

New E-learning for sellers and servers of alcohol

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An exciting new national e-learning tool is currently in development for frontline sellers and servers of alcohol. The tool is being developed in response to industry as well as regulatory agency demand for improved standards of training and the creation of a level playing field across On, Off and Club licenced premises. The project is led by the Health Promotion Agency in collaboration with ACC and a range of stakeholders that include regulatory and industry partners.

The e-learning will provide a basic understanding of the Sale and Supply of Alcohol Act, intoxication, minors, server intervention and host responsibility. The package will consist of two separate modules – one for those serving alcohol in an on-licensed setting; the other for those selling alcohol in an off-licensed setting. The modules will take approximately 45 minutes to complete and will be free of charge. Licensees and managers will simply refer new staff members to a website where they will undertake the e-learning. Staff will then show up on Day One of the job with a certificate of completion which the manager will copy and place on file.

The benefits to the industry and to regulatory agencies include:

- increased knowledge of legislation and personal liability amongst servers of alcohol
- increased consistency of training nationally
- the creation of a level playing field across all licenced premises
- increased competencies across the sector at no cost to the sector or individual
- increased compliance with the Act.

Australia provides similar training for all those entering the hospitality industry with its Responsible Service of Alcohol online training. In Australia, ALL servers of alcohol are expected to hold this basic certificate. In New Zealand there is currently no standardised core training for those entering a position where they sell or supply alcohol.

The e-learning is being developed by internationally recognised e-learning developers with expertise added from local industry experts and regulatory authorities. The e-learning is to be piloted in Canterbury in early 2015 with national roll-out projected to follow soon after.

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