



Alcohol Focus Scotland's ServeWise Licensing Standards Officers' Qualification



Purpose

The Licensing (Scotland) Act 2005 requires all councils to employ Licensing Standards Officers (LSOs). The LSO has 3 main roles: to offer guidance to the licensed trade and members of the public on the operation of the system of licensing in their area; mediation in disputes relating to the licensed trade; and to monitor the compliance of the licensed trade with the licensing system in their area.

LSOs must undertake a suitable training qualification. The training specifications set by the Scottish Government state what the training must cover, who can deliver it, how it will be assessed and that the training must be nominal 30 hours (which includes the exam and self study time).

Why chose ServeWise?

Quality of Training to ensure results

ServeWise places a high value on the learning experience and the quality of the training. To ensure our standards are met, we design all of our courses and train all of our Trainers.

Training of Trainers

All of the ServeWise Trainers that deliver the ServeWise Licensing Standards Officers' Qualification meet the requirements for Trainers set by the Scottish Government.

In addition to this, ServeWise trains all of its Trainers in essential Trainer Skills to ensure that they are able to deliver courses and can manage a group of learners in the manner that enhances learning.

Quality Assured

ServeWise designs and develops all of its courses. By designing and controlling the courses and assessments, and by training and verifying its Trainers, ServeWise can guarantee the quality and consistency of the training and the exam that candidates experience.

Who can attend?

The training is specifically for Licensing Standards Officers and those wishing to become Licensing Standards Officers.

Price:

£550 per person

What's included?

- the training
- the exam
- the certificate awarded by Alcohol Focus Scotland and accredited by Scottish Qualifications Authority
- the ServeWise Licensing Board Members' Handbook with additional information for LSOs



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Timings for the course

It is a three-day course. The course will begin at 9am and will finish at 5.30pm each day. The assessment will be on the third from 4.15pm – 5.30pm.

Assessment

Knowledge will be assessed by a 50 question, multiple choice exam. Candidates are required to achieve 70%, which equates to 35 questions answered correctly, in order to be awarded the ServeWise Licensing Standards Officers' Qualification.

What if I fail?

This is a common concern for licence holders, Licensing Board members and LSOs – basically for everyone that HAS to sit an exam.

The Handbook will be sent to candidates in advance so they can prepare for the course. The course will cover everything that candidates need to know. However, we understand that nerves can get in the way and sometimes candidates don't do as well as they could. A candidate that does not meet the standard first time is allowed a re-sit opportunity. ServeWise can arrange for this to take place at a time and venue to suit the candidate. ServeWise will also be able to arrange a short tutorial before the re-sit.

Learning Outcomes

At the end of the 30 hours' learning Licensing Standards Officers will have:

- An understanding of the context of the Licensing (Scotland) Act 2005 [Note: this information is not for assessment]
- A knowledge of the 5 Licensing Objectives and the role of the Licensing Board in upholding these through policy and decision making and their practical application for the licensed trade.
- A broad understanding of the content of the 2005 Act. More detailed knowledge would be required for particular sections (offences, constitution and role of Local Licensing Forum, training requirements under the Licensing (Scotland) Act 2005)
- An understanding of associated legislation, sufficient for guidance and signposting
- An understanding of the role of an LSO in relation to the Licensing Board, Local Authority and Local Licensing Forum
- An understanding of the key roles and powers of other statutory bodies involved in the licensing process
- A knowledge of alcohol as a substance, its physical and psychological effects
- An understanding of best practice for different types of licensed premises to reduce harm and disorder
- An understanding of the signs of drugs and best practice for prevention
- An understanding of the relevant documentation relating to the licensing process
- A knowledge of the interaction of different factors when dealing with conflict and how to manage each to achieve a successful outcome



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Outline Of Course Programme

Day One 9am – 5.30pm

- Background to the Licensing (Scotland) Act 2005
- Role and responsibilities for Licensing Standards Officer
- Overview of four main bodies
- Alcohol
- Licensing Boards/Policies and Local Licensing Forum
- Premises, occasional and personal licences

Day Two 9am – 5.30pm

- Introduction – types of conflict
- Managing conflict – personal style
- Causes of conflict
- Recognising the signs of conflict
- Skills to manage conflict
- Assertive and non assertive behaviour
- Assertiveness Skills
- Case Studies

Day Three 9am – 5.30pm

- Offences
- Young People
- Miscellaneous
- Social Responsibility
- Associated Law

Exam

To book a place

Contact ServeWise by phone on 0141 572 6703

or

by email on servewise@alcohol-focus-scotland.org.uk

A minimum of 3 candidates will be required for courses to run. Courses will normally be held at Alcohol Focus Scotland's offices in the centre of Glasgow. Please contact ServeWise to discuss your particular requirements.