

7104-11 Scottish Certificate for Personal Licence Holders at SCQF Level 6 and 7104-21 Scottish Certificate for Personal Licence Holders (Refresher) at SCQF Level 6

February 2018 Version 2.1



Qualification at a glance

Subject area	Hospitality
City & Guilds number	7104
Age group approved	There are no age limits attached to candidates undertaking the qualification unless this is a legal requirement of the process or the environment.
Entry requirements	none
Assessment	By e-assessment or on demand externally set and written examinations
Centre Approval	Automatic Approval available
Support materials	Centre handbook Assessment pack
Registration and certification	Consult the Walled Garden/Online Catalogue for last dates

Title and level	City & Guilds number	SQA Accreditation number
Scottish Certificate for Personal Licence Holders at SCQF Level 6	7104-11	R352 04
Scottish Certificate for Personal Licence Holders (Refresher) at SCQF Level 6	7104-21	R353 04

Version and date	Changes made	Section
2.0 October 2015	Added details of assessments 404 and 406	Assessment
2.1 February 2018	Amended Quality Assurance Requirements	Appendix 4



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1 Introduction

This document tells you what you need to do to deliver the qualifications:

Area	Description
Who is the qualification for?	It is for candidates who work or want to work as a Licensee in the Scottish licensed trade.
What does the qualification cover?	It allows candidates to learn, develop and practise the skills required for employment and/or career progression in the Scottish Licensed sector.
What opportunities for progression are there?	Candidates can progress onto supervisory or management qualifications and qualifications in Hospitality

Summary of Qualification Requirements

Qualification Title	Duration of exam	Examination total	Pass mark	Minimum Course Delivery time
Scottish Certificate for Personal Licence Holders (SCPLH)	1 hour	40	28	6 hours
Scottish Certificate for Personal Licence Holders (Refresher) (SCPLHR)	1 hour	40	28	3 hours

Structure

To achieve the **Scottish Certificate for Personal Licence Holders** learners must achieve a pass in the mandatory unit.

City & Guilds unit number	Unit title
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Unit 204, 404 or 604	Licensing for Personal Licence Holders
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To achieve the **Scottish Certificate for Personal Licence Holders (Refresher)** learners must achieve a pass in the mandatory unit.

City & Guilds unit number	Unit title
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Unit 206, 406 or 606	Licensing for Personal Licence Holders (Refresher)
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2 Centre requirements

Approval

Only approved organisations can offer City & Guilds qualifications. Organisations approved by City & Guilds are referred to as **centres**.

Centres must meet a set of quality criteria including

- provision of adequate resources, both physical and human
- clear management information systems
- effective assessment and quality assurance procedures including candidate support and reliable recording systems.

An organisation that has not previously offered City & Guilds qualifications must apply for approval to become a centre. This is known as the **centre approval process (CAP)**. Centres also need approval to offer a specific qualification. This is known as the **qualification approval process (QAP)**, previously known as **scheme approval**. In order to offer this qualification, organisations which are not already City & Guilds centres must apply for centre and qualification approval at the same time. Existing City & Guilds centres will only need to apply for qualification approval for this particular qualification.

Full details of the procedures and forms for applying for centre and qualification approval are given in *Providing City & Guilds qualifications - a guide to centre and qualification (scheme) approval*, and is downloadable from the City & Guilds website.

Regional offices will support new centres and appoint a Quality Systems Consultant to guide the centre through the approval process. They will also provide details of the fees applicable for approvals.

Assessments must not be undertaken until qualification approval has been obtained.

City & Guilds reserves the right to withdraw qualification or centre approval for reasons of debt, malpractice or non-compliance with City & Guilds' policies, regulations, requirements, procedures and guidelines, or for any reason that may be detrimental to the maintenance of authentic, reliable and valid qualifications or that may prejudice the name of City & Guilds. Further details of the reasons for suspension and withdrawal of approval, procedures and timescales are contained in *Providing City & Guilds qualifications*.

Internal quality assurance

Approved centres must have effective quality assurance systems to ensure optimum delivery and assessment of qualifications.

Quality assurance includes initial centre approval, qualification approval and the centre's own internal procedures for monitoring quality. Centres are responsible for internal quality assurance, and City & Guilds is responsible for external quality assurance.

National standards and rigorous quality assurance are maintained by the use of

- City & Guilds online examinations
- City & Guilds set and marked written examinations
- internal (centre) quality assurance
- City & Guilds external verification

To meet the quality assurance criteria for this qualification, the centre must ensure that the following internal roles are undertaken

- quality assurance co-ordinator
- assessor

Full details and guidance on the internal and external quality assurance requirements and procedures are provided in *The City & Guilds Centre Manual* together with full details of the tasks, activities and responsibilities of quality assurance staff.

Retaining assessment records

Centres must retain copies of candidate assessment records for at least three years after certification.

External quality assurance

External quality assurers (EQAs) are appointed by City & Guilds to approve centres, and to monitor the assessment and internal quality assurance carried out by centres. External verification is carried out to ensure that assessment is valid and reliable, and that there is good assessment practice in centres.

To carry out their quality assurance role, EQAs must have appropriate occupational and verifying knowledge and expertise. City & Guilds external verifiers attend training and development designed to keep them up-to-date, to facilitate standardisation between EQAs and to share good practice.

External Quality Assurers

The role of the EQA is to

- provide advice and support to centre staff
- ensure the quality and consistency of assessments within and between centres by the use of systematic sampling
- regularly visit centres to ensure they continue to meet the centre and qualification approval criteria
- provide feedback to centres and to City & Guilds

External quality assurance for the qualification will be provided by the usual City & Guilds external quality assurance process. This includes the use of an electronically scannable report form which is designed to provide an objective risk analysis of individual centre assessment and verification practice.

Further details of the role of external quality assurer are given in *Centre Manual - Providing City & Guilds qualifications*.

Resource requirements

Physical resources and site agreements

Centres must have access to sufficient equipment in the centre or workplace to ensure candidates have the opportunity to cover all of the assessment criteria. It is acceptable for centres to use specially designated areas within a centre for the unit.

Centre profile for the On-Line Assessment system

This qualification can be assessed by **the City & Guilds online assessment (E-volve)**.

In addition to obtaining centre and qualification approval, centres are also required to set up an E-volve profile in order to offer online examinations to candidates. Setting up an E-volve profile is a simple process that need only be completed once by the centre.

Details of how to set up the profile and E-volve technical requirements are available on the City & Guilds website (**www.cityandguilds.com/e-volve**). The E-volve section of the website also has details of the E-volve helpline for technical queries and downloads for centres and candidates about E-volve examinations.

Centre staffing

Centre staff must satisfy the requirements for occupational expertise for this qualification. These requirements are as follows:

Tutors and External Verifiers must:	T	EQA
Have relevant occupational expertise and knowledge at the appropriate level of the area they are tutoring.	✓	x
Or Have relevant legal expertise at the appropriate level of the area they are tutoring.		
Have completed the following training requirements (as required) and have been issued with the appropriate certificate: Scottish Certificate for Personal Licence Holders (SCPLH) Year 5 - Scottish Certificate for Personal Licence Holders Refresher (SCPLHR) Year 10 - Scottish Certificate for Personal Licence Holders (SCPLH)	✓	✓
Hold a recognised qualification in teaching or training or have a role within the licensed trade where training is an integral part of the job.	✓	x
Adhere to the awarding organisation's assessment requirements and practice standardised assessment principles	✓	✓
Maintain their occupational expertise and industry knowledge in the areas being assessed and verified through planned Continuous Professional Development	✓	✓
Have sufficient resources to carry out the role of tutor or verifier, i.e. time and budget	✓	✓
Have supervisory/management, interpersonal and investigative skills, including the ability to analyse information, hold meetings, guide, advise, plan and make recommendations at all levels, taking into account the nature and size of the organisation in which assessment is taking place. High standards of administration and record keeping are also essential.	x	✓
<ul style="list-style-type: none"> • staff should be technically competent in the areas for which they are delivering training • assessors and tutors should have at least three years' recent relevant experience in the specific area they will be assessing. 		

Centre staff may undertake more than one role, eg tutor and assessor or internal quality assurer, but cannot internally verify their own assessments.

Assessors and internal quality assurers

Assessor/Internal Quality Assurer TAQA qualifications are valued as qualifications for centre staff, but they are not currently a requirement for the qualification.

Continuing professional development (CPD)

To maintain high standards of quality and standardisation in training and assessment and achieve best practice, People 1st require all tutors and external verifiers to maintain a record of their continuous professional development. The following advice on CPD is offered:

It is necessary for tutors and verifiers to maintain a record of evidence of their continuous professional development (CPD). This is necessary to maintain currency of skills and understanding of the occupational area being assessed, and can be achieved in a variety of ways. It should be a planned process, reviewed on an annual basis, for example as part of an individual's performance review.

Tutors and verifiers should select CPD methods that are appropriate to meeting their development needs. Continual Professional Development records are subject to review by awarding organisations.

The following provides an example of a variety of methods that can be used for CPD purposes:

Updating occupational expertise	<ul style="list-style-type: none">• Subscribing to and reading relevant licensing trade print journals and articles• Subscribing to and reading web-based journals and articles• Internal and external work placements• Work experience and shadowing (e.g. within licensed premises)• Completing external visits to other organisations• Attending training sessions to update skills• Attending trade fairs• Trade body membership
Keeping up to date with sector developments and new legislation	<ul style="list-style-type: none">• Relevant sector websites, journals and articles• Membership of professional bodies• Papers and documents on legislative change• Networking events• Seminars, conferences, workshops, membership of committees• / working parties (e.g. People 1st events)• Staff development days
Standardising and best practice in assessment	<ul style="list-style-type: none">• Regular standardisation meetings with colleagues• Sharing best practice through internal meetings, news letters, email circulars• Comparison of assessment and verification in other sectors• Attending awarding organisations meetings / seminars / workshops

Candidate entry requirements

There are no formal entry requirements for candidates undertaking this qualification. However, centres must ensure that candidates have the potential and opportunity to be successful in gaining their qualification.

Age restrictions

Candidates must be at least 18 years of age to apply for a personal licence.



3 Delivering the qualification

Initial assessment and induction

An initial assessment of each candidate should be made before the start of their programme to identify:

- if the candidate has any specific training needs,
- support and guidance they may need when working towards their qualification.
- the appropriate type and level of qualification.

We recommend that centres provide an induction programme so the candidate fully understands the requirements of the qualification, their responsibilities as a candidate, and the responsibilities of the centre. This information can be recorded on a learning contract.

Health and safety

The requirement to follow safe working practices is an integral part of all City & Guilds qualifications and assessments, and it is the responsibility of centres to ensure that all relevant health and safety requirements are in place before candidates start practical assessments.

Should a candidate fail to follow health and safety practice and procedures during an assessment, the assessment must be stopped. The candidate should be informed that they have not reached the standard required to successfully pass the assessment and told the reason why. Candidates may retake the assessment at a later date, at the discretion of the centre. In case of any doubt, guidance should be sought from the external verifier.

Data protection and confidentiality

Centres offering this qualification may need to provide City & Guilds with personal data for staff and candidates. Guidance on data protection and the obligations of City & Guilds and centres are explained in *Providing City & Guilds qualifications*.

Equal opportunities

It is a requirement of centre approval that centres have an equal opportunities policy (see *Providing City & Guilds qualifications*).

The regulatory authorities require City & Guilds to monitor centres to ensure that equal opportunity policies are being followed.

The City & Guilds equal opportunities policy is set out on the City & Guilds website, in *Providing City & Guilds qualifications*, in the *Directory of qualifications*, and is also available from the City & Guilds Customer Relations department.

Access to qualifications is open to all, irrespective of gender, race, creed, age or special needs. The centre co-ordinator should ensure that no candidate is subject to unfair discrimination on any ground in relation to access to assessment and the fairness of the assessment.

Access to assessment

City & Guilds' guidance and regulations on access to assessment are designed to facilitate access for assessments and qualifications for candidates who are eligible for adjustments to assessment arrangements. Access arrangements are designed to allow attainment to be demonstrated. For further information, please see *Access to assessment and qualifications*, available on the City & Guilds website.

Appeals

Centres must have their own, auditable, appeals procedure that must be explained to candidates during their induction. Appeals must be fully documented by the quality assurance co-ordinator and made available to the external verifier or City & Guilds.

Further information on appeals is given in *Providing City & Guilds qualifications*. There is also information on appeals for centres and learners on the City & Guilds website or available from the Customer Relations department.

Support materials

The following resources are available for this qualification:

Description	How to access
Personal Licence Holder's Guide: Scotland	www.walled-garden.com ref: TL-00-7104
Workbook for Staff of Licensed Premises	www.walled-garden.com ref: TL-03-7104



4 Assessment

Candidate identity

It is the responsibility of the centre to confirm the identity of all candidates sitting the examination.

- The examination invigilator must be satisfied that the same person who is sitting the exam is the same person that was entered for the qualification.
- Centres must ensure that candidate identity is checked against one of the following forms of photographic identification:
 - i. a photo card driving licence with paper counterpart, or
 - ii. a valid passport, or
 - iii. a valid identity card from within the EU (Belgium Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Gibraltar, Greece, Hungary, Italy, Netherlands, Poland, Portugal, Slovakia, Spain, or Sweden), or
 - iv. a police warrant card, or
 - v. a Security Industry Authority Card, or
 - vi. a Personal Licence, issued by a Scottish Licensing Board, or
 - vii. other forms of identification (such as a PASS Card, or Young Scot card) may be considered.
- Candidates must be informed within their joining instructions that they must bring a permitted form of identification.
- Candidates without an approved form of identification will not be permitted to sit the examination.
- In addition, centres must comply with such additional candidate identity requirements specified by their awarding organisation.

Candidates must:

- successfully complete either a multiple choice online test or a multiple choice paper-based test for the mandatory unit

Qualification Title	Assessment method	Where to obtain assessment materials
Scottish Certificate for Personal Licence Holders	E-volve component <ul style="list-style-type: none">• 7104-204 or On-demand paper-based component <ul style="list-style-type: none">• 7104-604 or Externally-set, internally marked component <ul style="list-style-type: none">• 7104-404	https://evolve.cityandguilds.com/secureassess/ www.walled-garden.com www.cityandguilds.com password is on walled garden
Scottish Certificate for Personal Licence Holders (Refresher)	E-volve component <ul style="list-style-type: none">• 7104-206 or On-demand paper-based component <ul style="list-style-type: none">• 7104-606 or Externally-set, internally marked component <ul style="list-style-type: none">• 7104-406	https://evolve.cityandguilds.com/secureassess/ www.walled-garden.com www.cityandguilds.com password is on walled garden

Time constraints

The following time constraints must be applied to the assessment of this qualification:

The duration of the examination is **60 minutes**.

Grading and marking

Assessments will be pass or fail only.

Assessments will be by means of a synoptic multiple-choice knowledge test covering the underpinning knowledge. The test will be taken on City & Guilds' On-line Assessment system (E-volve) or by an on-demand paper-based format. There will be one test per certificate.

The qualification is externally marked and externally verified.

Regulations for the conduct of examinations

Regulations for the conduct of examinations for online and written examinations are given in *Providing City & Guilds qualifications - a guide to centre and qualification (scheme) approval*. The tests should be taken under controlled (supervised) conditions as closed-book tests. This means that all activities will be completed with the assessor, or other designated supervisor, present. Candidates should on no account be allowed to take question papers away with them, and copies of question papers and answer keys should be kept securely by the centre at all times.

Assessment strategy

Test specifications

The way the knowledge is covered by each test is laid out in the tables below:

Test 1: Unit 204

Duration: 1 hour

Unit 204/604/404

(Ref)	Topic	Number of Questions	(%)
(1.1)	Introduction	0	0%
(2.1 - 2.3)	Overview of the licensing function	1	2.5%
(2.4 - 2.7)	Key Roles	2	5%
(2.8 - 2.20)	Licensing and Operating Conditions	14	35%
(2.21 - 2.23)	Protecting children from harm	6	15%
(2.24 - 2.28)	Control of Order	4	10%
(2.29 - 2.30)	Training	1	2.5%
(2.31)	Associated Law	1	2.5%
(3.2 - 3.8)	Effect of irresponsible operation on society and health	6	15%
(3.9)	Illegal Drugs	1	2.5%
(3.10 - 3.13)	Social Responsibility	4	10%
(3.14)	Community Links	0	0%

Unit 206/606/406

(Ref)	Topic	Number of Questions	(%)
(1.1)	Introduction	0	0%
(2.1 - 2.3)	Overview of the licensing function	1	2.5%
(2.4 - 2.7)	Key Roles	1	2.5%
(2.8 - 2.20)	Licensing and Operating Conditions	17	42.5%
(2.21 - 2.23)	Protecting children from harm	6	15%
(2.24 - 2.28)	Control of Order	4	10%
(2.29 - 2.30)	Training	1	2.5%

(Ref)	Topic	Number of Questions	(%)
(2.31)	Associated Law	0	0%
(3.2 - 3.8)	Effect of irresponsible operation on society and health	6	15%
(3.9)	Illegal Drugs	0	0%
(3.10 - 3.13)	Social Responsibility	4	10%
(3.14)	Community Links	0	0%

For more details please see Appendix 1 and 2.



5 Units

The units and National Standards for Personal Licence Holders have been developed and written by People 1st, the Sector Skills Council and the Scottish Government.

The full unit and standards for 7104-11 can be found in Appendix 1 and the full unit and standards for 7104-21 can be found in Appendix 2.

Appendix 1 Unit Specification

Scottish Certificate for Personal Licence Holders (SCPLH) Unit Specification

SQA Accredited Alcohol Licensing Qualifications

What are the Alcohol Licensing Qualifications?

These are Scotland's standards, based on the training framework drawn up by the National Licensing Forum and amended in 2013. The qualifications are for those involved in the sale of alcohol in both on-sales and off-sales environment. They have been developed to make sure that to comply with current alcohol legislation in Scotland.

- These standards are necessary because of changes in the law which makes them part of the licensed trade's responsibility – i.e. a regulatory requirement – to help keep Scotland safer and healthier.

The key areas are:

- Introduction to licensing
- Responsible operation of licensed premises
- Effect of irresponsible operation on society and health

Employers will look for the relevant qualifications when they are appointing new staff for the licensed trade. They also expect their existing staff to have these qualifications.

Understanding and applying skills in these key areas are important because they help you work effectively in your present job and also prepare you for jobs within the sector which you may do in future. Developing your knowledge of the licensing legislation helps you deal with today's rapidly changing world and improve your career prospects. That's also why employers value them.

What is this Licensing Unit about?

This Unit is about showing you understand how the licensing process works in Scotland, how people employed within the licensed trade can work responsibly and the consequences of this if they don't.

Your tutor will explain anything in this Unit which you do not understand.

What should I know or be able to do before I start?

You should:

- be able to show that you have some knowledge and or experience of the licensed on-sales or off-sales trade in Scotland - for example, by working or through prior study.

What do I need to do?

You will need to show that you understand the law relating to the role of a Personal Licence Holder in Scotland, as specified within the Licensing (Scotland) Act 2005 and the Alcohol etc. (Scotland) Act 2010.

You will need a qualification to support an application for a personal licence.

How do I get this Unit?

- You will complete a 40 question multiple choice examination. You must get at least 28 questions correct (70%) to achieve this Unit.

What might this involve?

- Pre- course study
- Attendance at a one day (minimum 6 hour) training course or Completion of an online training programme approved by an awarding body

What can I do next?

- You could move on to further study towards Level 3 S/NVQ in Hospitality Supervision, a Higher National Certificate or Diploma or an appropriate degree course.
- Your tutor can advise you about this.

Guidance for tutors

This Unit is supported by a comprehensive handbook for candidates, which should be issued with guidance on prior study before they attend a course.

The assessment requirements from the National Standards for Personal Licence Holders are appended in Appendix A Topic references relate to those within the National Standard in Appendix A).

1. Introduction to Licensing - (Not assessed)

2. The responsible Operation of Licensed premises

Overview of the Licensing Function

- Understanding the 5 licensing Objectives (Topic 2.1)
- The meaning of “alcohol” (Topic 2.2)
- Broad understanding of the Licensing (Scotland) Act 2005, Alcohol etc (Scotland) 2010 (Topic 2.3)

Key Roles

- General understanding of boards, applications and policy (Topic 2.4)
- General understanding of the functions Licensing Standards Officers (Topic 2.5)
- Basic understanding of statutory bodies (Topic 2.6)
- Understanding of the Local Licensing Forums (Topic 2.7)
- Understanding of the types of Licences (Topic 2.8)

Licensing and Operating Conditions

- Understanding of various roles within Licensing (Topic 2.9)
- Licensing Hours (Topic 2.10)
- Relationship between Risk assessments and the Operating Plan (Topic 2.11)
- Detailed understanding of mandatory and discretionary conditions (Topic 2.12)

- Understanding of operating conditions of members clubs (Topic 2.13)
- Understanding of Relevant Offences (Topic 2.14)
- Detailed knowledge of Personal Licence application processes (Topic 2.15)
- Understanding of the Premises Licence application process (Topic 2.16)
- Understanding of variation and transfer of Premises Licences (Topic 2.17)
- Understanding the duties of a Personal Licence Holder (Topic 2.18)
- The rights of objectors (Topic 2.19)
- Understanding the relationship between operating plans and licenses (Topic 2.20)

Protecting children from harm

- Understanding the law relating to sale and service to those under 18 (Topic 2.21)
- Understanding “Proof of Age” (Topic 2.22)
- Understanding the application of test purchasing (Topic 2.23)

Control of Order

- Understanding the law related to drunkenness and disorderly conduct (Topic 2.24)
- Understanding the law related to irresponsible promotions (Topic 2.25)
- Understanding of exclusion orders, closure orders and endorsements and suspension of personal licences (Topic 2.26)
- Understanding powers of entry and rights of inspection (Topic 2.27)
- Understanding the social responsibility levy (Topic 2.28)

Training

- Understanding the legal requirements for training (Topic 2.29)
- Understanding the importance of record keeping (Topic 2.30)

Associated Law

- Understanding relevant associated law (Topic 2.31)

3. The effect of irresponsible operation on society and health

Alcohol

- Understanding minimum pricing of alcohol (follow guidance within Topic 3.1)
- Understanding alcohol units and the strengths of alcohol (Topic 3.2)
- Understanding the effects of alcohol (Topic 3.3)
- Understanding low drinking limits (Topic 3.4)
- Understanding alcohol myths, blood alcohol level, consequences of excessive drinking and patterns of alcohol consumption in Scotland (Topics 3.5 – 3.8)

Illegal Drugs

- Understanding illegal drugs (Topic 3.9)

Social Responsibility

- Best practice in service, managing conflict, security and low risk guidelines (Topic 3.10 – 3.13)

Community links

- Understanding the importance of community links (Topic 3.14)

Assessment Criteria

Assessment Criteria for the award is specified within the National Standard for the Scottish Certificate for Personal Licence Holders (SCPLH) which can be found in Appendix A.

The Training Delivery and Assessment Strategy for Scottish Alcohol Licensing Qualifications outlines the minimum acceptable standards for delivery and assessment of licensing qualifications in Scotland. A copy of this can be found at **www.scplh.info**

Appendix 2 Refresher Unit Specification

Scottish Certificate for Personal Licence Holders (SCPLH) Refresher Unit Specification

SQA Accredited Licensing Qualifications

What are the Licensing Qualifications?

These are Scotland's standards, based on the training framework drawn up by the National Licensing Forum and amended in 2013. The qualifications are for those involved in the sale of alcohol in both on-sales and off-sales. They have been developed to make sure that to comply with Licensing (Scotland) Act 2005 and the Alcohol etc. (Scotland) Act 2010, all training covers three key areas.

These standards are necessary because of changes in the law which makes them part of the licensed trade's responsibility – i.e. a regulatory requirement – to help keep Scotland safer and healthier.

The key areas are:

- Introduction to licensing
- Responsible operation of licensed premises
- Effect of irresponsible operation on society and health

Employers will look for the relevant qualifications when they are appointing new staff for the licensed trade. They also expect their existing staff to have these qualifications.

Understanding and applying skills in these key areas are important because they help you work effectively in your present job and also prepare you for jobs within the sector which you may do in future. Developing your knowledge of the licensing legislation helps you deal with today's rapidly changing world and improve your career prospects. That's also why employers value them.

What is this Licensing Unit about?

This Unit is about showing you understand how the licensing process works in Scotland, how people employed within the licensed trade can work responsibly and the consequences of this if they don't.

Your tutor will explain anything in this Unit which you do not understand.

What should I know or be able to do before I start?

You must:

- have been awarded with a Scottish Certificate for Personal Licence Holders - Award or equivalent
- Please note, only qualifications based upon the current National Standard for Personal Licence Holders, or its' predecessor, would be considered to be equivalent.

What do I need to do?

- You will need to show that you can effectively apply the law in carrying out the role as a Personal Licence Holder in Scotland, as specified within the Licensing (Scotland) Act 2005 and the Alcohol etc. (Scotland) Act 2010.
- You will need a qualification based upon the National Standards – Personal Licence Holders (Refresher) to support an application for demonstrating to a Licensing Board that you have completed your mandatory refresher training. The National Standard can be found in Appendix A.

How do I get this Unit?

You will complete a 40 question multiple choice examination. You must get at least 28 questions correct (70%) to achieve this Unit.

What might this involve?

- Pre-course study
- Attendance at a half day (minimum 3 hour) training course **or** completion of an online training programme approved by an awarding body

What can I do next?

You could move on to further study towards Level 3 S/NVQ in Hospitality Supervision, a Higher National Certificate or Diploma or an appropriate degree course. Your tutor can advise you about this.

Guidance for tutors

This Unit is supported by a comprehensive handbook for candidates, which should be issued with guidance on prior study before they attend a course.

The assessment requirements from the National Standards for Personal Licence Holders (Refresher) are appended in Appendix A (section references relate to those within the National Standard in Appendix A).

1. Introduction to Licensing - (not assessed)

2. The responsible Operation of Licensed premises

Overview of the Licensing Function

- Understanding the 5 licensing Objectives (Topic 2.1)
- The meaning of “alcohol” (Topic 2.2)
- Broad understanding of the Licensing (Scotland) Act 2005, Alcohol etc (Scotland) 2010 (Topic 2.3)

Key Roles

- General understanding of boards, applications and policy (Topic 2.4)
- General understanding of the functions of Licensing Standards Officers (Topic 2.5)
- Basic understanding of statutory bodies (Topic 2.6)
- Understanding of the Local Licensing Forums (Topic 2.7)
- Licensing and Operating Conditions
- Understanding of the types of Licences (Topic 2.8)
- Understanding of various roles within Licensing (Topic 2.9)
- Licensing Hours (Topic 2.10)
- Relationship between Risk assessments and the Operating Plan (Topic 2.11)
- Detailed understanding of mandatory and discretionary conditions (Topic 2.12)
- Understanding of operating conditions of members clubs (Topic 2.13)
- Understanding of Relevant Offences (Topic 2.14)
- Detailed knowledge of Personal Licence application processes (Topic 2.15)
- Understanding of the Premises Licence application process (Topic 2.16)
- Understanding of variation and transfer of Premises Licences (Topic 2.17)
- Understanding the duties of a Personal Licence Holder (Topic 2.18)
- The rights of objectors (Topic 2.19)
- Understanding the relationship between operating plans and licenses (Topic 2.20)

Protecting children from harm

- Understanding the law relating to sale and service to those under 18 (Topic 2.21)
- Understanding “Proof of Age” (Topic 2.22)
- Understanding the application of test purchasing (Topic 2.23)

Control of Order

- Understanding the law related to drunkenness and disorderly conduct (Topic 2.24)
- Understanding the law related to irresponsible promotions (Topic 2.25)
- Understanding of exclusion orders, closure orders and endorsements and suspension of personal licences (Topic 2.26)
- Understanding powers of entry and rights of inspection (Topic 2.27)
- Understanding the social responsibility levy (Topic 2.28)

Training

- Understanding the legal requirements for training (Topic 2.29)
- Understanding the importance of record keeping (Topic 2.30)

Associated Law

- Understanding relevant associated law (Topic 2.31)

3. The effect of irresponsible operation on society and health

Alcohol

- Understanding minimum pricing of alcohol (follow guidance within Topic 3.1)
- Understanding alcohol units and the strengths of alcohol (Topic 3.2)
- Understanding the effects of alcohol (Topic 3.3)
- Understanding low drinking limits (Topic 3.4)
- Understanding alcohol myths, blood alcohol level, consequences of excessive drinking and patterns of alcohol consumption in Scotland (Topics 3.5 – 3.8)

Illegal Drugs

- Understanding illegal drugs (Topic 3.9)

Social Responsibility

- Best practice in service, managing conflict, security and low risk guidelines (Topic 3.10 – 3.13)

Community links

- Understanding the importance of community links (Topic 3.14)

Assessment Criteria

Assessment Criteria for the award is specified within the National Standard for Personal Licence Holders (Refresher) (SCPLHR) which can be found in Appendix A.

The Training Delivery and Assessment Strategy for Scottish Alcohol Licensing Qualifications outlines the minimum acceptable standards for delivery and assessment of licensing qualifications in Scotland. A copy of this can be found at **www.scplh.info** .



Appendix 3 Relationships to other qualifications

Links to other qualifications

City & Guilds has identified the connections to linked N/SVQs and other qualifications. This mapping is provided as guidance and suggests areas of commonality between the qualifications. It does not imply that candidates completing units in one qualification are automatically covering all of the content of the qualifications listed in the mapping.

Centres are responsible for checking the different requirements of all qualifications they are delivering and ensuring that candidates meet requirements of all units/qualifications. For example, a qualification may provide knowledge towards a N/SVQ, but centres are responsible for ensuring that the candidate has met all of the knowledge requirements specified in the N/SVQ standards.

This qualification has connections to:

- Level 2 N/SVQ in Hospitality

Relationship between the Vocational Qualification and Level 2 N/SVQ in Hospitality

City & Guilds Certificate for Scottish Personal Licence Holders	City & Guilds Level 2 N/SVQ in Hospitality – <i>City & Guilds unit number (People 1st unit number)</i>
204/ 604/206/606	612 (2DS2), 613 (2DS3), 614 (2DS4)

Core skills signposting

The qualification provides opportunities to gather evidence for the accreditation of Core Skills as shown in the table below. However, to gain Core Skills certification the Core Skills would need to be taken as an additional qualification.

City & Guilds unit number	Problem Solving	Working With Others	
204/ 604/206/606	T1	T1, T3	
City & Guilds unit number	Communication	Numeracy	Information Technology
204/604/206/606	T1, T2, T3	T1, T2, T3	T1, T3

Candidates taking this qualification may also have the opportunity to gather evidence towards Citizenship and Personal, Social and Health Education.

Candidates taking this qualification may also have the opportunity to cover the following aspects of the wider curriculum.

Identification of opportunities for evidence generation of moral, ethical, spiritual, European dimension, Environmental education and Health and Safety

City & Guilds unit number	Spiritual, moral, ethical, social and cultural	European development	Environmental education	Health and safety
204/604/206/606	✓	✓	✓	✓

Funding

City & Guilds does not provide details on funding as this may vary between regions. Centres should contact the appropriate funding body to check eligibility for funding and any regional/national arrangements which may apply to the centre or candidates.

For funding regulatory purposes, candidates should not be entered for a qualification of the same type, level and content as that of a qualification they already hold.

Please see the table below for where to find out more about the funding arrangements for this qualification.

Nation	Who to contact	For higher level qualifications
Scotland	Colleges should contact the Scottish Further Education Funding Council, at www.sfc.co.uk . Training providers should contact Scottish Enterprise at www.scottish-enterprise.com or one of the local enterprise companies.	Contact the Scottish Higher Education Funding Council at www.shafc.ac.uk .



Appendix 4 Sources of general information

The following documents contain essential information for centres delivering City & Guilds qualifications. They should be referred to in conjunction with this handbook. To download the documents and to find other useful documents, go to the **Centres and Training Providers homepage** on **www.cityandguilds.com**.

Centre Manual - Supporting Customer Excellence contains detailed information about the processes which must be followed and requirements which must be met for a centre to achieve 'approved centre' status, or to offer a particular qualification, as well as updates and good practice exemplars for City & Guilds assessment and policy issues. Specifically, the document includes sections on:

- The centre and qualification approval process
- Assessment, internal quality assurance and examination roles at the centre
- Registration and certification of candidates
- Non-compliance
- Complaints and appeals
- Equal opportunities
- Data protection
- Management systems
- Maintaining records
- Assessment
- Internal quality assurance
- External quality assurance.

Our Quality Assurance Requirements encompasses all of the relevant requirements of key regulatory documents such as:

- Regulatory Arrangements for the Qualifications and Credit Framework (2008)
- SQA Accreditation's Regulatory Principles, version 2, 1 December 2014
- NVQ Code of Practice (2006)

and sets out the criteria that centres should adhere to pre and post centre and qualification approval.

Access to Assessment & Qualifications provides full details of the arrangements that may be made to facilitate access to assessments and qualifications for candidates who are eligible for adjustments in assessment.

The **centre homepage** section of the City & Guilds website also contains useful information such on such things as:

- **Walled Garden:** how to register and certificate candidates on line
- **Events:** dates and information on the latest Centre events
- **Online assessment:** how to register for e-assessments.

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Useful contacts

UK learners General qualification information	T: +44 (0)844 543 0033 E: learnersupport@cityandguilds.com
International learners General qualification information	T: +44 (0)844 543 0033 F: +44 (0)20 7294 2413 E: intcg@cityandguilds.com
Centres Exam entries, Certificates, Registrations/enrolment, Invoices, Missing or late exam materials, Nominal roll reports, Results	T: +44 (0)844 543 0000 F: +44 (0)20 7294 2413 E: centresupport@cityandguilds.com
Single subject qualifications Exam entries, Results, Certification, Missing or late exam materials, Incorrect exam papers, Forms request (BB, results entry), Exam date and time change	T: +44 (0)844 543 0000 F: +44 (0)20 7294 2413 F: +44 (0)20 7294 2404 (BB forms) E: singlesubjects@cityandguilds.com
International awards Results, Entries, Enrolments, Invoices, Missing or late exam materials, Nominal roll reports	T: +44 (0)844 543 0000 F: +44 (0)20 7294 2413 E: intops@cityandguilds.com
Walled Garden Re-issue of password or username, Technical problems, Entries, Results, e-assessment, Navigation, User/menu option, Problems	T: +44 (0)844 543 0000 F: +44 (0)20 7294 2413 E: walledgarden@cityandguilds.com
Employer Employer solutions, Mapping, Accreditation, Development Skills, Consultancy	T: +44 (0)121 503 8993 E: business@cityandguilds.com
Publications Logbooks, Centre documents, Forms, Free literature	T: +44 (0)844 543 0000 F: +44 (0)20 7294 2413

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As the UK's leading vocational education organisation, City & Guilds is leading the talent revolution by inspiring people to unlock their potential and develop their skills. We offer over 500 qualifications across 28 industries through 8500 centres worldwide and award around two million certificates every year. City & Guilds is recognised and respected by employers across the world as a sign of quality and exceptional training.

City & Guilds Group

The City & Guilds Group is a leader in global skills development. Our purpose is to help people and organisations to develop their skills for personal and economic growth. Made up of City & Guilds, City & Guilds Kineo, The Oxford Group and ILM, we work with education providers, businesses and governments in over 100 countries.

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