

# Training for staff in licensed premises in Scotland

## Training for alcohol servers in Scotland

In Scotland, the Licensing (Scotland) Act 2005 introduced mandatory training for all individuals who serve alcohol, whether they work in pubs, bars or nightclubs or other alcohol outlets. Since September 2009, all alcohol servers are required to have undertaken training, with the level of training required depending on the role and responsibilities of alcohol servers.<sup>1</sup>



The act introduced two types of license to govern all alcohol sales. Each establishment that sells alcohol (e.g. a pub, bar or nightclub) must have a 'premises licence', and each individual that authorises alcohol sales within a licensed premises (e.g. a bar manager or owner) must have a 'personal licence'. Whilst it is not necessary for all staff in licensed premises to hold a personal licence, it is a condition of law that a personal licence holder is present to supervise alcohol sales at all times. In order to obtain a personal licence, individuals must have completed an accredited personal licence holder qualification. Accredited qualifications cover, for example:

- Licensing legislation and its objectives
- The roles and functions of licensing authorities
- Responsible operation of licensed premises (e.g. service refusal and conflict resolution)
- The effects of alcohol
- The effect of irresponsible operation on society and health

For those alcohol servers who are not personal licence holders, a minimum of two hours of training is required by law. This training can be provided either by an accredited trainer or by a personal licence holder and must cover information including licensing legislation, responsible alcohol service and the effects of alcohol. Completion of the training must be documented by both the trainer and the trainee.

The impact of the mandatory training scheme has not yet been evaluated. However basic evaluation of the ServeWise training programme managed by Alcohol Focus Scotland (an accredited training provider under the new licensing legislation) found that 98% of participants reported learning something new about licensing legislation and 93% used the information they had learnt through the training programme in their job.<sup>2</sup>

For further information visit [www.scotland.gov.uk](http://www.scotland.gov.uk)

1. <http://www.infoscotland.com/licensingact/index.html>

2. ServeWise. Setting the standard in the Scottish licensed trade.

[http://www.edinburgh.gov.uk/internet/Attachments/Internet/Business/Licensing/licences/Liquor/ServeWise%20PLH%20and%20Staff%20Leaflet%20\(2\).pdf](http://www.edinburgh.gov.uk/internet/Attachments/Internet/Business/Licensing/licences/Liquor/ServeWise%20PLH%20and%20Staff%20Leaflet%20(2).pdf)