



## **CHANGES TO:**

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# **THE LICENCE CONTROLLER QUALIFICATION, THE SALE AND SUPPLY OF ALCOHOL ACT, AND THE LCQ BRIDGING TEST**

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A short 'plain English' guide to the changes that affect our industries and stakeholders in the forthcoming Sale and Supply of Alcohol Act (2012). It is of special importance to the Hospitality Industry and Training Providers.



ServiceIQ is the Industry Training Organisation (ITO) for the Aviation; Accommodation; Cafes, Bars and Restaurants; Clubs; Food Services; Quick Service Restaurants; Museums; Tourism; Travel; Retail and Wholesale sectors of New Zealand's service industry.

Funded by Government and industry, ServiceIQ develops and arranges on-the-job training that has a tangible positive impact on the businesses we work with. It also results in fulfilling, real careers for employees who undertake the training programmes and achieve a national qualification.

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# KEY FACTS

On 18 December 2013 the [Sale and Supply of Alcohol Act 2012](#) comes into effect. It replaces the [Sale of Liquor Act 1989](#). This is of significance to people working in the Hospitality Industry, Training Providers, and the District Licensing Agency. If you work in one of these areas you need to be aware of the changes that are taking place when the new Act comes into effect.

This brochure outlines the key changes to New Zealand Qualifications Agency (NZQA) unit standards, the Licence Controller Qualification (LCQ), and the Manager's Certificate. This brochure also introduces the LCQ Bridging Test, an online tool for people who have completed their LCQ training under the [Sale of Liquor Act 1989](#) and are applying or renewing their Manager's Certificate.

## ***For Training Providers the commencement of the Sale and Supply of Alcohol Act 2012 affects:***

- ▶ The new Licence Controller Qualification (LCQ) developed to respond to this Act.
- ▶ The new versions of NZQA approved unit standards that make up the new LCQ.
- ▶ The development of new training and assessment resources for the delivering of these unit standards.
- ▶ The opportunity to provide a course that will assist relevant LCQ holders to complete the LCQ Bridging Test.

## ***For the Hospitality Industry the commencement of the Sale and Supply of Alcohol Act 2012 affects:***

- ▶ Changes to the rules for being a Manager.
- ▶ Changes to the application process for gaining a Manager's Certificate.

This brochure is split into Training Provider and Hospitality Industry sections for ease of reference. We encourage you to read both sections to gain a fuller knowledge of the industry-wide changes taking place. A list of frequently asked questions, with answers, is included at the end.

# INFORMATION FOR TRAINING PROVIDERS

As a Training Provider you will need to update your training resources. Updating resources as new NZQA unit standard versions are made available is a usual occurrence.

The following NZQA approved unit standards require updating:

- ▶ [Unit Standard 4646](#): Demonstrate knowledge of the Sale and Supply of Alcohol Act 2012 and its implications for licensed premises (Level 4, Version 8)
- ▶ [Unit Standard 16705](#): Demonstrate knowledge of host responsibility requirements as a duty manager of licensed premises (Level 4, Version 5).
- ▶ [Unit Standard 4645](#): Demonstrate knowledge of maintaining a responsible drinking environment as a servicer in licensed premises (Level 3, Version 8).

*Please note that although unit standard 4645 is not part of the LCQ it is included in the unit standard update.*

These unit standards are NZQA approved and are available from the [NZQA website](#). You can use these resources to complete the development of your own training material.

Please note that the new standards are on the latest NZQA template so that some technical wording has changed:

- ▶ “Element” is now “Outcome”
- ▶ “Performance Criteria” is now “Evidence Requirement”
- ▶ “AMAP” has become “CMR”.

## If you are developing your own LCQ resources

Please use the new wording where relevant in your learning material and assessments. **Please note that it is a requirement that if you design and use your own assessment material that it MUST be pre-moderated by ServiceIQ before use.** If this applies to you please submit your material for pre-moderation as soon as you are able. **You will need to be assessing against your new assessment from 18 December 2013.**

## If you are intending to use ServicelQ LCQ resources

Although the new Act comes into effect in December of this year, Training Providers are still able to use the current ServicelQ LCQ resources. The final reporting date for the previous versions of the applicable unit standards is 31 December 2016.

ServicelQ has taken steps to simplify the transition into the new Act and we encourage you to move to the new unit standards at the earliest opportunity. This will minimize the efforts that are required to keep your students successfully trained in the new [Sale and Supply of Alcohol Act 2012](#).

To help with this, we are producing new learning and assessment material that covers the new versions of the unit standards that form the ServicelQ LCQ Edition 1 materials. This means new learning and assessment material will be available for shipment from 13 December 2013.

To pre-order the new resource material please contact: [resources@ServicelQ.org.nz](mailto:resources@ServicelQ.org.nz)

## The next steps

- ▶ Please make sure you and your staff are aware of the forthcoming changes.
- ▶ Please ensure that you have material to deliver training and assessments on the new versions of the unit standards when they come into effect on 18 December 2013.
- ▶ Please ensure that trainees are aware of the LCQ Bridging Test and whether or not they need to sit it. For further information please read the FAQ.

# INFORMATION FOR THE HOSPITALITY INDUSTRY

## Changes in the application process for a Manager's Certificate

New and existing Managers are required to update their knowledge of the new [Sale and Supply of Alcohol Act 2012](#). In conjunction with the [Ministry of Justice](#), ServiselQ has developed a LCQ Bridging Test to cover this requirement. This means that the new Act impacts people who wish to apply for or renew their Manager's Certificate and have gained an LCQ under the previous versions of the unit standards. These trainees will need to complete the LCQ Bridging Test to demonstrate their knowledge of the new Act.

## What is the LCQ Bridging Test?

The LCQ Bridging Test is an online tool for people who have completed their LCQ training under the [Sale of Liquor Act 1989](#) and are applying or renewing their Manager's Certificate. The LCQ Bridging Test updates LCQ holders who trained under NZQA unit standards that were developed under the repealed [Sale of Liquor Act 1989](#), and tests their knowledge of changes in legal obligations under the new [Sale and Supply of Alcohol Act 2012](#).

The test contains 20 multiple-choice questions. Upon successful completion, the trainee will be able to print a digital PDF of the LCQ Bridging Test certificate and include this in their application for a Manager's Certificate. Advice on how to access the LCQ Bridging Test will be posted on the ServiselQ website at [www.ServiselQ.org.nz](http://www.ServiselQ.org.nz). It will be available free of charge to existing LCQ holders.



## Who needs to take it?

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You need to take the LCQ Bridging Test if you are applying for or renewing your Manager's Certificate and your current LCQ certificate refers to the [Sale of Liquor Act 1989](#). This test has been developed (at the request of the Ministry of Justice) to allow test takers to demonstrate their knowledge of the new [Sale and Supply of Alcohol Act 2012](#). Successful LCQ Bridging Test takers will receive a digital PDF certificate for use in their application for a Manager's Certificate.

However, you may not need to take the LCQ Bridging Test immediately if applying for or renewing your Manager's Certificate. As part of the change to the new Act, Manager's Certificates will be renewed for a 12 month period for holders who have trained under the repealed [Sale of Liquor Act 1989](#). This will provide time for the successful shift to training under the new Act.



## What does the LCQ Bridging Test Certificate look like?

The LCQ Bridging Test Certificate (*shown below*) is automatically generated on successful completion of the Bridging Test and is available to download as a PDF Certificate. Both the LCQ Bridging Test Certificate and your original LCQ Certificate (if it mentions the [Sale of Liquor Act 1989](#)) should be included in your application or renewal of your Manager's Licence.

The image shows a sample LCQ Bridging Test Certificate. At the top center is the LCQ logo, which consists of the letters 'LCQ' in a large, bold, sans-serif font. Below 'LCQ' is the text 'LICENCE CONTROLLER QUALIFICATION' in a smaller font. Underneath that is 'BRIDGING TEST' in a bold, sans-serif font. The logo is set against a black and gold chevron shape pointing downwards.

Below the logo, the text 'Completion Certificate' is written in a large, bold, gold-colored font. Underneath this, the text reads: 'This is to certify that **Logan Smith** has successfully completed the **Licence Controller Qualification Bridging Test** on **20 December 2013**'. The name 'Logan Smith' is connected to a callout box labeled '1. Name Field'. The title 'Licence Controller Qualification Bridging Test' is connected to a callout box labeled '2. Certificate Title'. The date '20 December 2013' is connected to a callout box labeled '3. Certificate Date'. Below the main text, there is a small paragraph of fine print: 'This certificate is awarded in recognition of the recipient completing the LCQ Bridging Test, which covers the Sale and Supply of Alcohol Act (2012) for holders of an LCO Certificate awarded under the repealed Sale of Liquor Act (1989). This certificate does not replace the Licence Controller Qualification (LCQ) or verify the completion of NZQA Unit standards. The Completion Certificate should be presented along with a corresponding LCQ Certificate for the application of the Manager's Certificate.' Below the fine print is the text 'Certificate No: XXXXXXXX', which is connected to a callout box labeled '4. Certificate No.'.

At the bottom left, there is a signature of Dean Minchington, with his name and title 'Chief Executive Officer, ServiceIQ (Service Skills Institute)' printed below it. At the bottom right, there is the Service IQ logo, which consists of the text 'Service IQ' in a bold, sans-serif font. Below 'Service IQ' is the tagline 'SMARTER PEOPLE FOR SMARTER BUSINESSES' in a smaller font. The logo is set against a black and gold chevron shape pointing downwards.

Four callout boxes on the right side of the certificate provide additional information:

- 1. Name Field**: This will match the name on the original LCO Certificate.
- 2. Certificate Title**
- 3. Certificate Date**
- 4. Certificate No.**: This is a unique identifier field that is linked to each trainee file.

## Key Steps: (Re)applying for the Manager's certificate

1. Obtain the LCQ. A list of providers is available here: [www.serviceiq.org.nz/providers/lcq/lcq-training-providers](http://www.serviceiq.org.nz/providers/lcq/lcq-training-providers)
2. Apply to your local District Licensing Agency for your Manager's certificate.
3. After you lodge your application, you will receive a letter requesting that you contact your local District Licensing Agency (District Licensing Committee from 18 December 2013) office to make an appointment for an interview and test.
4. Undertake the interview and test (similar to a short LCQ test) at your local District Licensing Agency Office.

## Changes in the rules as a Manager

If you work as a Manager in a Café, Bar, Restaurant, Club, or an associated industry which is covered under the new legislation, please take the time to read the releases available from the Ministry of Justice factsheet: [www.justice.govt.nz/policy/sale-and-supply-of-alcohol/PDF%20-%20Whats%20changing%20-%20Factsheet%20-%2019%20Dec%202012.pdf](http://www.justice.govt.nz/policy/sale-and-supply-of-alcohol/PDF%20-%20Whats%20changing%20-%20Factsheet%20-%2019%20Dec%202012.pdf)

## The next steps

- ▶ Ensure you and your staff are aware of the forthcoming changes.
- ▶ Ensure that you and your staff are aware of how to apply or reapply for your Manager's certificate under the new Act.
- ▶ Ensure that you and your staff are aware of the LCQ Bridging Test and whether or not and of your staff are required to sit it. For further information please read the FAQ.

# LCQ CALENDAR

These are the key dates and actions you must be aware of.

Action	Date	Responsibility
ServiceIQ make the new LCQ Bridging Test available.	9 December 2013	ServiceIQ
ServiceIQ make the new LCQ Edition 1 training resources available for shipping.	13 December 2013	ServiceIQ
The Sale and Supply of Alcohol Act 2012 comes fully into effect, repealing the Sale of Liquor Act 1989.	18 December 2013	Ministry of Justice
Delivery of training under new unit standards begins.	From 18 December 2013	Training Provider
Completion of LCQ Bridging Test for eligible trainees.	December 2013 – January 2017	LCQ Holder

***Thank you for taking the time to read this. Further information about the changes to the LCQ can be found in the list of frequently asked questions. Useful links are also listed.***

# LCQ FAQ

## 1. Does the LCQ Bridging Test replace my LCQ?

**No.** The LCQ Bridging Test works in conjunction with your LCQ to demonstrate your knowledge of the current [Sale and Supply of Alcohol Act 2012](#).

## 2. Does completion of the LCQ Bridging Test update my unit standards at NZQA?

**No.** The LCQ Bridging Test is not a unit standard based assessment, and it is independent from NZQA.

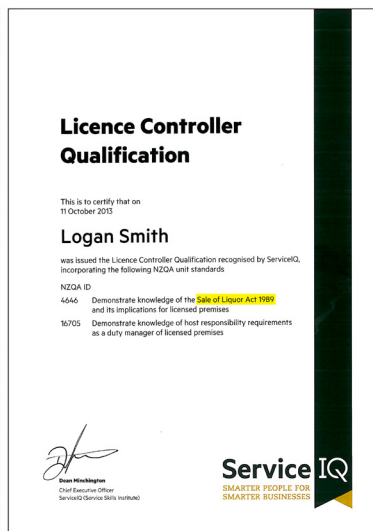
## 3. Who must complete the LCQ Bridging Test?

People who are applying or renewing for a Manager's Certificate and who have completed their LCQ training under the [Sale of Liquor Act 1989](#). If you are not applying for your Manager's Certificate, you do not need to take the test.

## 4. How do I know which Act I have trained under?

You can easily identify this because your LCQ certificate refers to either the [Sale of Liquor Act 1989](#), or the [Sale and Supply of Alcohol Act 2012](#).

The samples below show the two versions of LCQ certificates which have the [Sale of Liquor Act 1989](#) highlighted.



**5. What does the LCQ Bridging Test cover?**

The test covers changes that have occurred with the introduction of the [Sale and Supply of Alcohol Act 2012](#).

**6. How do I take the LCQ Bridging Test?**

The LCQ Bridging Test is taken online through the ServiceIQ Skills Online website. The test can be completed online at [www.ServiceiqSkillsOnline.org.nz](http://www.ServiceiqSkillsOnline.org.nz) from 9 December 2013.

**7. What happens if I do not pass the LCQ Bridging Test?**

You can take the test again, free of charge. If you do not achieve a passing grade on multiple efforts, you will be requested to complete further study before resitting the test.

**8. When will I receive my LCQ Bridging Test certificate?**

The certificate will be a digital PDF and once you have passed the test it will be automatically generated and attached to your profile in the ServiceIQ Skills Online website. You are able to print this certificate and submit it in conjunction with your LCQ Certificate as part of your application for your Manager's Certificate.

**9. How much does the test cost?**

The test is provided free of charge by ServiceIQ.

**10. I have done the LCQ via transition (pre-2006), do I need to take the test?**

**Yes.** You will need to take the test.

**11. My LCQ Certificate has been lost or misplaced, how do I request a reprint?**

You can request a reprint by filling in the LCQ Certificate reprint form here: [www.serviceiq.org.nz/lcq](http://www.serviceiq.org.nz/lcq)

**12. Are these FAQs available online?**

**Yes.** They are available from [www.serviceiq.org.nz/lcq](http://www.serviceiq.org.nz/lcq)

# SERVICEIQ LINKS



## **Industry Updates**

[www.ServiceiqIQ.org.nz/about-us/news-and-events/](http://www.ServiceiqIQ.org.nz/about-us/news-and-events/)

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## **LCQ information and ordering**

[www.serviceiq.org.nz/lcq](http://www.serviceiq.org.nz/lcq)

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## **ServiceIQ Skills Online** (provides access to the LCQ Bridging Test)

[www.ServiceiqSkillsOnline.org.nz](http://www.ServiceiqSkillsOnline.org.nz)

# USEFUL LINKS



## ***The Sale and Supply of Alcohol Act***

[www.legislation.govt.nz/act/public/2012/0120/latest/DLM3339333.html](http://www.legislation.govt.nz/act/public/2012/0120/latest/DLM3339333.html)

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## ***Changes to Sale and Supply of Alcohol (Ministry of Justice)***

[www.justice.govt.nz/policy/sale-and-supply-of-alcohol/PDF%20-%20Whats%20changing%20-%20Factsheet%20-%2019%20Dec%202012.pdf](http://www.justice.govt.nz/policy/sale-and-supply-of-alcohol/PDF%20-%20Whats%20changing%20-%20Factsheet%20-%2019%20Dec%202012.pdf)

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## ***District Licensing Committee factsheet (Ministry of Justice)***

[www.justice.govt.nz/policy/sale-and-supply-of-alcohol/regulation-of-alcohol/district-licencing-committees](http://www.justice.govt.nz/policy/sale-and-supply-of-alcohol/regulation-of-alcohol/district-licencing-committees)

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## ***Alcohol.org.nz***

[www.alcohol.org.nz/legislation-policy/sale-and-supply-alcohol-act-2012](http://www.alcohol.org.nz/legislation-policy/sale-and-supply-alcohol-act-2012)

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**ServiceIQ.org.nz**

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