



QA Level 2 Award for
**Personal Licence
Holders (RQF)**

Qualification Specification

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Key Qualification Information

Qualification number:	603/5343/0
Operational start date:	6 March 2020
Total Qualification Time (TQT):	10
Guided learning hours (GLH):	8
Number of units:	1
Credit value:	1
Assessment methods:	<ul style="list-style-type: none">• Theory assessment/multiple choice question paper: 1 x 40 question paper (minimum score 28)



Qualsafe Awards

Not only is Qualsafe Awards (QA) one of the largest Awarding Organisations (AO) in the UK, we are also the biggest AO for First Aid qualifications, making us an extremely trusted and recognisable name that employers look for when selecting a training provider.

We are recognised and regulated by the Office of Qualifications and Examinations Regulation (Ofqual), Qualifications Wales and the Northern Ireland Council for the Curriculum, Examinations and Assessment (CCEA). This means we can offer Centres an extensive range of qualification suites including First Aid; Prehospital Care; Health and Safety; Mental Health First Aid; Licensing; Food Safety; Fire Safety; Education and Training; Manual Handling; and Health and Social Care.

With a specialist team of subject matter experts on hand to support our Centres, including A&E Consultants, doctors, paramedics, nurses, physiotherapists and specialists in other sectors such as mental health, you can be confident that you are truly working with the industry experts.

Qualification overview

This qualification forms part of the QA Licensing suite of qualifications. The qualification and learning outcomes are based on the recommendations of the Home Office.

This QA qualification is:

- For people who work in, or want to work in, the licensed retail sector
- A prerequisite for anyone who wants to apply for a personal licence under the Licensing Act 2003 (England and Wales)

This qualification will help develop Learner's understanding of the legislation requirements for licensed premises, the importance of promoting the licensing objectives and to confirm the ability to achieve a licence to practise.

This qualification specification provides information for Centres about the delivery of the QA Level 2 Award for Personal Licence Holders (RQF) and includes the unit information, assessment methods and quality assurance arrangements.

Objective

The objective of the qualification is to develop Learner's understanding of the licensing objectives and the legal and social role and responsibilities of a personal licence holder. It will confirm occupational competence and the ability to meet 'license to practise' requirements.

Learners will develop an understanding of the main legislation requirements of the Licensing Act (2003).

Intended audience

This qualification is for Learners working in, or preparing to work in, the licensed retail sector.

Structure

This qualification contains 1 mandatory unit with a Total Qualification Time (TQT) of 10 hours. Full details of this unit are in *Appendix 1*.

Learners must complete all assessments successfully within the registration period to achieve the qualification. The maximum period to achieve this qualification, including any referrals is 4 weeks.



TQT is the total number of hours required for a Learner to achieve this qualification. It has 2 elements:

- Guided Learning Hours (GLH) is the time a Learner is being taught and assessed under the immediate guidance of a Trainer/Assessor, which for this qualification is 8 GLH (minimum), and
- The number of hours a Learner will reasonably be likely to spend in preparation and study, including assessment, as directed by, but not under the immediate guidance or supervision of a Trainer, e.g. pre-course reading, which for this qualification is 2 hours

Other units

No other units can be combined to count towards the QA Level 2 Award for Personal Licence Holders (RQF) qualification.

Recognition of Prior Learning

Due to the nature of this qualification, Recognition of Prior Learning (RPL) cannot be claimed for this qualification.

Entry requirements

Learners must be at least 18 years old on the first day of the training.

There are no other formal entry requirements but to benefit from the learning we advise that Learners have a minimum of Level 1 in literacy.

Progression

Some possible routes of progression are:

- Level 3 Award for Designated Premises Supervisors (RQF)
- Level 3 Certificate in Licensed Hospitality Operations (RQF)
- QA Level 2 Award in Food Safety for Catering (RQF)

Requalification requirements

We recommend Learners refresh their training every 3 years.

Qualification approval requirements

Qualsafe Awards requires the Centre:

- To have appropriate policies, systems and procedures in place
- To appoint suitable individuals from their personnel team to train, assess and quality assure their QA qualifications
- To have suitable and adequate venues, equipment and learning resources

In order to secure and maintain approval from QA, Centres need a minimum staffing requirement for each qualification suite they deliver, which for this qualification is:

One Trainer/Assessor	Responsible for the delivery and assessment of qualifications
One Internal Quality Assurer	Responsible for quality assuring the delivery, assessment and awarding of this qualification

Qualsafe Awards requires the Centre staff to read and understand QA's key policies and procedures, and to abide by their contents.



QA Level 2 Award for Personal Licence Holders (RQF)

Trainers

All Trainers should have the skills, knowledge and experience to be able to teach and demonstrate the subject. Each Trainer must be approved by Qualsafe Awards and provide evidence of:

1. A relevant vocational qualification (see *Vocational qualifications* table)
2. A formal teaching/training qualification (see *Teaching qualifications* table)

Vocational qualifications	
Level 2 Award for Personal Licence Holders (RQF)	Level 3 Award for Designated Premises Supervisors (RQF)
Level 2 National Certificate for Personal Licence Holders	Verifiable experience as a local authority licensing officer

Teaching qualifications	
B.Ed, M.Ed	City and Guilds Teacher's Certificate or equivalent
PGCE, PCET, Cert Ed	Ofqual Regulated Level 3 Award and Level 4 Certificate in Education and Training
NVQ Level 3 in Learning and Development	PTTLS, CTTLS, DTTLs
NVQ Level 4 in Learning and Development	Further Education Teacher's Certificate

(If relevant qualifications or experience do not appear on this list, please provide us with details as these alternatives could be acceptable.)

Trainers are expected to keep up to date with the subject area and provide evidence of continuing professional development (CPD).

Assessors

There is no requirement for a separate Assessor when delivering this qualification. Once Trainers have been approved to deliver the qualification, they can assess Learners.

Internal Quality Assurers

Internal Quality Assurers (IQAs) must be vocationally competent and have a relevant vocational qualification (see *Vocational qualifications* table) **and**:

- Hold (or be working towards) a quality assurance qualification **or**
- Have attended QA approved IQA training relevant to this qualification **or**
- Hold an assessing qualification and follow the principles outlined in the current *National Occupational Standards for Learning and Development: Standard 11 – Internally monitor and maintain the quality of assessment* (Centres must be able to prove this)

It is best practice for IQAs to hold a formal (regulated) IQA qualification and to hold, or be working towards, a formal (regulated) teaching qualification

IQAs are expected to keep up to date with the subject area and provide evidence of CPD.

Full details of the Centre's requirements for internal quality assurance are in the *QA Centre Assessment Standards Scrutiny (CASS) Guidance*.

Note: IQAs cannot quality assure a course for which they were the Trainer and/or Assessor.



Venue and equipment

Quality training involves using premises conducive to learning and it is a Centre's responsibility to make sure all venues used for training and assessment purposes are suitable and adequate – whether these are hired or in-house training rooms. They must also comply with all current legislation.

In addition, it is important to use a wide range of equipment and learning resources to support delivery.

As a minimum, Centres must make sure their venues, equipment and other resources include:

Area:	Requirements:
Training venue	The training venue must meet acceptable health and safety standards and be conducive to learning, with sufficient: size, floor surfaces, seating, writing surfaces, toilet facilities, ventilation, lighting, heating, access, exits, cleanliness, absence of distracting noise. The theory assessment space should allow Learners to sit at least 1 metre apart to prevent collusion.
Audio visual (AV) equipment and training aids	Sufficient AV equipment and training aids to facilitate learning using varying teaching methods.
Learning materials	Provide Learners with clear and accurate reference books/handouts covering the topics included in the qualification.

Note: Learners should sit at least 1 metre apart to prevent collusion during the theory/multiple choice question paper assessment.

Course/Centre administration

Pre-registering courses

Centres approved to deliver this qualification must pre-register courses on the QA Customer Portal at least 5 working days in advance of the course start date. This will allow QA to make the necessary external quality assurance arrangements, which includes unannounced visits. Centres must adhere to this pre-course registration requirement and should be aware that any identified non-compliance in this respect will lead to the imposition of sanctions in line with the content of the *QA Sanctions Policy*.

Centres not pre-registering courses on the QA Customer Portal with 5 working days' notice will not be able to download assessment paperwork or deliver planned courses.

It should be noted that Centres cannot register courses after the event and must purchase sufficient qualifications from QA in advance to facilitate pre-course registration. Further guidance can be found on the QA Customer Portal.

Registering Learners

Register Learners with Quallsafe Awards in accordance with the guidance in the *QA Centre Handbook*.

Certification

After a Learner has completed an assessment, unit or qualification, whether they have passed or not, Centres must enter the details and assessment results on the QA Customer Portal at: www.quallsafeawards.org

Centres will be given login details and guidance on using the QA Customer Portal when they are approved to deliver a QA qualification.

The Learner receives a certificate on achieving this qualification.

The certificate date is the date the Learner achieves the unit.

QA have developed a verification tool that means the validity of every certificate can be verified online. This verification tool can be found on the QA website.



Delivery and support

Learner to Trainer ratio

To maintain the quality of training and assessment, make sure the class ratio is no more than 16 Learners to 1 Trainer and a minimum of 3 Learners to 1 Trainer for face-to-face courses. The assessment space should allow Learners to sit at least 1 metre apart to prevent collusion during the theory/multiple choice question paper assessment. Never allow more Learners on the course than you can cater for during the assessment.

Note: While this ratio of 16 Learners to 1 Trainer for face-to-face courses is strongly recommended for the QA Level 2 Award for Personal Licence Holders (RQF) qualification, Centres may apply to QA to extend this ratio to 24 Learners to 1 Trainer if there are no practical assessments/skills tests. You must demonstrate that:

- Learners will not be disadvantaged
- The Trainer is experienced in this subject area with a low Trainer risk rating
- The venue has sufficient assessment space to allow Learners to sit at least 1 metre apart (to prevent collusion during the multiple-choice question paper assessment)

All requests **must be approved** by Quallsafe Awards **before** any increase in Trainer/Learner ratio.

This qualification may be delivered and/or assessed digitally through Quallsafe at Home. To maintain the quality of training and assessment for remote/online courses, make sure the class ratio is no more than 8 Learners to 1 Trainer and a minimum of 3 Learners to 1 Trainer. The assessment session must be invigilated 'live' via an appropriate video conferencing facility. Learners must meet all the technical, equipment and invigilation requirements to sit the theory/multiple choice assessment via the QA e-Assessment platform.

Delivery plan

Quallsafe Awards provides Centres with a complimentary course programme and detailed lesson plans, which are carefully designed to meet the objective of this qualification and the needs of Learners, making sure Learners are adequately prepared for the assessments.

Centres not using QA lesson plans, which are created and provided free, must submit their own delivery plan and have it approved by us **before** delivering this qualification. Note: Charges may apply. The delivery plan should:

- Include a course timetable and detailed lesson plans, clearly showing the required subjects and criteria/ learning outcomes are covered and the minimum 8 guided learning hours are met
- Be carefully designed to meet the objective of this qualification and the needs of Learners, making sure Learners are adequately prepared for the assessments
- Be emailed to: info@quallsafeawards.org

Quallsafe at Home

This qualification can be delivered online using a virtual classroom. It can be delivered entirely online by combining remote training and an invigilated e-Assessment or Learners can complete the remote training and then attend a face-to-face assessment session. Further details about the requirements for delivering a Quallsafe at Home course are available to approved Centres in the 'Centre downloads' section of their QA Customer Portal. All Centres must seek approval for remote training and/or e-Assessment by completing the *Quallsafe at Home Centre Application*. All Centre staff involved in the remote delivery and/or assessment for this qualification must read and understand all guidance and requirements in advance of delivery.

Learning materials

Centres must provide each Learner with suitable reference material that covers the lesson plans and learning outcomes for this qualification.



Ongoing support

Qualsafe Awards Centres should provide appropriate levels of support to Learners throughout the qualification. The purpose of the support is to:

- Assess knowledge and competence in relation to learning outcomes and the detailed assessment criteria of the unit within the qualification, see *Appendix 1*
- Give Learners feedback on their progress and how they might be able to improve

Assessment

Methods

Qualsafe Awards has devised externally set, internally marked assessment tools for face-to-face assessments to make sure Learners are assessed against the required knowledge, skills and understanding, as detailed in the learning outcomes and assessment criteria shown in Appendix 1. Centres should download all assessment papers from the QA Customer Portal in advance of the course. For this qualification there is:

- Theory assessment/multiple choice question paper – there is 1 paper for each Learner and Learners should answer all the questions under ‘examination’ conditions, see *QA Multiple Choice Question Paper Guidelines*:
 - Maximum time allowed is 60 minutes
 - Minimum mark is 28 out of 40 to be considered for an overall ‘Pass’

There are 2 possible grades available of Pass or Fail. All mandatory areas of assessment must individually meet or exceed the required pass criteria/mark for the Learner to achieve this qualification.

Alternatively, Learners may complete an externally set, externally marked invigilated e-Assessment. The time allowed, number of questions and minimum mark requirements are the same as the face-to-face assessment.

Access to assessment

Qualsafe Awards is committed to equality when designing the assessments for this qualification. Centres can make sure they do not unfairly exclude the assessment needs of a particular Learner by following the *QA Access to Assessment Policy* to determine whether it is appropriate to make a:

- Reasonable adjustment or
- Special consideration

When using the QA e-Assessment platform, Centres can apply additional time to a multiple-choice assessment for specific Learners who require a reasonable adjustment.

When a reasonable adjustment is made or requested, e.g. written or theory assessment delivered verbally, Centres must complete a Reasonable Adjustment Form and send it to QA with any relevant supporting evidence. Centres should retain a copy of this form for their own records.

Learners may be eligible for special consideration if they have been affected by adverse circumstances beyond their control. A Special Consideration Request Form should be completed and sent to QA for consideration along with supporting evidence prior to implementation. Centres should retain a copy of this form for their own records.

Note: If you have any suggestions for improvements, please let us know.

Learners should be informed about the Centre’s and QA’s appeals and complaints procedures and how they can access these. Information about these procedures can be found in the *QA Training Commitment* which should be presented to Learners during their course.

Assessment language

Assessments in languages other than English are **not** permitted. It is a requirement that assessments for this qualification are taken in English. Learners are not allowed to have the assessment translated and are not allowed to use a bilingual dictionary.



Quality assurance

Centre internal quality assurance

The Centre is required to sample a reasonable amount of assessments as part of the quality assurance of the qualification. This standardisation of assessment across Learners and Trainers is to make sure there is fairness and consistency in assessment practices. Centres are required to adhere to QA's internal quality assurance requirements. Further details can be found in the *QA Centre Assessment Standards Scrutiny (CASS) Guidance*.

Centres must retain all Learner documents and records for a period of 3 years and make sure these are available for review by Quallsafe Awards or our representatives, e.g. External Quality Assurers (EQAs), on request.

Quallsafe Awards external quality assurance

Quallsafe Awards operates a system of ongoing monitoring, support and feedback for approved Centres across the United Kingdom.

QA employs a risk-based model to decide the frequency of external quality assurance activity.

Further details of the QA external quality assurance programme are available in the *QA Centre Assessment Standards Scrutiny (CASS) Guidance*.

Further information

Contact us

If you have any queries or comments we would be happy to help you, contact us:

Email: info@quallsafeawards.org

Tel: 0330 660 0899

Useful addresses and websites

- Quallsafe Awards, City View, 3 Wapping Road, Bradford, BD3 0ED:
www.quallsafeawards.org/home
- Office of Qualifications and Examinations Regulation (Ofqual):
www.gov.uk/government/organisations/ofqual
- Qualifications Wales:
www.qualificationswales.org
- Council for the Curriculum Examinations and Assessment (CCEA): <https://ccea.org.uk/regulation>
- Government alcohol licensing:
<https://www.gov.uk/guidance/alcohol-licensing>



Appendix 1 – Qualification Unit

The QA Level 2 Award for Personal Licence Holders (RQF) has 1 unit that Learners are required to complete in order to achieve the qualification.

Title:	Legal and Social Responsibilities of a Personal Licence Holder	
GLH:	8	
Level:	2	
Credit value:	1	
Learning outcomes The Learner will:	Assessment criteria The Learner can:	Indicative content
1. Know the nature, purpose and period of validity of a personal licence	1.1 State the nature and purpose of a personal licence	A personal licence is granted to an individual by the relevant licensing authority, under the Licensing Act 2003. It allows the holder to make or authorise the sale of alcohol in accordance a premises licence. A personal licence has two parts: a plastic card including a photograph of the holder and a paper section.
	1.2 State the period of validity of a personal licence	The period of validity of a personal licence is indefinite. There is no requirement to renew a personal licence as once it is granted, it will remain valid unless revoked, surrendered, suspended or forfeited.
2. Understand the application process and legal duties when applying for a personal licence	2.1 State how a personal licence application is made, including eligibility criteria	The application for a personal licence is made to the relevant licensing authority, where the applicant lives, if resident in England or Wales. Applicants must be eligible to work in the UK, pay an application fee and meet all eligibility criteria: <ul style="list-style-type: none"> • be 18 or over • hold an accredited Level 2 Award for Personal Licence Holders (APLH) qualification • no personal licence forfeited within the last 5 years • no unspent convictions for relevant or foreign offences or requirement to pay an immigration penalty Application documents include: <ul style="list-style-type: none"> • a completed and signed personal licence application • proof of right to work in the UK (e.g. a relevant passport) • original certificate of qualification (or copy from Awarding Organisation) • two passport-style photographs (one signed) • recent (no more than 28 days) Disclosure Barring Service (DBS) check • application fee
	2.2 Outline the licensing authority's process for the grant or rejection of new personal licences	The licensing authority's process for the grant or rejection of new personal licences application includes: <ul style="list-style-type: none"> • checking the above eligibility criteria • checking offence criteria • notifying chief officer of police when offence criteria are not met (where unspent convictions for relevant or foreign offences are identified) • notifying Home Office Immigration Enforcement of immigration offences and/or immigration penalties • holding a hearing following police and/or Home Office objection to an application The applicant, licence holder, chief officer of police and Home Office Immigration Enforcement have the right to appeal against the decision made by the licensing authority within 21 days of receipt of notification of the decision.



Learning outcomes <i>The Learner will:</i>	Assessment criteria <i>The Learner can:</i>	Indicative content
	2.3 Identify who may object to the grant of a personal licence	The following parties may object to the grant or renewal of a personal licence: <ul style="list-style-type: none"> • The chief officer of police may object within 14 days of notification where convictions for relevant or foreign offences are identified • The Secretary of State may object within 14 days of notification where appropriate for the prevention of illegal working on licensed premises • Home Office Immigration Enforcement may object on the grounds of preventing illegal working if there is evidence of unspent immigration offences or immigration penalties – spent or unspent convictions
	2.4 Define the terms ‘relevant offences’ and ‘foreign offences’	Relevant offences are offences listed in Schedule 4 to the Licensing Act 2003. Some of the key offences include: <ul style="list-style-type: none"> • any licensing offence since 1964 • certain Food Safety and Misuse of Drugs offences • driving a vehicle when under the influence of drink or drugs • violence, firearms, fraud, terrorism, and sexual offences Foreign offences are similar to a relevant offence but committed under the law of any place outside of England and Wales.
	2.5 State the legal duty of an applicant to declare if they are convicted of any relevant or foreign offences during the application process	The applicant has a legal duty to declare any relevant or foreign offences received during the application process, including immigration penalties, to the licensing authority.
	2.6 State the penalty for failing to declare conviction of relevant or foreign offences during the application process	The penalty for failing to declare convictions during the application is a maximum level 4 on the standard scale (£2,500).
3. Understand the legal duties of a personal licence holder	3.1 State the legal duties of a personal licence holder if charged with a relevant or foreign offence	A personal licence holder charged with a relevant offence, has a legal duty to: <ul style="list-style-type: none"> • inform the court by first court appearance they hold a personal licence • produce their personal licence to the court
	3.2 State the legal duties of a personal licence holder if convicted with a relevant or foreign offence after the licence is granted	A personal licence holder convicted with a relevant or foreign offence, has a legal duty to: <ul style="list-style-type: none"> • notify the licensing authority of the conviction as soon as is reasonably practicable • provide their personal licence with the notice to the licensing authority Failure to comply is an offence subject to a maximum level 2 penalty (£500).
	3.3 State the legal duties of a personal licence holder if a personal licence is surrendered or revoked	The legal duties of a personal licence holder if a personal licence is: <ul style="list-style-type: none"> • surrendered to the licensing authority as no longer required – must return their personal licence with notice of surrender - no further authorisation of alcohol sales • suspended for up to 6 months by a court or licensing authority – no authorisation of alcohol sales during suspension • revoked by the licensing authority – no further authorisation of alcohol sales • forfeited by the court – no further authorisation of alcohol sales and no personal licence application for 5 years



Learning outcomes The Learner will:	Assessment criteria The Learner can:	Indicative content
	3.4 State the legal duties of a personal licence holder if a change of name and/or address occurs	A personal licence holder has a legal duty to inform the relevant licensing authority of a: <ul style="list-style-type: none"> change of name change of home address They must return their personal licence with the change notification. Failure to do either of the above is an offence subject to a maximum level 2 penalty (£500).
	3.5 State the legal duties of a personal licence holder to produce their licence, when requested, including who may legally request this	A personal licence holder must produce their personal licence, when on premises to make or authorise the sale of alcohol on licensed premises, on request by a police officer or an authorised person. For example: Licensing Authority Officers, Environmental Health Officers and Fire Officers. Failure to produce licence when requested is subject to a maximum level 2 penalty (£500).
	3.6 State the consequences for breaching the legal duties of a personal licence holder	The consequences of breaching the legal duties of a personal licence holder include: <ul style="list-style-type: none"> failing to inform changes and produce personal licence when requested can result in a fine not exceeding the maximum level 2 on the standard scale (maximum of £500 fine) failing to declare convictions during the application stage can result in a penalty fine not exceeding the maximum level 4 on the standard scale (£2,500)
	3.7 State the consequences for a personal licence holder convicted of a drink driving offence	The consequences for a personal licence holder if convicted of a drink driving or a drug driving offence include revocation, suspension of personal licence for up to 6 months or forfeiture of personal licence in addition to any punishment applied by the Court.
4. Understand the roles, responsibilities and functions of licensing authorities	4.1 State what licensing authorities are	A licensing authority is: <ul style="list-style-type: none"> a relevant council or other body in England and Wales as specified in the Licensing Act 2003 responsible for the operation and administration of the Licensing Act 2003 in a particular area
	4.2 Outline the roles and responsibilities of licensing authorities	The roles and responsibilities of licensing authorities include: <ul style="list-style-type: none"> establishing a licensing committee of 10-15 elected members publishing a statement of licensing policy at least every 5 years administering the local licensing system issuing personal and premises license, club premises certificates and receiving temporary event notices (TENS) maintaining an updated register of applications, licences and certificates granted and notices received suspending or revoking a personal licence following conviction of a relevant or foreign offence or requirement to pay an immigration penalty making relevant representations in respect of premises licence or club premises certificate applications and variations instigating the review of a premises licence or club premises certificate holding hearings to consider contested applications or notices
	4.3 Outline what a licensing policy is	A licensing policy: <ul style="list-style-type: none"> is published at least every 5 years states how the licensing authority will operate shows how it will promote the licensing objectives reflects guidance from the Secretary of State



Learning outcomes <i>The Learner will:</i>	Assessment criteria <i>The Learner can:</i>	Indicative content
	4.4 Outline the purpose of a licensing hearing, including appeals	<p>The purpose of a licensing hearing is to allow the licensing committee to make a decision following:</p> <ul style="list-style-type: none"> • relevant representations to a new premises licence application, club premises certificate application or variation • objection to a temporary event notice • objection to an application for a personal licence • objection to the transfer of a premises licence • objection to an interim authority notice • the review of a premises licence or club premises certificate • an application for the summary or fast track review of a premises licence <p>An appeal may be made by any party following the decision, to the magistrate's court within 21 days of receipt of notification of the decision.</p>
5. Understand the Licensing Objectives and the importance of partnerships in promoting these objectives	5.1 State the licensing objectives	<p>The licensing objectives are:</p> <ul style="list-style-type: none"> • prevention of crime and disorder • public safety • prevention of public nuisance • protection of children from harm
	5.2 State the importance of the licensing objectives	<p>The licensing objectives are important to the licensing system because they:</p> <ul style="list-style-type: none"> • are the fundamental principles underpinning the system • must be promoted at all times by licensing authorities, licence holders and staff selling alcohol • form the basis of all licensing decisions
	5.3 State what an operating schedule is	<p>An operating schedule is a written description in an application of how the licensed premises will be operated and how it will promote the licensing objectives.</p>
	5.4 State what an operating schedule should include in order to promote the licensing objectives	<p>The operating schedule will include:</p> <ul style="list-style-type: none"> • a description of the premises • the licensable activities and times these are offered • opening and closing times of the premises • any measures that may be put in place to promote the licensing objectives
	5.5 Identify the importance of partnerships in supporting the licensing objectives	<p>The importance of partnership working helps support and promote the licensing objectives. Sharing best practice and lessons learned, in addition to local intelligence from feedback of the partners, will enable the licence holder to avoid undermining the licensing objectives.</p> <p>Partners include:</p> <ul style="list-style-type: none"> • police • local authorities • local residents • local businesses • town centre managers • fire authorities



Learning outcomes <i>The Learner will:</i>	Assessment criteria <i>The Learner can:</i>	Indicative content
	5.6 Identify the role of Community Safety Partnerships (CSP)	The role of Community Safety Partnerships is to support the licensing objectives and establish strategies for the reduction of crime in a local area. These partnerships typically share intelligence and current information of individuals or groups who have potential to create crime, disorder or safety concerns for businesses. For example, 'pub-watch' or 'safer' communities.
6. Understand the nature and strength of alcohol and the effect on the body	6.1 State the legal definition of alcohol under licensing law	The definition of alcohol under the Licensing Act 2003 means spirits, wine, beer, cider or any other fermented, distilled or spirituous liquor (in any state) where the alcohol by volume (abv) is of a strength above 0.5% of the total volume at the time of sale or supply in question.
	6.2 State how the strength of an alcoholic drink is measured	An alcoholic drink is measured as a percentage (%) of alcohol by volume (abv) but can be converted into 'units' for simplicity. Strength (abv) x volume (ml) ÷ 1000 = units of alcohol.
	6.3 Define the terms 'alcohol-free' and 'low alcohol'	The term 'alcohol-free' is a drink that must contain no more than 0.05% abv. The term 'low alcohol' is a drink that must contain no more than 1.2% abv.
	6.4 State the UK Government's sensible drinking advice	The UK Government's sensible drinking advice: <ul style="list-style-type: none"> • Up to 14 units per week for both men and women • Spread the 14 units evenly over 3 days or more • Have several drink-free days each week • Limit the total amount of alcohol on any single occasion • No level of alcohol is safe to drink during pregnancy
	6.5 State the behavioural and psychological effects of alcohol consumption	The behavioural and psychological nature of alcohol consumption may result in a range of effects and changes, including: <ul style="list-style-type: none"> • increased irritability, anger and aggression • loss of inhibition and self-control • impaired ability to make decisions • reduced concentration • addiction
	6.6 Identify the effects alcohol has on the body	The effects of alcohol on the body include: <ul style="list-style-type: none"> • liver damage • high blood pressure • cancers • increased likelihood of accidents and injury The above effects depend on several factors, including: <ul style="list-style-type: none"> • quantity and strength of alcohol consumed • rate of consumption and pattern of drinking behaviour • size and gender of the person • recent ingestion of food and amount eaten • the possibility that drinks may have been unknowingly tampered with i.e. spiked



Learning outcomes <i>The Learner will:</i>	Assessment criteria <i>The Learner can:</i>	Indicative content
7. Understand the law in relation to premises licences	7.1 Explain what a premises licence is	A premises licence allows one or more licensable activities to take place and is required for the sale of alcohol on and/or away from the premises. <ul style="list-style-type: none"> • It is granted by the licensing authority for the area where premises are situated • It is unique to the premises
	7.2 State the procedures for a premises licence application	The procedures for a premises application include: <ul style="list-style-type: none"> • submitting a completed application to the licensing authority • the operation schedule, a premises plan and, if relevant, DPS details and consent form • paying the fee • advertising the application correctly (local paper and outside of intended premises) • sending copies of the application to the responsible authorities • sending an electronic application to the licensing authority only The licensing authority must: <ul style="list-style-type: none"> • send electronic applications to the responsible authorities • receive representations (if any) from responsible authorities and any other persons • objectively consider each application on its own merits • hold a hearing following receipt of relevant representations
	7.3 State the grounds for a hearing and an appeal in respect of a premises licence application	Following receipt of relevant representations to a new premises licence or variation of an existing licence, the licensing authority must hold a hearing (unless all parties agree otherwise). Following a hearing, an appeal can be made by any party dissatisfied with the decision of the licensing authority. An appeal to the magistrates may be made against the decision of the licensing committee within 21 days. <p>The outcomes of a licensing hearing will be one of the following:</p> <ul style="list-style-type: none"> • Refuse the application • Refuse the DPS • Grant the licence • Grant the licence with changes or conditions
	7.4 Explain the purposes of a premises licence review	The purpose of a licence review is to re-appraise a licence following a: <ul style="list-style-type: none"> • review application by a responsible authority or any other person • closure order • compliance order to prevent illegal working • summary review that may take place where police believe licensed premises are associated with serious crime or disorder A premises licence review may result in: <ul style="list-style-type: none"> • the premises licence or any authorised activities being suspended for up to 3 months • changing or adding new conditions • removing licensable activities • revoking the licence • removing the DPS



Learning outcomes The Learner will:	Assessment criteria The Learner can:	Indicative content
	7.5 State the mandatory conditions attached to premises licensed to sell alcohol for consumption on and/or off the premises	<p>The mandatory conditions attached to premises licences include:</p> <ul style="list-style-type: none"> • there must be a DPS appointed who must hold a personal licence • each and every sale of alcohol must be made or authorised by a personal licence holder • having an age verification policy in place • no below permitted cost sales of alcohol • no irresponsible alcohol promotions • free water available for customers • availability, and display, of smaller measures • any door supervisors employed as a condition of the licence must hold a licence granted under the Private Security Act 2001
	7.6 Identify the licensable activities defined by licensing legislation	<p>The four licensable activities defined by licensing legislation are:</p> <ul style="list-style-type: none"> • Sale by retail of alcohol • Supply of alcohol by or on behalf of a club member or to the order of a member of the club • Provision of regulated entertainment • Provision of late-night refreshment
	7.7 State the law in relation to variations to premises licences	<p>Any changes to an existing premises licence will require either a full or minor variation application.</p> <ul style="list-style-type: none"> • Minor variation – a small change not having an adverse impact upon the licensing objectives, including a change of DPS • Full variation – permanent changes to hours, additional licensable activities, extension or change to premises
	7.8 State the law in relation to what constitutes unauthorised licensable activities	<p>Unauthorised licensable activities include:</p> <ul style="list-style-type: none"> • providing licensable activities without a premises licence or other authorisation • selling alcohol outside permitted hours • using unlicensed door supervisors • not operating in accordance with mandatory or specific licence conditions <p>Maximum penalty is an unlimited fine and/or 6 months in prison. It is also possible that the licensing authority may suspend or revoke a premises licence (if held) as an addition to the penalties imposed by a Magistrates court.</p>
	7.9 Identify what a due diligence defence is and when it may be used	<p>Due diligence is a defence against conviction for an unauthorised licensable activity where all reasonable steps were taken to avoid committing the offence and it was due to:</p> <ul style="list-style-type: none"> • a genuine mistake and ‘one off’ incident • relying on someone else • an event out of their control <p>A due diligence defence may be used when prosecuted for the provision of unauthorised licensable activities.</p>
	7.10 State penalties for breaching licensing conditions	<p>The penalty for breaching licensing conditions on a premises licence is an unlimited fine and/or 6 months in prison.</p>



Learning outcomes <i>The Learner will:</i>	Assessment criteria <i>The Learner can:</i>	Indicative content
8. Know the role and responsibilities of the Designated Premises Supervisor (DPS)	8.1 Outline the role of the DPS	<ul style="list-style-type: none"> The DPS is a personal licence holder appointed by the premises licence holder (if not the same person) and named on the premises licence The DPS must hold a valid personal licence and may authorise alcohol sales They must implement measures to promote the licensing objectives and carry out risk assessments to promote the licensing objectives
	8.2 State the legal responsibility of the DPS	<p>Legal responsibilities of the DPS include:</p> <ul style="list-style-type: none"> Carrying out risk assessments for all licensable activities Ensuring public safety Being the main point of contact for police and local authorities <p>Only one DPS may be appointed, and named on a premises licence at any one time.</p>
9. Understand the law in relation to Temporary Event Notices (TEN)	9.1 State what is meant by the term 'permitted temporary activities'	<p>A 'permitted temporary activity' is:</p> <ul style="list-style-type: none"> a proposed one-off event involving one or more licensable activities operated within certain limitations an activity not otherwise authorised by a premises licence or club premises certificate taking place on un-licensed premises or licensed premises
	9.2 State what a TEN is	<p>A Temporary Event Notice (TEN) is a notification of an intention to provide licensable activities and must be given by the premises user to the licensing authority electronically or in writing. Copies must be sent to:</p> <ul style="list-style-type: none"> Licensing authority (x2 copies) Police Environmental health department <p>There are two types of TEN:</p> <ul style="list-style-type: none"> Standard TEN – received by the licensing authority at least 10 clear working days before the event Late TEN – received by the licensing authority no earlier than 9 clear working days and no later than 5 clear working days prior to the event
	9.3 State the law in relation to the frequency of permitted temporary activities	<p>The limitations of frequency of TENs are:</p> <ul style="list-style-type: none"> no more than 499 people, including staff and performers, may attend the event at any one time. If there are 500 people or more, it will be necessary for a Premises Licence to be obtained, even if it is for a one-off event the same premises cannot be used under a TEN on more than 20 occasions in a calendar year. Two different rooms in the same building could be used as two separate premises - allowing 40 events there must be at least 24 hours between each event at any one premises where the "user" of the TEN is the same person or an "associated" person although each TEN can last for a period of up to seven days, no more than 26 days can be covered for the premises in question within a calendar year. If an event starts on one day and finishes the next morning this is two days out of the limit of 26 per year only an individual may give a TEN if the individual holds a personal licence he can give up to 50 Temporary Event Notices per calendar year, assuming they are held at different premises, including a maximum of 10 'Late TENs' per calendar year if the applicant does not hold a personal licence they are limited to five per calendar year, including a maximum of 2 'Late TENs' per calendar year <p>The premises user must display the TEN or ensure it is available for inspection at the event by police or an officer of the licensing authority.</p>



Learning outcomes <i>The Learner will:</i>	Assessment criteria <i>The Learner can:</i>	Indicative content
	9.4 State the circumstances under which the police or Environmental Health Officers can object to a TEN	<p>A 'relevant person' – (the chief officer of police or the local authority environmental health) may object to a TEN on the grounds of any of the licensing objectives. Some of the objections which will be regarded as relevant are:</p> <ul style="list-style-type: none"> • community impact • potential disorder • noise • emergency services ability to respond or cope with additional risks <p>Objections to a 'Standard TEN' are likely to result in a hearing. There is no provision for a hearing in the case of an objection to a 'Late TEN'.</p>
10. Understand the rights and legal duties of the responsible persons in relation to operation of licensed premises	10.1 State the duty to refuse the sale of alcohol to a drunken person	<ul style="list-style-type: none"> • It is an offence to sell or attempt to sell alcohol to a person who is drunk • Everyone selling or serving alcohol has a legal duty to refuse the sale to a drunken person
	10.2 Identify examples of irresponsible drinks promotions	<p>Irresponsible alcohol promotions must never take place on licensed premises. Examples of irresponsible promotions include:</p> <ul style="list-style-type: none"> • drinking games • unlimited or unspecified free alcohol • alcohol for a fixed or discounted fee such as all you can drink for £10 • offers or incentives for specific groups – women, students • free or discounted alcohol when things happen at sporting events • promotional signs or posters encouraging drunkenness or anti-social behaviour • dispensing alcohol directly into the mouth of another person
	10.3 Identify strategies licensed premises may adopt to prevent violence and reduce conflict	<p>Strategies to prevent violence and reduce conflict on licensed premises include:</p> <ul style="list-style-type: none"> • staff and management vigilance, monitoring and regular checks in all areas • developing good customer relationships • depersonalising refusals • encouraging a social mix and providing soft drinks and beverages • providing efficient service to avoid queues <p>Conflict reduction strategies:</p> <ul style="list-style-type: none"> • positive communications – politeness, fairness, consistency, awareness of religious and cultural needs, building rapport, empathy • managing customer expectations – clear rules, providing information, procedures for resolution • risk assessment – assess threat, evaluate options, respond appropriately, monitor, recognise early warning signs of aggression • conflict management training - training updates, proactive service delivery, access controls, supervision, monitoring, CCTV, alarms
	10.4 Identify the consequences of allowing illegal drug use and dealing on licensed premises	<p>The consequences of allowing illegal drug use and dealing on licensed premises include:</p> <ul style="list-style-type: none"> • prosecution for allowing drug activity • an increase in illegal drug activity • a potential loss of customers and profit • an increase in thefts and other criminal behaviour in and around the premises • review of a premises licence



Learning outcomes <i>The Learner will:</i>	Assessment criteria <i>The Learner can:</i>	Indicative content
	10.5 Identify who is legally responsible for preventing disorderly conduct on licensed premises	The persons legally responsible for preventing disorderly conduct on licensed premises are: <ul style="list-style-type: none"> • the premises licence holder • the DPS • personal licence holders • the premises user (under a TEN) • all responsible persons working on licensed premises, whether paid or unpaid
	10.6 State the consequences for allowing drunk and disorderly conduct on licensed premises	The maximum penalty for allowing drunk and disorderly conduct on licensed premises is a level 3 penalty (maximum fine £1,000) on the standard scale.
11. Know the law in relation to the protection of children on licensed premises	11.1 State the law in relation to the sale of alcohol to children	It is an offence for any person connected to the Premises Licence to: <ul style="list-style-type: none"> • sell or allow the sale of alcohol to those who are under the age of 18 • allow the consumption of alcohol on licensed premises by under 18s (unless conditions identified at 11.7 are applied) • deliver or allow the delivery of alcohol to an under-18 (unless part of work duties or delivered to the home) • send an under 18 to obtain alcohol (offence committed by any adult, not necessarily connected to the premises)
	11.2 State the law in relation to the purchase or attempted purchase of alcohol by or for children	It is a direct violation of the Licensing Act (2003) to purchase or attempt to purchase alcohol on behalf of an under 18-year-old; this can result in criminal charges.
	11.3 State the law in relation to the unsupervised sale of alcohol by a child	A responsible person commits an offence if, on any relevant premises, he knowingly allows an individual aged under 18 to make on the premises: <ul style="list-style-type: none"> • any sale of alcohol The above does not apply where: <ul style="list-style-type: none"> • the alcohol is sold or supplied for consumption with a table meal • it is sold or supplied in premises which are being used for the service of table meals (or in a part of any premises which is being so used) • the premises are (or the part is) not used for the sale or supply of alcohol otherwise than to persons having table meals there and for consumption by such a person as an ancillary to his meal. Responsible persons able to authorise under 18s to sell alcohol on licensed premises are: <ul style="list-style-type: none"> • the DPS • the premises licence holder • a person aged 18 or over who is authorised by the above



Learning outcomes <i>The Learner will:</i>	Assessment criteria <i>The Learner can:</i>	Indicative content
	11.4 State the types and features of acceptable proof of age documents	<p>A due diligence defence may be available when prosecuted for selling alcohol to someone aged under 18 where the person charged:</p> <ul style="list-style-type: none"> • believed the buyer was 18 or over: and • took reasonable steps to establish the person's age, or • the buyer appeared to be 18 or over <p>Types of acceptable proof of age documents include:</p> <ul style="list-style-type: none"> • a valid passport • a valid photocard driving licence • a valid photographic identity card bearing the national Proof of Age Standard Scheme (PASS) hologram <p>Features of acceptable proof of age documents:</p> <ul style="list-style-type: none"> • date of birth shows the person to be aged 18 or over • photograph is a good likeness of the person • no sign of tampering or alterations • no evidence of forgery • hologram or ultraviolet feature is present • valid and in date <p>Premises must have an age verification policy in place. Many premises operate a challenge 21 or 25 policy whereby those who appear to be under 21 or 25 are asked to provide valid, photographic proof they are at least 18 before a sale of alcohol takes place. Those who are challenged but are unable to provide sufficient evidence must be refused.</p>
	11.5 Outline the importance of other legislation related to the protection of children	<p>Other legislation related to the protection of children include those in place to restrict the sale or supply of harmful products to children.</p> <p>Legislation includes:</p> <ul style="list-style-type: none"> • Children and Young Persons Act (1933) • Children and Young Persons (Protection from Tobacco) Act 1991 • The Children and Young Persons (Sale of Tobacco etc.) Order (2007) • Gambling Act (2005) • National Lottery (Amendment) Regulations (2020) • Management of Health and Safety at Work Regulations (1999) • Pyrotechnic Articles (Safety) Regulations (2015) • Fireworks Regulations (2004) • Offensive Weapons Act (2019)
	11.6 State the law in relation to the presence of children in licensed premises	<ul style="list-style-type: none"> • No unaccompanied under 16s on premises used mostly or solely for the sale of alcohol (on licenced premises) • No unaccompanied under 16s on licensed premises between midnight and 5am



Learning outcomes <i>The Learner will:</i>	Assessment criteria <i>The Learner can:</i>	Indicative content
	11.7 State the law in relation to the consumption of alcohol by under 18s	<p>It is an offence to allow the consumption of alcohol by an under 18-year-old on licensed premises unless all of the following apply:</p> <ul style="list-style-type: none"> • it is beer, wine or cider • it is consumed with a table meal • it is by a 16 or 17-year-old • when accompanied by an adult • where the alcohol has been purchased by an adult <p>It should also be observed that the management of the premises can reserve the right to refuse the sale of alcohol even if the above conditions are met, if they believe it is putting the child at risk of harm, likewise they are required to limit the quantity of purchases made to avoid the child becoming drunk.</p>
	11.8 State penalties for breaching the law in relation to the protection of under 18s on licensed premises	<p>Penalties for breaching the law in relation to the protection of children:</p> <ul style="list-style-type: none"> • conviction by a Court • suspension/revocation of personal licence • failing a test purchase can result in: <ul style="list-style-type: none"> o fixed penalty notice (£90) issued to a person who made the illegal sale o an unlimited fine if prosecuted • an unlimited fine if prosecuted for offence of allowing the sale of alcohol to under 18s • offence of persistently selling alcohol to under 18s may be committed when premises are caught selling alcohol to under 18s twice in a 3-month period – the maximum penalty is an unlimited fine and suspension of the premises licence for up to 3 months or voluntary closure for between 48 and 336 hours
12. Understand the powers of the police and other authorities in relation to licensed premises	12.1 State the law in relation to the closure of identified licensed premises	<p>Closure of individual licensed premises where serious nuisance or risk of disorder has occurred or is likely to occur:</p> <ul style="list-style-type: none"> • Police inspector or local council may issue closure notice for up to 24 hours • Police or council must apply to the magistrates' court for a closure order within 48 hours • Magistrates' court may make a closure order for up to 3 months • Closure order may be extended for further 3 months • Licensing authority must review the premises licence • An offence to remain on or enter premises in breach of a closure notice or order • An offence to obstruct police or local council officer
	12.2 State the law in relation to the closure of licensed premises covering a particular geographical area	<p>The Police may apply to a Magistrate's Court for an order to close a number of Licensed Premises in a particular area for a maximum period of 24 hours (request must be from Superintendent or higher). The purposes of these orders are to prevent disorder if, for example, they had reasonable evidence that a large incident is about to occur in the area.</p>



Learning outcomes <i>The Learner will:</i>	Assessment criteria <i>The Learner can:</i>	Indicative content
	12.3 Identify which authorities have a right of entry to licensed premises and when they can exercise these rights	<p>Police and authorised persons, have a right to enter premises at any reasonable time to assess applications relating to:</p> <ul style="list-style-type: none"> • premises licences • club premises certificates • temporary event notices <p>Police and authorised persons having a right of entry to licensed premises to investigate licensable activities and check premises are operating legally include:</p> <ul style="list-style-type: none"> • police – may enter and search without a warrant • authorised officer of the licensing authority • fire safety inspector • health and safety inspector • environmental health officer <p>It is an offence to obstruct or prevent a police officer or authorised person from exercising their rights of entry. They may use reasonable force to enter and carry out their duties.</p> <p>Other authorities with the right to enter licensed premises:</p> <ul style="list-style-type: none"> • HM revenue and customs may search for and seize smuggled goods. If entry is required at night, they must be accompanied by a police officer • Immigration officers have the right of entry to investigate possible breaches of immigration law and illegal working
13. Understand prohibitions and exemptions in relation to licensable activities	13.1 Identify the circumstances under which sales of alcohol are not considered to be a retail sale under licensing law	<p>Circumstances where sales of alcohol are not considered to be retail sales under licensing law are where the sales are not made directly to the public. Such sales include:</p> <ul style="list-style-type: none"> • Trade or 'business to business' sales • Sales to the premises user • 'Cash and carry' sales to persons with a relevant authorisation <p>Retail sales are sales directly to a person for their own consumption and/or for consumption by family and friends.</p>



Learning outcomes <i>The Learner will:</i>	Assessment criteria <i>The Learner can:</i>	Indicative content
	13.2 Identify which forms of entertainment are regulated and which are exempt	<p>Regulated entertainment is entertainment for which a licence is required when provided for an audience or spectators or with an intention to make a profit. Regulated entertainment may include:</p> <ul style="list-style-type: none"> • performance of a play • exhibition of a film (excluding the not for profit exhibition of films in community premises) • indoor sporting • boxing or wrestling • live music • performance of dance • playing recorded music • entertainment similar to a performance of live music, recorded music or a performance of dance <p>Forms of entertainment which are exempt include:</p> <ul style="list-style-type: none"> • video advertising • educational films in schools • pub games • church or religious services • private parties • TV or radio broadcasts • garden fetes • spontaneous events • incidental music or film • Morris dancing • stand-up comedy • teaching students to perform music or dance • performance to a private audience where no charge is made <p>Deregulated entertainment:</p> <p>Some smaller entertainment events taking place between 8am and 11pm have been deregulated including live and recorded music, performance of plays, indoor sporting events and dancing. Examples of deregulated entertainment includes:</p> <ul style="list-style-type: none"> • unamplified live music between 8am and 11pm in any place • regulated entertainment by or on behalf of local authorities, health care providers, or schools on their own premises is exempt between 8am and 11pm with no audience limit • the performance of live amplified music in relevant alcohol licensed premises or in a workplace between 8am and 11pm for audiences of up to 500 • any playing of recorded music in relevant alcohol licensed premises when it takes place between 8am and 11pm for audiences of up to 500 • local authorities, health care providers and schools are exempt from entertainment licensing when making their own premises available to third parties for live and recorded music between 8am and 11pm for audiences of up to 500 • community premises not licensed to supply alcohol are exempt from entertainment licensing requirements for live and recorded music between 8am and 11pm for audiences of up to 500 • travelling circuses are exempt from entertainment licensing where the entertainment (excluding films and boxing or wrestling) takes place between 8am and 11pm on the same day, with no audience limit • Greco-Roman and freestyle wrestling between 8am and 11pm for audiences of up to 1000 people • indoor sporting events between 8am and 11pm for audiences of up to 1000 people



Learning outcomes <i>The Learner will:</i>	Assessment criteria <i>The Learner can:</i>	Indicative content
	13.3 Identify which types of premises are prohibited from selling alcohol	Premises prohibited from selling alcohol include: <ul style="list-style-type: none">• motorway services not located on private land• garages used primarily for sale or repair of vehicles• petrol stations used primarily for sale of fuel• on a train when subject to a prohibition order
	13.4 State the law in relation to the sale of alcohol on moving vehicles	The law in relation to the sale of alcohol on moving vehicles covers: <ul style="list-style-type: none">• trains on a journey are exempt from the need to have a premises licence• no alcohol sales on a vehicle unless permanently or temporarily parked The maximum penalty for selling alcohol on moving vehicles is an unlimited fine and/or 3 months in prison.

Note: Full and detailed qualification content is available to approved Centres in the form of lesson plans and a training presentation which are provided free of charge.