively break down alcohol in the stomach before it even reaches the blood stream.
- Generally, male-bodied people have larger skeletal frames and muscles. Muscles contain water and blood thus contributing to the dilution of alcohol



Dehydration – think about some of the summer events you have attended ! Physical exertion, dancing or exposure to heat means that alcohol consumed is absorbed faster



Stress– A person in a high state of stress may be affected more than usual by even a small amount of alcohol. Remember when exams were over and you thought you wanted a big night and found yourself back at home in bed by 7 ?

Body Size - The more a person drinks the more concentrated alcohol becomes in their system. Generally, the larger a person is, the more blood they have in their system so the alcohol will be more diluted, and they will be affected less.



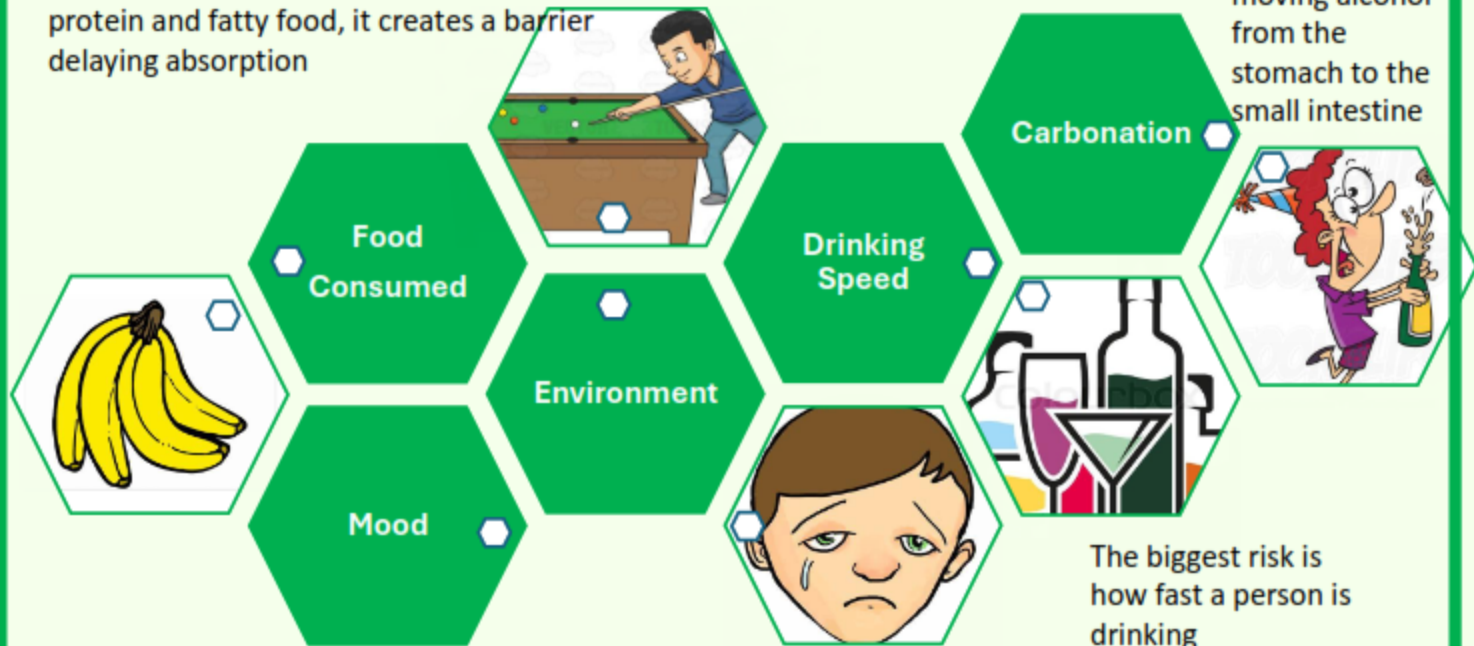
Medication – the effects of some drugs are greatly exaggerated by alcohol and sometimes medication just won't work like it is supposed to. Combining alcohol and medication can lead to an unpredictable outcome, it is highly unlikely someone is going to tell you about their anti-depressant medication.



If you have good full stomach of high protein and fatty food, it creates a barrier delaying absorption

People can drink more when bored – good to have other alternative entertainment

Bubbles enter the blood stream faster by moving alcohol from the stomach to the small intestine



Sometimes people drink faster than normal if they are upset or anxious

The biggest risk is how fast a person is drinking

Factors Affecting Blood Alcohol Level

Interaction of Drugs with Alcohol

You may not be aware a customer is taking prescription medication or illegal drugs however if you suspect a person is extra care is required when serving alcohol

Legal Drugs

Legal Drugs tell you what the impact of alcohol is and give clear information

Care should be taken with them:

- **More time between drinks needed for the liver to cope**
- Painkillers anti-depressants and tranquilisers
- Anti-histamines which are taken for allergies and colds
- Anti-biotics as some don't work
- Aspirin which can prevent stomach enzymes from processing the alcohol

Illegal Drugs

You cannot tell what the impact of alcohol will be at all even batch to batch

- **If customers combine illegal drugs with alcohol, they can become intoxicated faster. Drugs magnify the effects. They are unpredictable.**
- Some can cause permanent damage or even death. Sudden changes in mood or small amounts leading to exaggerated effect could be an indicator.
- Intoxication is Intoxication-Drink or Drugs

Drink Spiking

Drugs or even more alcohol can be added to drinks to cause someone to become more intoxicated than they had planned.

The intent of drink spiking is to cause harm to the person they have spiked

The practice of “spiking” drinks with drugs, especially the so-called “date rape” drugs Gamma-hydroxybutyrate or GHB, Roofies, legal highs and Fantasy has become more widespread.

We need to do all we can to ensure our customers do not become victims to this practice by:

Warning Signage, clear unattended drinks, serve drinks in bottles, safe zone -drink minding service and train staff to be observant, watching for suspicious behavior

Active Management of all areas of your premises at all times

Mahi/Module 8

Host Responsibilities

Duty Manager and Host Responsibilities

Establishment Specific Training

- Licence conditions and area designations
- Emergency procedures
- Host Responsibility
- Service Training
- Preventing overcrowding
- Establishment operating procedures

Overcrowding

- Be aware of your occupancy limits including staff.
- Count guests as they arrive
- Ensure there is a sign stating maximum occupancy numbers

Support to staff

- Reliable back up support
- Positive encouragement
- Ensure all HR and Performance Management is done correctly
- Security and intervention if any incident requires it
- Counselling if required
- First -Aid

Fire Evacuation

- Check equipment and extinguishers are all serviced and certified
- Have a formal evacuation procedure and be sure staff are trained
- Check all exit routes are signed, well lit and clear.
- Practice twice per year by law

Staff Training and Current Issues

DLC inspectors, Police and Medical Officers of Health visit premises when licence renewals are being considered but can also visit at any time

They expect anyone they speak to must have knowledge of:

- ✓ Who is the duty manager today?
- ✓ Where is the incident book ?
- ✓ Where are training records kept?
- ✓ Have you had any training ?
- ✓ Where is the host responsibility policy?
- ✓ What's your designation ?
- ✓ What are your opening hours?
- ✓ Have there been any issues or incidents recently?

As a duty manager you need to work with your licensee to get all staff aware e.g. regular staff meetings or training updates

Host Responsibility

- What is host responsibility? It is the creation of right environment alongside products and services that will contribute to the reduction of harm caused by alcohol abuse
- These are the six points of host responsibility that you need to know.



Hot

Managing
Intoxication

Managing
Minors

Provision of
Food

Provision of
non-
alcoholic
and low
beverages

Responsible
Service &
Promotions
Only

Provision of
Transport
Options

Host Responsibility Policy

This is an example of a host responsibility policy.

The key six points of host responsibility are:

- Do not serve minors
- Do not serve intoxicated
- Provision of low and non-alcoholic options
- Offer food at all times serving alcohol
- Offer transport details and free calls
- Responsible service and promotions only

HOST RESPONSIBILITY POLICY

We are pleased to have you aboard

As responsible hosts we are committed to providing great food throughout our trading hours and have a range of low and non-alcoholic beverages readily available.

Feel free to help yourself to free water which will always be available from the serving area. Our staff will bring you some to your table.

We encourage the use of public transport by providing a free telephone service for contacting Taxis/Dial-a-Driver companies.

Please observe the designated non-smoking areas.

It is against the law to serve either intoxicated people or minors.

The management objective is to meet or exceed our customer's expectation of a warm, welcoming and safe environment where alcohol is served in a responsible manner.

Manager

General Legal Responsibilities

	Manager Responsibilities		Server Responsibilities
Self	<ul style="list-style-type: none"> ➤ Contribute to a safe working environment ➤ Comply with and enforce all conditions of the Act and the conditions of the licence ➤ Implement a host responsibility policy ➤ Be on duty at all times during their shift 	Self	<ul style="list-style-type: none"> ➤ Contribute to a safe working environment ➤ Comply with conditions of the licence ➤ Follow and contribute to the host responsibility policy ➤ Serve alcohol responsibly
Staff	<ul style="list-style-type: none"> ➤ Create a safe work environment ➤ Provide adequate staff training ➤ Provide adequate staff support 	Staff	<ul style="list-style-type: none"> ➤ Support other members of the team ➤ Communicate with other members of the team
Establishment	<ul style="list-style-type: none"> ➤ Create an environment where alcohol abuse is unlikely to occur 	Establishment	<ul style="list-style-type: none"> ➤ Follow workplace procedures ➤ Follow and contribute to the host responsibility policy
Customer	<ul style="list-style-type: none"> ➤ Serve Alcohol in a responsible manner ➤ Provide a high level of customer service ➤ Monitor levels of alcohol consumption ➤ Promote host responsibility practices 	Customer	<ul style="list-style-type: none"> ➤ Serve Alcohol in a responsible manner ➤ Monitor levels of alcohol consumption
Community	<ul style="list-style-type: none"> ➤ Follow requirements of LAPs if in place ➤ Follow guidelines when removing customers from the premises to ensure problems do not occur off premises 	Community	<ul style="list-style-type: none"> ➤ Do not serve prohibited persons ➤ Use techniques to prevent intoxication
Advertising/ Promoting Alcohol	<ul style="list-style-type: none"> ➤ Promote and advertise alcohol responsibly to avoid <ul style="list-style-type: none"> ➤ encouraging people to consume excessive amounts of alcohol ➤ Misleading people about the pricing of alcohol ➤ Appealing to minors 	Advertising/ Promoting Alcohol	<ul style="list-style-type: none"> ➤ Promote the safe use of alcohol ➤ Promote low alcoholic options

Benefits of a responsible drinking environment

Who benefits	What are the benefits ?	Explanation of the benefits
Manager and staff	Risk management	<ul style="list-style-type: none"> ➤ Reduced likelihood of being fined for committing an offence. ➤ Avoid problems with prohibited persons ➤ Manager less likely to face cancellation or suspension of manager's certificate.
	Enjoyable place to work	<ul style="list-style-type: none"> ➤ Safe working environment ➤ Good training will mean staff can do their jobs well and feel valued.
The establishment	Risk Management	<ul style="list-style-type: none"> ➤ Reduced likelihood of licensee being fined for committing offences under the Act. ➤ Reduced risk of licence cancellation or suspension. ➤ Less likely to face objections at renewal time. ➤ Avoid being labelled as a 'problem premises.'
	Staff Retention	<ul style="list-style-type: none"> ➤ Able to retain quality staff who enjoy their work
	Profit	<ul style="list-style-type: none"> ➤ Having a good reputation will encourage repeat business
The customer	Safe, comfortable environment	<p>Customers will</p> <ul style="list-style-type: none"> ➤ Appreciate the professionalism of the staff ➤ Know they will be looked after
	Social destination	<ul style="list-style-type: none"> ➤ Safer streets for all members of the community ➤ The community can go about its business without concerns
The community	Reduced levels of alcohol consumption	<ul style="list-style-type: none"> ➤ Safer streets for all members of the community ➤ The community can go about its business without concerns
	Reduced demand on local services	<ul style="list-style-type: none"> ➤ Reduced pressure on the police and health system

Mahi/Module 9

Tools for dealing with customers

Host Responsibility Elements

Environment

Prevent Intoxication

- It is legally required to prevent people becoming intoxicated in licensed premises
- Refuse service to people who have become intoxicated
- Remove intoxicated people from the premises in a safe manner

Manage Consumption

- Check on how much people are drinking
- Use intervention techniques to help customers from becoming intoxicated

Communicate Host Responsibility

- Display your host responsibility statement
- Ensure it is clearly communicated to staff and customers

I prevent intoxication, manage consumption and communicate my host responsibility to ensure alcohol is supplied safely and responsibly

Product Availability

Alternative Drinks

- Having a range of low and non-alcoholic drinks is great as an alternative and gives choice.
- Promoting low and non-alcoholic choices such as coffee and hot chocolate is one way to slow down consumption

Food

- Food slows down the rate of absorption
- Having great food encourages them to eat
- Good prices and value for money

Free Bar Snacks

- Customers sampling free bar snacks and realise they are hungry ! Order a meal and that's good for them and the business

I provide alternative drinks, food and free bar snacks as it provides options for customers and slows down absorption

Services

Transport Options

- Offering help and showing taxi numbers, calling for them and having a phone for them to use, offering a courtesy bus

Promoting Water

- Have a free access water station
- Once people are seated bring water
- Fill up their water often.
- It's a good chance to chat and see how they are going

Server Intervention

- Training your staff well to know when to intervene
- Offering alternatives and recommendations

I offer transport options to get people home safely and promote water to reduce the impact of alcohol and I intervene when I need to

Dealing with Prohibited Persons



Why is it important to engage your customers as they approach the bar?

So, you can determine their state – if they have already been drinking, their intentions for the evening/session and if any other issue could cause problems

Slowing Service

You can slow service by appearing busy, serving others, wiping and clearing tables, stocking the fridge, till management.

Diverting Choice

Making the customer aware of low alcohol beverages available and encourage distractions such as a game of pool or darts

Selling Alternatives

Offering food, try something new for market research, suggest a zero beer can work if person is worried about image in front of mates

Refusing Service

You can refuse service to anyone for any reason except if it breaches human rights. Use a statement like 'I cannot serve you it's against the law. Can I get you something to eat or a soft drink'

The SCAB Intoxication Tool

Key

• The S.C.A.B Tool is used by police and is an excellent tool for staff training

It provides guidance as to how to tell if someone is intoxicated

Intoxication assessment tool

Indicators may include but are not limited to:

	Sober	Influenced	Intoxicated
Speech	Coherent, clear speech, normal tone/volume, may be talkative.	May be overly talkative, opinionated and interrupts, may stumble over words, becoming loud, inappropriate language, jokes, comments.	Slurring, difficulty forming words, loud, repetitive, loses train of thought, nonsensical, unintelligible.
Coordination	Coordinated, balanced, standing without help or support.	Slowed or delayed reactions, swagger or occasional staggers or sways.	Spills drinks, stumbles, trips, weaves, walks into objects, unable to stand unaided or sit straight.
Appearance	Tidy, clear eyes, alert.	Vacant or blank expression, smell of alcohol on breath, may look untidy.	Bloodshot eyes, eyes glazed, inability to focus, tired, asleep, dishevelled.
Behaviour	Behaving sensibly but may be more relaxed.	Overly friendly or withdrawn, inappropriate or risky actions, argumentative, annoying, fading attention, increased consumption rate.	Seriously inappropriate actions or language, aggressive, rude, belligerent, obnoxious behaviour affecting other customers.
	Monitor & serve responsibly	Intervene	Deny & remove

Intoxication definition

INTOXICATED means observably affected by alcohol, other drugs, or other substances (or a combination of two or all of those things) to such a degree that two or more of the following are evident: (a) appearance is affected; (b) behaviour is impaired; (c) coordination is impaired; (d) speech is impaired.



It recommends actions to take for each stage of intoxication

Prohibited Persons – A trespass notice (Bluey)

Trespass Notice

Warning Under The Trespass Act 1980 Sections 4(1) or 4(2) and Section 4(4)

To:

[Name of person being warned]

[Address of person being warned]

In accordance with the above Act and Section you are hereby warned to stay off the place known as:

[Address of location which Person is banned from]

It is an offence punishable by a fine not exceeding \$1,000.00 or imprisonment not exceeding 3 months to enter the above address within 2 years from the date you receive this warning.

The occupier of the above address is:

[Full name of Occupier]

This warning is given by the **occupier/person*** authorised by the occupier of the above address:

[Signature of Occupier or Person authorised by the Occupier]

[Print Full Name of Occupier or Person authorised by the Occupier]

[Date that this notice takes effect]

* Cross out the words that do not apply.

Details of service of trespass notice

[Read INSTRUCTIONS below and then complete service details only details service is effected. If the person served the notice is not the occupier but an agent of the occupier, the full name and address of the person who served the notice is also required.]

THIS NOTICE (photocopy attached) was served:

on

[Name of Person served]

on the _____ day of _____, 20____ at _____ a.m/p.m.

at

[Place where service was effected]

by

[Full Name of Person effecting service]

I served the Trespass Notice personally:

on

[Name of Person served]

by "handing it to them" / "dropping it at their feet when they refused to accept service of the notice."

They **acknowledged** / **did not acknowledge** that they are the person named in the notice.

They **are** / **are not** personally known to me.

I believe their "date of birth is" _____ / "approximate age is" _____ years.

Occupier's full name

Occupier's address and phone number

More relevant details:

[For example, "Issued because of alleged disorderly behaviour" or "Issued because of alleged theft". Record here the authorisation if the person who served the notice was a person authorised by the occupier and not the occupier, and attach a copy of the authorisation to this form, if applicable.]

Signed

[Signature of person who served the Trespass Notice]

Date of completion of this form

Full name and address of Person signing notice

Instructions - Photocopy completed Trespass Notice below, serving on the person warned of. Be clear who the occupier is - company, person, partnership etc. Complete this form (DETAILS OF SERVICE OF TRESPASS NOTICE) after service and attach it to the photocopy of the completed TRESPASS NOTICE. Retain for possible court proceedings.

* Cross out the words that do not apply.

Prohibited Persons – what you can say

What would you say ?

Something like “I cannot serve you” “It is the law” “I don’t want to lose my licence/my certificate”

How would you say it?

Assertively, calmly and with authority but not in any way rude or angry

What should your body language be like?

Don’t crowd them, stay out of their space, don’t stand over them, if you are large and imposing- stand back and get down to their level if possible. Open body language – hands open not arms crossed

NOT LIKE THIS AT ALL



Prohibited Persons – what you can use

Licenced Crowd Controllers

How: Use a licensed crowd controller as they are certified and trained

Why: to screen entry, keep order and remove persons

When: at large events or on big nights or if you think it important because of the area you operate in

Incident Book

How: all Licenced premises must have an incident book/diary register

Why: to record all happenings and maintain a record for future training or requests from police and inspectors.

When: refusal of service, accidents, removal of customers, incidents, refusal of entry

Trespass Notice

How: Use a trespass notice or verbally inform, give a copy to the person, one to the police. Keep one copy.

Why: to ban a person from the premises for up to two years

When: for drunkenness, harassment, violence, theft, rudeness, racism, disorderly behaviour

Police Intervention

How: call 111 emergency 105 to report

Why: to report crime, to ask for help or advice.

When: when you fear for your own, staff or customer's safety, when you cannot control the situation

