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**FOOD AND BEVERAGE SERVICE**  
**Demonstrate knowledge of host**  
**responsibility requirements as a duty**  
**manager of licensed premises**

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<b>level:</b>	<b>4</b>
<b>credit:</b>	<b>3</b>
<b>final date for comment:</b>	December 2009
<b>expiry date:</b>	December 2010
<b>sub-field:</b>	Hospitality
<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>
<b>entry information:</b>	Open.
<b>accreditation option:</b>	Evaluation of documentation and visit by NZQA and industry.
<b>moderation option:</b>	A centrally established and directed national moderation system has been set up by the Hospitality Standards Institute.
<b>special notes:</b>	<ol style="list-style-type: none"><li>1 Performance of the elements of this unit standard must be consistent with the following legislation: Sale of Liquor Act, 1989 and associated Sale of Liquor Regulations, 1990; Health and Safety in Employment Act, 1992; Smoke-free Environments Act, 1990; Fire Services Act, 1975; Land Transport Act, 1998; and any subsequent amendments.</li></ol>

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- 2 Definitions
- establishment requirements* – any policy, procedure, or agreed requirement, either written or oral, that is made known to the candidate prior to assessment in this unit standard;
- standard industry texts* – includes, but is not limited to, the following text: Hospitality Standards Institute, *Host Responsibility – A guide for Servers*, Wellington, 1991. A list of the latest editions is available from the Hospitality Standards Institute. Other texts used must be comparable in coverage to the text cited;
- licensed premises* – any commercial or non-commercial establishment (club) where alcohol is sold or supplied, including premises with liquor licence dispensation, as per the Sale of Liquor Act definition.
- duty manager* – certificated manager responsible for the sale and supply of liquor under the Sale of Liquor Act, which specifies that a duty manager must be on the premises during all hours of trading.
- 3 In June 1999 this unit standard and unit standard 16645 replaced 14419. Unit standard 16645 will expire in December 2006 and will not be replaced. Components of unit standard 16645 were incorporated into this unit standard.

## **Elements and Performance Criteria**

### **element 1**

Demonstrate knowledge of alcohol and intoxication in licensed premises.

### **performance criteria**

- 1.1 Characteristics of alcohol are identified and explained in accordance with standard industry texts.

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- 1.2 Effects of alcohol on people of differing age groups and gender are identified and explained, in accordance with standard industry texts, in terms of blood alcohol content levels, and the process and factors which influence the effects.
- 1.3 Factors affecting alcohol absorption rate in people are identified and explained in accordance with standard industry texts.
- 1.4 Interaction of alcohol with prescription drugs, illegal drugs and legal 'highs' is explained in accordance with standard industry texts and with particular regard to drink spiking.

**element 2**

Demonstrate knowledge of the responsibilities and requirements for alcohol service in licensed premises.

**performance criteria**

- 2.1 Legal requirements, offences and penalties for alcohol service to minors, intoxicated patrons, and disorderly patrons are identified and explained in accordance with legislative requirements and standard industry texts.
- 2.2 Consumption levels applicable to the legal limit for driving a motor vehicle, and safe drinking guidelines, are identified and explained in accordance with legislative requirements and standard industry texts.
- 2.3 Duty manager and server responsibilities are identified and explained in accordance with the Sale of Liquor Act requirements and standard industry texts.
- Range: responsibilities – to self, to the establishment from which drinks are served, to the customer, to the community, regarding the advertising and promotion of liquor.
- 2.4 Benefits of creating a responsible licensed drinking environment are identified in accordance with standard industry texts.
- Range: benefits – to self, to the establishment in which drinks are served, to the customer, to the community.

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**element 3**

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

**performance criteria**

- 3.1 Manager responsibilities related to evacuation procedures, means of escape, signage and emergency lighting, overcrowding, and permitted occupancy numbers are explained in accordance with legislative requirements.
- 3.2 Licensed premises policies and practices for host responsibility with regards to drink spiking, staff training, emergency procedures, and support systems for staff are explained according to legal 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 accordance with standard industry texts.
- 3.4 Server intervention techniques are explained in accordance with legal and establishment requirements.
- Range: intervention techniques – 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.
- 3.6 Techniques are described for dealing effectively with a prohibited person whilst maintaining customer and staff safety.
- Range: techniques – verbal communication, body language, security personnel, trespass notices, police intervention, incident book.

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**Comments on this unit standard**

Please contact the Hospitality Standards Institute [information@hsi.co.nz](mailto:information@hsi.co.nz) if you wish to suggest changes to the content of this unit standard.

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**Please Note**

Providers must be accredited by the Qualifications Authority or a delegated inter-institutional body before they can register credits from assessment against unit standards or deliver courses of study leading to that assessment.

Industry Training Organisations must be accredited by the Qualifications Authority before they can register credits from assessment against unit standards.

Accredited providers and Industry Training Organisations assessing against unit standards must engage with the moderation system that applies to those standards.

Accreditation requirements and an outline of the moderation system that applies to this standard are outlined in the Accreditation and Moderation Action Plan (AMAP). The AMAP also includes useful information about special requirements for providers wishing to develop education and training programmes, such as minimum qualifications for tutors and assessors, and special resource requirements.

This unit standard is covered by AMAP 0112 which can be accessed at <http://www.nzqa.govt.nz/site/framework/search.html>.