



## REGISTERED NATIONAL STANDARD

### UNIT OF COMPETENCY

<b>Title:</b>	<b>Alcohol knowledge, compliance and responsible service of alcohol</b>  <u>Note:</u> This unit has been adapted from a number of NZQA registered standards, which have been licensed under a <a href="#">Creative Commons BY 3.0 NZ License</a> . They include the following: <ol style="list-style-type: none"> <li>1. 14420<sup>1</sup> Demonstrate knowledge of alcoholic and non-alcoholic beverages;</li> <li>2. 4646<sup>2</sup> Demonstrate knowledge of the Sale and Supply of Alcohol Act 2012 and its implications for licensed premises;</li> <li>3. 16705<sup>3</sup> Demonstrate knowledge of host responsibility requirements as a duty manager of licensed premises.</li> </ol>				
<b>TQF Level:</b>	3	<b>Credits:</b>	15	<b>Version:</b>	1
<b>National standard code:</b>	NS016-03				
<b>Associated qualification (and code):</b>	National Certificate in Food and Beverage Level 3 (QR-03-NQ-018-05-0903-19-01)				
<b>Approval date:</b>	11 June 2019		<b>Review date:</b>	11 June 2024	

<sup>1</sup> NZQA. (2017). Registered standard: Demonstrate knowledge of alcoholic and non-alcoholic beverages, 14420 version 7. [Available online: <https://www.nzqa.govt.nz/ncea/assessment/view-detailed.do?standardNumber=14420>]

<sup>2</sup> NZQA. (2018). Registered standard: Demonstrate knowledge of the Sale and Supply of Alcohol Act 2012 and its implications for licensed premises, 4646 version 10. [Available online: <https://www.nzqa.govt.nz/ncea/assessment/view-detailed.do?standardNumber=4646>]

<sup>3</sup> NZQA (2014). Registered standard: Demonstrate knowledge of host responsibility requirements as a duty manager of licensed premises. Version 6. [Available online: <https://www.nzqa.govt.nz/ncea/assessment/view-detailed.do?standardNumber=16705>].

<b>Purpose:</b>	People credited with this unit will be able to demonstrate knowledge of: <ol style="list-style-type: none"> <li>1. both alcoholic and non-alcoholic beverages;</li> <li>2. <i>Tonga Intoxicating Liquor Act (2016 Revised Edition)</i> and its implications for licensed premises; and</li> <li>3. host responsibility requirements as the owner and/or duty manager of licensed premises such as intoxication and the maintenance of a safe drinking environment.</li> </ol>
<b>Learning Outcome 1 (LO1)</b>	Demonstrate knowledge of alcoholic and non-alcoholic beverages.
<b>Performance standards</b>	<ol style="list-style-type: none"> <li>1.1 The characteristics of popular spirits are described in terms of the standard industry text. <i>[Range of characteristics include but are not limited to colour, brands; popular spirits include but are not limited to – gin, vodka, whisky, rum, brandy; evidence of a minimum of three brands for each spirit is required];</i></li> <li>1.2 The characteristics of popular liqueurs are described in terms of the standard industry text. <i>[Range of characteristics include but are not limited to – colour, flavour, brands; evidence of a minimum of twelve brands of liqueurs which must include – Cointreau, Galliano, Drambuie, Kahlua, Baileys Irish Cream, Sambuca];</i></li> <li>1.3 The preparation methods of cocktails are described in terms of the standard industry text. <i>[Range of methods include but are not limited to – built, shaken, stirred, layered, blended, muddled];</i></li> <li>1.4 The characteristics of aperitifs and digestifs are described in terms of the standard industry text. <i>[Range of characteristics include but are not limited to colour, brands; evidence is required of two aperitifs and two digestifs];</i></li> <li>1.5 The types of non-alcoholic beverages are described in terms of the standard industry text. <i>[Range of types of non-alcoholic beverages include but are not limited to aerated and still mineral waters, juices, cordials, aerated soft drinks, energy drinks; evidence is required of two different examples for each item].</i></li> <li>1.6 The characteristics of popular ready-to-drink beverages (or RTDs) (both alcoholic and non-alcoholic) are described in terms of the standard industry text. <i>[Range of characteristics include but are not limited to – flavour, brand; evidence is required of six different brands];</i></li> <li>1.7 Common non-alcoholic beverages that are combined with spirits are described in terms of the standard industry text. <i>[Range of evidence is</i></li> </ol>

	<i>required of a minimum of two non-alcoholic beverages that are combined with gin, vodka, whisky, rum and brandy].</i>
<b>Learning Outcome 2 (LO2)</b>	Demonstrate knowledge of <i>Tonga Intoxicating Liquor Act (2016 Revised Edition)</i> and its implications for licensed premises.
<b>Performance Standards</b>	<p>2.1 <i>Tonga Intoxicating Liquor Act (2016 Revised Edition)</i> is outlined in terms of its object and purpose;</p> <p>2.2 The structure and responsibilities of licensing bodies, and the role of the police, medical officer of health, and inspectors are identified and described in terms of the legislation;</p> <p>2.3 Licence types are explained in terms of legislative requirements and conditions. <i>[Range of licence types include but are not limited to (a) Wholesale Licence; (b) Retail Bottle Store Licence; (c) Club Licence; (d) Special Events Licence; (e) Bar Licence; (f) Restaurant Licence; or (g) Night-Club Licence; requirements and conditions include but are not limited to – signage, designated areas, duty manager, appointment of temporary and acting managers, hours of trading, prohibited persons, supply of low alcoholic beverages and non-alcoholic refreshments and free water, availability of food, information about alternative forms of transport, responsible service.]</i></p> <p>2.4 Procedures for applications for, and renewals of, licence types and temporary authorities are identified and outlined in terms of the legislation.</p> <p>2.5 The application and renewal procedures and criteria for licence owner are identified and described in terms of the legislation.</p> <p>2.6 Categories of offences are identified, and offences under each category are described in terms of the legislation.</p> <p>2.7 Powers of entry on to the licensed premises of inspectors and police, and closure by police are identified and described in terms of the legislation.</p>
<b>Learning Outcome 3 (LO3)</b>	Demonstrate knowledge of alcohol and intoxication in licensed premises as a duty manager.
<b>Performance standards</b>	3.1 The nature of alcohol is identified and explained in terms of its chemical impact on the body in accordance with standard industry texts.

	<p>3.2 Effects of alcohol are identified and explained in terms of the standard industry texts. <i>[Range of effects include but are not limited to – effect on people of differing age groups and gender, blood alcohol content levels.]</i></p> <p>3.3 Factors affecting alcohol absorption rates in people are identified and explained in terms of the standard industry texts.</p> <p>3.4 Interaction of alcohol with drugs is explained in terms of the standard industry texts. <i>[Range of interaction includes but is not limited to – Kava, prescription drugs, illegal drugs.]</i></p>
<b>Learning Outcome 4 (LO4)</b>	Demonstrate knowledge of the responsibilities and requirements for alcohol service in licensed premises as owner and/or a duty manager.
<b>Performance standards</b>	<p>4.1 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.</p> <p>4.2 Criteria for suspension or cancellation of a certificate or licence are outlined in terms of legislative requirements.</p> <p>4.3 Bar owner and/or duty manager and server responsibilities are identified and explained in terms of the <i>Tonga Intoxicating Liquor Act (2016 Revised Edition)</i> requirements and the standard industry texts.</p> <p>4.4 Benefits of creating a responsible licensed drinking environment are identified and explained in terms of the standard industry texts.</p>
<b>Learning Outcome 5 (LO5)</b>	Demonstrate the responsibilities and requirements for safe alcohol service in secured licensed premises as a bar owner and/or duty manager.
<b>Performance standards</b>	<p>5.1 Bar owner and/or duty manager responsibilities related to overcrowding and evacuation procedures are outlined in terms of legislative requirements.</p> <p>5.2 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</p>

	<p>requirements.</p> <p>5.3 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.</p> <p>5.4 Server intervention and substitution techniques are explained in terms of legislative and establishment requirements. <i>[Range of techniques include but are not limited to – slowing service, diverting choice, selling alternatives, service refusal]</i></p> <p>5.5 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.</p> <p>5.6 Techniques are described for dealing effectively with a prohibited person whilst maintaining customer and staff safety. <i>[Range of techniques include but are not limited to – verbal communication, body language, licensed crowd controllers, trespass notices, police intervention, recording of incidences (incident book or security log book).]</i></p>
<b>Pre-requisites</b>	N/A
<b>Co-requisites</b>	NS017-03
<b>Underpinning skill and knowledge</b>	<p>General human health and diseases; Human foods and nutrition; Hazards and safety; Personal grooming and presentation; Effective time management; Communication including writing (Tongan and English); Environmental awareness; General geographical knowledge of the (map) location of tourists home countries, Cultural awareness and sensitivity; Interpersonal communication skills; Workplace security; Intoxication and the law; Metric measurements (volume, length, time, etc.); Strong mathematical skills; Basic money handling skills; Attention to details.</p>
<b>Suggested assessment methods</b>	<p>1) Written theory examination (40%)</p> <p>2) Coursework (60%)</p> <p>    a) Written Assignments</p> <p>    b) Practical assessments</p>

	<p>c) Role play in a simulated workplace environment</p> <p><b>Note:</b> This is a competency-based unit. Refer to the section on <i>Requirements to complete</i> for more information</p>
<b>Resource requirements</b>	<ol style="list-style-type: none"> <li>1. Conventional classroom resources;</li> <li>2. Computers for staff and students;</li> <li>3. Internet access for staff and students;</li> <li>4. Unit outline</li> </ol>
<b>Moderation arrangements</b>	<p>Provider's approved Moderation processes, OR TNQAB Moderation processes.</p>
<b>Requirements to complete this unit</b>	<p>Learners must be assessed as 'Competent' to complete this unit. Competency for this unit is 100% of the Performance standards. Learners who fail to be competent after 3 attempts will be advised to re-enrol in this unit.</p>
<b>Public comments on unit</b>	<p>Please contact TNQAB National Qualifications Unit (email <a href="mailto:EnquireNQ@tnqab.to">EnquireNQ@tnqab.to</a> or Telephone 28136) if you like to discuss or suggest changes to the details of this unit.</p>