



The following is an extract from the Regulations for Alcohol Focus Scotland Registered Centres that provide the ServeWise courses.



Regulations for Alcohol Focus Scotland Registered Centres, Appendix 6, Customer Service Statement

Alcohol Focus Scotland aims to be a responsive, customer-focused organisation providing a friendly and efficient service. This statement sets out the standards of service our customers are entitled to expect as a minimum.

Alcohol Focus Scotland has a commitment to providing a quality service to Centres in relation to qualifications provision, information and guidance, and complaints procedures. We provide:

- A fair and efficient system for approving Centres
- Potential Centres with guidance and support on the Approval process
- Training of Trainers
- Provision of materials
- General guidance on information contained in the courses and the delivery of the courses
- Guidance on the provision of the ServeWise assessments, including reasonable adjustments for candidates with special needs (specific cases should be discussed with Alcohol Focus Scotland)
- Provision of an administrator's disc for persons responsible for the administration of the ServeWise courses within each Centre
- Guidance on the administration of the ServeWise courses and assessments
- ServeWise News – newsletter, every quarter – general information on what's happening in relevant subjects and related topics
- Alcohol Focus Scotland Centre Update – whenever – to give additional information on the administration and Regulations of the ServeWise courses
- Feedback to Centres' on their performance, including Course Reports for every ServeWise course, and Course Evaluation Reports
- Guidance on the marketing of the ServeWise courses in addition to the generic marketing undertaken by Alcohol Focus Scotland at a national level
- Information about events and opportunities for marketing the ServeWise courses
- Details of all charges to Centres, updated annually
- Details of the Complaints and Appeals procedures – also available on the website www.alcohol-focus-scotland.org.uk

Centres seeking Approval as an Alcohol Focus Scotland Centre should contact Alcohol Focus Scotland for a copy of the full Regulations which include details of current prices; requirements for Centre Approval, Licensed Trainers and invigilation approval; complaint and appeals procedures.

Alcohol Focus Scotland has a commitment to providing support, information and guidance to ServeWise Trainers throughout the country. We provide:

- A fair and efficient system for training and approving Trainers
- Trainer support service – in the event that Trainers, particularly new ones, feel they would like support this can be arranged. E.g., they can be partnered with a mentor Trainer for advice or support. In the event of sickness, Alcohol Focus Scotland will also be able to provide a list of Trainers who would be willing to step in to cover any priority courses
- Guidance on the Continuous Professional Development requirements for all Trainers
- Legal helpline service

- Trainer Notes Updates – approximately every 6 months – to give additional information on the subjects covered in the Trainers' Course (Trainer Skills, Licensing law, Alcohol, People Skills)
- CPD events – two annual events exclusively for Trainers – information on what's happening in relevant subjects and related topics
- Information about other events that relate to ServeWise, e.g., Licensing board seminars, alcohol and promotions seminars
- Updates to materials as and when necessary
- Details of the Complaints and Appeals procedures – also available on the website www.alcohol-focus-scotland.org.uk

Alcohol Focus Scotland has a commitment to providing qualifications which meet the needs of the individual, society and which enable them to meet their legal requirements. We provide:

- Through our Registered Centres, affordable courses available throughout Scotland
- Reasonable adjustments for candidates with special needs
- Certification of all candidates that meet the required standards within specified timescales
- Legal helpline service
- Details of the Complaints and Appeals procedures – also available on the website www.alcohol-focus-scotland.org.uk

Timescales

Note: All timescales are subject to the required paperwork being completed to standard.

Approved Centre status	We process correctly completed approval requests and Centres are informed of the outcome in writing within 4 weeks of receipt (See Regulations 2.1)
Licensed Alcohol Focus Scotland Trainer status to deliver one or more of the ServeWise Licensing Board Members' Qualification or the ServeWise Licensing Standards Officers' Qualification	As training numbers for these courses are very low, ServeWise will select the most appropriate people. Selection of Trainers will be confirmed in writing within 6 weeks of Alcohol Focus Scotland receiving the application. (See Regulations 3.1)
Marking of candidate assessment papers and issuing of certificates	14 days from receipt of paperwork (See Regulations 11.5)
Complaints	We contact the complainant within 5 working days of receipt of the complaint Full process and timescales detailed in Regulations, Section 13
Appeals	We contact the appellant within 5 working days of receipt of the appeal Full process and timescales detailed in Regulations, Section 12
Malpractice and maladministration	We acknowledge receipt of a report of maladministration or maladministration within 5 working days Full process and timescales detailed in Regulations, Section 13.12

Alcohol Focus Scotland monitors and records its own performance against these standards and in addition welcomes feedback from Centres, Trainers and candidates. Alcohol Focus Scotland will respond to feedback, through formal and informal channels, from all users of our qualifications.

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