



Course in Liquor Licensing

52065

ASSESSMENT

Contextualised for Western Australia and the Liquor Control Act 1988

Prerequisite training : SITHFAB009A - RSA
Approved Trainer : Department of Racing, Gaming & Liquor
Version : 2012-01-01



ENROLMENT - Please use CAPITAL LETTERS and must be completed in PEN

COURSE PARTICIPANT INFORMATION – Participant must complete these details – certificate will be sent to this address. Certificate will not be sent until payment has been made.

Surname:		First Name:	
Postal Address:			
Telephone Home:		Mobile:	
Date of Birth:		E-Mail:	
Title (please tick):	Mr <input type="checkbox"/>	Mrs <input type="checkbox"/>	Ms <input type="checkbox"/>

BILLING INFORMATION – If the participant is paying for the course, leave this section blank. If the employer is paying for the course, please complete this section. Invoice/Receipt will be sent to this address.

Account to be in name of:			
Billing Address:			
Contact Name:		Telephone:	
Date of Birth:		E-Mail:	

COURSE FEES

Total Cost:
LLC inclusive RSA - \$300 per person
LLC excluding RSA - \$270 per person

The Course in Liquor Licensing is a State Accredited Qualification. Discounts are applicable to some employers based on their membership agreement with partnering state bodies (i.e. Members of Clubs WA). Please state the name of your employer to ensure that any applicable discounts will be received. Please ensure membership fees are up to date, to receive the discount.

Employer Name: _____

COMPLETED RSA CERTIFICATE

To complete the Course in Liquor Licensing, you must complete the Responsible Service of Alcohol Course (SITHFAB009A).

Have you completed RSA Yes No

Copy of certificate enclosed? Yes No

PAYMENT OF FEES

Please Tick	Method of Payment	Details	
	Cash	Must be made in person at 2/12 Hammond Road, Cockburn Central WA 6164	
	Cheque	Must be made payable to Clubs WA and posted to PO Box 5101 South Lakes WA 6164	
	Direct Deposit	BSB: 036 302, Acc No: 210 462 please send remittance by fax to 1300 391 821 or by email accounts@clubswa.com.au quoting your inv number or surname as reference.	
	EFTPOS (Visa & MasterCard Only)	Credit Card Number:	
		Expiration Date:	Authorised Amount:
		Name on Card:	
I authorise Clubs WA to debit my credit card for the authorised amount only.		Signature:	
Payment terms – COD. Certificates will not be issued unless payment has been received.			

CERTIFICATION

Certificates will be posted direct to the course participant once payment has been made. A copy of the certificate can be posted or faxed to the employer at the same time with prior approval of the participant. Please complete the following:

I would like my employer to receive a copy of my certificate (complete details below)

COPY OF CERTIFICATE

Please send copy by: Post Fax Email

Employer Name			
Employer Postal Address:			
Employer Telephone:		Employer Fax:	
Employer Email Address			

Signed: _____

DURATION OF THE COURSE

The course will take approximately 5 hours.

HOW DID YOU FIND OUT ABOUT US?

Please indicate: _____

INSTRUCTIONS TO CANDIDATES

You are to complete all assessment items and return the assessment, a copy of a valid form of identification as set out by the Liquor Control Act being:

- **A Current Australian Drivers Licence or**
- **A Current Passport (Overseas or Australia) or**
- **A W.A Proof of Age Card**

Along with payment to:

Post to:	Fax to: 1300 391 821
Clubs WA	Email to: training@clubswa.com.au
PO Box 5101	
South Lakes WA 6164	

You are permitted two attempts at demonstrating competence; a fee may be charged for further attempts. Any questions regarding this assessment tool should be directed to the Training Department at Clubs WA on 1300 640 616.

APPEALS PROCESS & NOT YET COMPETENT APPROACH

Clubs WA has an appeals process. You will be given the option of completing an assessment a second time without incurring further cost. If you wish, you may ask for a different assessor to evaluate your evidence.

The appeals process must begin within 10 Days for you being informed of the assessment decision. If you are deemed not yet competent you will be automatically granted 1 further chance to answer correctly those questions that were answered incorrectly, free of charge. Any further assessing will be charged at the full training cost.

Participants will be advised that they must complete training again or review content. Participants may also be requested to complete face to face training if their online training has proved unsuccessful.

TERMS AND CONDITIONS - MUST BE AGREED TO & SIGNED

I give consent to **CLUBS WA** to make any enquiries necessary to verify the information disclosed in this application.

1. By accepting these terms I agree to pay the Course fees for the Course by the payment method I have selected under this Course Enrolment Agreement. Upon receipt of the Course Fee as determined in my Course enrolment agreement, **CLUBS WA** agrees to:
 - Assess and provide feedback on submitted assessment tasks;
 - Provide certification of your successful completion if applicable.
2. I understand that once commenced my Course is non-transferable.
3. I understand that I will receive a tax invoice once my Course enrolment has been processed and payment approved.
4. **CLUBS WA** will not issue a Certificate/Statement of Attainment until course fees are paid in full
5. **CLUBS WA** refund policy and guidelines:
 - Clubs WA will not refund fees paid in advance unless training cancellation INCLUDES more than 7 days notice in writing.
 - The following percentage of refund will apply to all training cancellations:
 - Where 20% or less of the course has been provided to the student, a 100% refund less 20% (total course cost) admin fee will apply.
 - Where less than 50% of the course has been provided to the student a 50% refund less 50% (total course cost) admin fee will apply.
 - Where 50% or more of the course has been provided to the student no refund will apply.
 - Should **CLUBS WA** cancel a Course for any reason, students enrolled at the time **CLUBS WA** announces the cancellation will be entitled to a full refund, with no administrative charges or penalties.
 - In the case of a participant who wishes to withdraw from a Course or program due to illness or extreme hardship, **CLUBS WA** may, at its discretion, allow a refund of the fees. The following conditions apply:
 - The person concerned must produce satisfactory evidence of the circumstances of his/her withdrawal, such as medical certificates.
 - If a full or partial refund has been issued, under NO circumstances will a Statement of Attainment be granted for any units.
6. Confidentiality and Privacy
 - We will keep any information (including your account details) in your direct debit request confidential. We will make reasonable efforts to keep any such information that we have about you secure and to ensure that any of our employees or agents who have access to information about you do not make any unauthorised use, modification, reproduction or disclosure of that information.
 - We will only disclose information that we have about you:
 - To the extent specifically required by law; or
 - For the purposes of this agreement (including disclosing information in connection with any query or claim).
 - Information provided by you is considered confidential and will not be divulged to any third party, nor will it be sold.
7. Replacement Qualification
 - A replacement qualification can be issued by email free of charge in PDF format. Any different formats or if you require an original certificate to be sent by post will incur a fee.
8. Student Access to records
 - All students have timely access to current and accurate records of their participation. Students seeking advice concerning their course participation should in the first instance contact Clubs WA.
9. Welfare and Guidance
 - All students experiencing any difficulty or concerns about their training experience should make contact with the National Audit and Registration Agency (NARA) or Clubs WA Management where a range of solutions may be discussed and provided.
10. Training Membership
 - All students completing training with Clubs WA receive free 12 months training membership with Clubs WA. Benefits of the training membership include:
 - Advice and assistance on any matters regarding the liquor industry
 - Exclusive offers from industry experts
 - Continuous involvement from Clubs WA on various matters involving the Hospitality Industry
 - Free PDF copies of past certificates, upon request. Subject to availability.

I accept the above terms and conditions and declare that I am the participant listed on the enrolment form and I am the person who completed this assessment.

Signed: _____ Date: _____

MUST BE SIGNED BY THE PERSON COMPLETING THE ASSESSMENT

SECTION 1 ASSESSMENT

1. Choose from the list below the correct **two main bodies** that are involved in the **regulation of the Liquor Industry** in Western Australia. Select TWO only
 - (A) Police
 - (B) Licensee
 - (C) Patrons
 - (D) RSA staff
 - (E) The Director of Licensing
 - (F) The Liquor Commission

2. The main role of the **Liquor Commission** is to; Select ONE only
 - (A) Hear appeals regarding liquor licensing matters
 - (B) Administration of the Liquor Control Act of 1988
 - (C) Serve liquor to patrons
 - (D) Removes patron
 - (E) Issue infringements

3. The main role of the **Director of Licensing** is to; Select ONE only
 - (A) Hear appeals regarding liquor licensing matters
 - (B) Administration of the Liquor Control Act of 1988
 - (C) Serve liquor to patrons
 - (D) Removes patron
 - (E) Issue infringements

4. A primary objective of the Liquor Control Act of 1988 is, "...to minimise harm or ill-health caused to people, or any group of people due to the use of liquor". Choose one correct answer from below that would best describe this primary objective. Select ONE only
 - (A) How a licensed venue operates to ensure the safety of its patrons and the general public.
 - (B) The Liquor Control Act is in place to issue the maximum amount of infringements possible which in turn minimise violence.
 - (C) The Liquor Control Act is in place to maintain the profits of all licensees.
 - (D) The Liquor Control Act is a law which maintains the rights of all licensed venues over and above the safety and well being of the general public.

SECTION 2 ASSESSMENT

1. Match each license type below to the basic conditions of that particular license:

<ul style="list-style-type: none">(A) Hotel(B) Restaurant(C) Occasional(D) Club holder(E) Wholesaler		<ul style="list-style-type: none">(1) Must serve meals(2) Must have accommodation(3) Open for members and guests only(4) 90% of gross annual turnover is sold to other licensees(5) Commonly used for charity or fundraisers
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2. Choose one correct answer below which gives you the section of the Liquor Control handbook where the maximum trading hours for all licensed venues can be found. Select ONE only
 - (A) Section 56-57
 - (B) Section 21-23
 - (C) Section 97-98
 - (D) Section 102-102

3. Choose from below one correct answer which best explains the function of an Extended Trading Permit. Select ONE only
 - (A) Allows a licensee to operate more than one licensed venue
 - (B) Allows a licensee to extend the conditions of an existing license
 - (C) Gives the licensee the opportunity to trade under a different name
 - (D) Allows the maximum capacity of the licensed venue to be increased

4. A **SHORT-TERM** Extended Trading Permit would be used for which of the following circumstances; Select ONE only
 - (A) To allow a licensee to extend the licensed hours of an existing license
 - (B) To allow a licensee to extend the licensed area of an existing license
 - (C) To allow a licensee to sell liquor away from the licensed venue for a function or event
 - (D) To allow a licensee of a Club Licence to sell liquor to non-members
 - (E) All the options are correct

5. The difference between a **SHORT-TERM** and **ONGOING** Extended Trading Permit is the **ONGOING** ETP is for a longer period, as defined by the permit dates, for change to the licensing conditions; Select ONE only
 - (A) TRUE
 - (B) FALSE

6. Identify the **three (3) types** of Extended Trading Permits; Select **THREE** only
 - (A) Short Term
 - (B) Seasonal
 - (C) Ongoing
 - (D) Optional
 - (E) Indefinite

SECTION 3 ASSESSMENT

1. When applying for a new liquor licence, a number of documents must be provided. Identify four of these documents from the list below: Select FOUR only
 - (A) Menu
 - (B) Notice of application
 - (C) Proof of Identity
 - (D) Names of all staff
 - (E) Harm Minimisation documents
 - (F) RSA/Liquor Licensing Training certificates
 - (G) Electricity Bill

2. An application for a liquor licence must lodge a Public Interest Assessment (PIA). The PIA must address issues of : Select ONE only
 - (A) Harm Minimisation/ annoyance, disturbance, offence etc
 - (B) Number of patrons to be expected on any given night
 - (C) Number of staff to be employed

3. Below are four parties that may object to a licence application being approved. Match the party with the correct reason as to why they might object.

(A) Police	1. Too many of the same license type in a given area
(B) Neighbour/public	2. Difficult to maintain civil order
(C) Council	3. Noise/disturbance
(D) Director of Liquor Licensing	4. Not enough parking for intending patrons

4. Choose one correct answer for below giving the minimum required levels of training for all bar staff/volunteers working in a licensed area serving or selling alcohol. Select ONE only
 - (A) Liquor Licensing for Licensee's certificates
 - (B) RSA Abridged
 - (C) Liquor Licensing for Approved managers
 - (D) RSA Accredited

5. Choose **three (3) options** from the following list who may apply for a new Liquor Licence to sell alcohol. Select THREE only
 - (A) Natural person
 - (B) Persons with mental disorders
 - (C) Sentenced prisoners
 - (D) Body Corporate
 - (E) Unincorporated Body
 - (F) Juvenile
 - (G) Body corporate under receivership or liquidation

6. Select two (2) options from the following licence types that may have a **Restricted Approved Manager** on duty in charge of the Liquor Licence of the premises. Select TWO only
- (A) Hotel
 - (B) Tavern
 - (C) Club
 - (D) Nightclub
 - (E) Occasional Licence
 - (F) Restaurant
 - (G) Liquor Store
7. Should an Approved Manager be absent for any reason the Licensee may appoint a Temporary Manager for a period not exceeding *how many days* in a 28-day period? Select ONE only
- (A) 1-day
 - (B) 2-days
 - (C) 3-days
 - (D) 4-days
 - (E) 5-days
 - (F) 6-days
 - (G) 7-days

SECTION 4 ASSESSMENT

1. Choose three acceptable forms of identification from the list below to confirm that a person is not a juvenile. Select **THREE** only
 - (A) Passport (Australian or International – current)
 - (B) Birth certificate
 - (C) Medicare card
 - (D) Drivers License (Australia only – current)
 - (E) Student University I.D
 - (F) WA proof of age card (current)

2. Please choose one circumstance from the list below under which a juvenile would **NOT** legally be entitled to remain on licensed premises. Select **ONE** only
 - (A) Enjoying a meal in a restaurant
 - (B) At a club
 - (C) At an underage event
 - (D) In a nightclub

3. Identify two powers from the list below that are given to the Police service under the Liquor Control Act. Select **TWO** only
 - (A) Cease the sale of alcohol
 - (B) Enter the premises and order a free alcoholic beverage for personal consumption
 - (C) Change the menu
 - (D) Close the premises

4. Choose two offences from the list below that commonly occur on licensed premises. Select **TWO** only
 - (A) Overcrowding
 - (B) Closing before maximum permitted trading hours
 - (C) Not serving low strength beer
 - (D) Juveniles on licensed premises

5. Select three options from the list below where an application to RG&L is required prior to any change to the Licensed Premises being accepted. When you want to; Select **THREE** only
 - (A) Increase the licensed area
 - (B) Decrease the licensed area
 - (C) Close the bar before advertised closing time
 - (D) Change the wine list
 - (E) Change the use of part or all of the licensed area
 - (F) Appoint a temporary manager

SECTION 5 ASSESSMENT

1. Below is a list of documents that are legally required to be on licensed premises. Please indicate which ones are to be displayed on the licensed premises by writing the items under "DISPLAY", and those that do not need to be displayed but must be "produced upon request of an authorised officer" on the licensed premises.

Documents

- | | |
|-----------------------------|--------------------------|
| (A) Extended trading permit | (E) Incident Register |
| (B) House Management Policy | (F) Training Register |
| (C) House Management Plan | (G) Authorisation Notice |
| (D) Code of Conduct | (H) License |

"MUST BE DISPLAYED"

"MUST BE PRODUCED UPON REQUEST"

2. A House Management Policy is a document that: Select ONE only
- (A) Sets out the terms and conditions for the use of the licensed premises
 - (B) Allows patrons to assess their levels of intoxication
 - (C) Gives licensees the right to refuse entry to women with brown hair
 - (D) Details the list of wines available by glass
3. The Liquor Control Act provides that it is an offence to not maintain an Approved **Training Register** and an Approved **Incident Register**. The maximum fine for not having either approved register is: Select ONE only
- (A) \$1,000
 - (B) \$2,000
 - (C) \$5,000
 - (D) \$10,000
4. Select three (3) options from the following list that best describe an offence to **Profit Share** as per s104 of the Act: Select THREE only
- (A) Enter into a partnership with another person in relation to the business carried on under the licence
 - (B) Enter into agreement or arrangement under which another person may participate in the proceeds of the business carried on under the licence
 - (C) Remunerates another person by reference to quantity of liquor sold
 - (D) Enter into agreement to place Vending machines in a Hotel
5. True or False. A licensee has obligations to operate their licensed premises in a manner that does not have a negative impact on the surrounding community: Select ONE only
- (A) TRUE
 - (B) FALSE

6. Under the Act, the licensee must ensure that water suitable for drinking is provided free of charge at all times liquor is sold and supplied for consumption on the licensed premises. The penalty for non-compliance in the case of a licensee is: Select ONE only
- (A) \$1,000
 - (B) \$2,000
 - (C) \$5,000
 - (D) \$10,000
7. Under section 114 of the Act any police officer may close a licensed premises in order to maintain peace where they reasonably believe that; Select three (3) correct circumstances from the following list; Select THREE only
- (A) Civil disorder
 - (B) A breach of the peace
 - (C) Excessive drink prices
 - (D) Threat to public safety
8. When refusing service or entry to disorderly persons, you must: Select ONE only
- (A) Use appropriate communication and conflict skills
 - (B) Promptly identify situations that pose a threat to the safety or security of colleagues, patrons or property and seek immediate assistance
 - (C) Document the incident in the incident register
 - (D) Provide assistance to the patron such as informing them of safe transport options
 - (E) All options are correct
9. From the list below choose two correct answers which best describes the intended outcome of Liquor Accords. Select TWO only
- (A) Reduce alcohol fuelled assaults
 - (B) Increase profits
 - (C) Reduce the number of licensed venues in a given area
 - (D) Reduce alcohol related road trauma

SECTION 6 ASSESSMENT

1. The performance of Crowd Control activities within Western Australia is governed by which of the following; Select ONE only
 - (A) The Licensed Crowd Control Act
 - (B) The Security and Related Activities (Control) Act
 - (C) The Liquor Control Act
 - (D) The Security (Liquor) Control Act

2. Choose one legal requirement from the list below when engaging crowd controllers. Select ONE only
 - (A) Offer the crowd controllers beverages during the course of the evening
 - (B) Sign authorisation notice
 - (C) Only employ those over 80kgs
 - (D) Make them wear a uniform

3. What is the suggested ratio of crowd controllers and patrons? Select ONE only
 - (A) 2 crowd controllers for the first 100 patrons, then 1 crowd controller for each additional 100 or part thereof.
 - (B) 1 crowd controller for the first 100 patrons, then 1 crowd controller for each additional 100 or part thereof.
 - (C) 2 crowd controllers for the first 200 patrons, then 2 crowd controllers for each additional 200 or part thereof.
 - (D) 3 crowd controllers for the night.

4. Authorisation notices are to be kept for a minimum of: Select ONE only
 - (A) 3 months
 - (B) 30 years
 - (C) 3 years
 - (D) 3 days

5. Is it an offence to refuse entry, or service, to persons on the grounds of gender, race, colour, sexual preference, physical defect, national or ethnic origin; Select ONE only
 - (A) TRUE
 - (B) FALSE

6. It is a requirement that Licensees advise patrons of reasonable dress standards by way of; Select ONE only
 - (A) Door staff advising patrons verbally
 - (B) Notification on the website
 - (C) Conspicuously displayed signage
 - (D) Bar staff advise verbally when requesting service

SECTION 7 ASSESSMENT

1. Please choose the correct answer from below that best describes the term “duty of care” in relation to the Liquor Control Act of 1988. Select ONE only
 - (A) The time and care taken to explain the cocktail menu.
 - (B) The time taken to maximise profits during the course of an evening.
 - (C) The care taken to ensure patrons always have a full glass of alcohol.
 - (D) The care given to patrons from the licensed venue to staff in relation to minimising harm.

2. To source information and to gain advice on liquor licensing matters, choose one answer from the list below which would most correct: Select ONE only
 - (A) Racing Gaming and Liquor (RGL)
 - (B) Australian Institute of Technology
 - (C) Consumer Affairs
 - (D) Department of Education and Training

3. A formal workplace induction is sound business practice when operating a licensed venue. Circle the correct four answers to create an example of what you may include on any induction checklist: Select FOUR only
 - (A) Contacts of local ambulance/ Police/Fire Brigade
 - (B) Where documents are kept
 - (C) Staff Discounts
 - (D) Cocktail Recipes
 - (E) Uniform colour
 - (F) House Policy
 - (G) OHS Polices

PARTICIPANT SURVEY FORM

We would very much appreciate you completing this form and returning it to us. You can choose to put your name on the form if you wish (in which case, if you have a complaint we can follow up with you to resolve it), or you can leave the name blank. You can either hand in the completed form or mail it to: PO Box 5101, South Lakes WA 6164 or fax to 1300 391 821.

ABOUT YOUR TRAINING

	Strongly Disagree	Disagree	Agree	Strongly Agree
I developed the skills expected from this training.				
I identified ways to build on my current knowledge and skills.				
The training focused on relevant skills				
I developed the knowledge expected from this training.				
The training prepared me well for work.				
I set high standards for myself in this training.				
The training had a good mix of theory and practice.				
I looked for my own resources to help me learn.				
Overall I am satisfied with the training.				
I would recommend the training organisation to others.				
Training organisation staff respected my background and needs.				
I pushed myself to understand things I found confusing.				
Trainers had an excellent knowledge of the subject content.				
I received useful feedback on my assessments.				
The way I was assessed was a fair test of my skills and knowledge.				
I learned to work with people.				
The training was at the right level of difficulty for me.				
The amount of work I had to do was reasonable.				
Assessments were based on realistic activities.				
It was always easy to know the standards expected.				
Training facilities and materials were in good condition.				
I usually had a clear idea of what was expected of me.				
Trainers explained things clearly.				
The training organisation had a range of services to support learners.				
I learned to plan and manage my work.				
The training used up-to-date equipment, facilities and materials.				
I approached trainers if I needed help.				
Trainers made the subject as interesting as possible.				
I would recommend the training to others.				
The training organisation gave appropriate recognition of existing knowledge and skills.				
Training resources were available when I needed them.				
I was given enough material to keep my interest.				
The training was flexible enough to meet my needs.				
Training encouraged learners to ask questions.				
Trainers make it clear right from the start what they expected from me.				

PARTICIPANT SURVEY FORM (CONT.)

What were the BEST ASPECTS of the training?

What aspects of the training were MOST IN NEED OF IMPROVEMENT?

YOUR TRAINING DETAILS

What type of qualification are you currently enrolled in? Select one only.

- Certificate I
- Certificate II
- Certificate III
- Certificate IV
- Certificate level unknown
- Diploma
- Advanced diploma
- Associate degree
- Degree
- Short Course or statement of attainment
- VET graduate certificate or graduate diploma
- Other qualification or training
- Don't know

What is the broad field of your current training? Select one only.

- Natural & physical sciences
- Information technology
- Engineering & related technologies
- Architecture & building
- Agriculture, environmental & related studies
- Health
- Education
- Management & commerce
- Society & culture
- Creative Arts
- Food, Hospitality & personal services
- Other

What is the full title of your current qualification or training?

In what month and year did you start your current training?

____/____

Are you undertaking an apprenticeship or traineeship?

Did you get any recognition of prior learning towards your training such as exemptions, course credits or advance standing?

ABOUT YOU

Are you Female or Male?

What is your Age?

Are you of Aboriginal or Torres Strait Islander origin?

Do you speak another language at home? _____

Are you a permanent resident or citizen of Australia?

Do you consider yourself to have a disability, impairment, or long-term condition?

What is the postcode of your main place of residence?

How did you find out about Clubs WA Training?

Thank you for sharing your views.

THANK YOU
FOR CHOOSING



CHECKLIST FOR COURSE IN LIQUOR LICENSING ASSESSMENT

The following documents are required for the Course in Liquor Licensing assessment. Please make sure all of these documents are completed and handed in.

- Enrolment Form
- Copy of RSA certificate
- Valid form of identification
- Section 1 assessment
- Section 2 assessment
- Section 3 assessment
- Section 4 assessment
- Section 5 assessment
- Section 6 assessment
- Section 7 assessment