The Scottish Certificate for Personal Licence Holders (Refresher) at SCQF Level 6

Centre Management Handbook

Pearson Specialist Vocational qualification

First teaching August 2014

Edexcel, BTEC and LCCI qualifications

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About Pearson

Pearson is the world's leading learning company, with 40,000 employees in more than 70 countries working to help people of all ages to make measurable progress in their lives through learning. We put the learner at the centre of everything we do, because wherever learning flourishes, so do people. Find out more about how we can help you and your learners at: www.pearson.com/uk

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1 Introducing Pearson Specialist Vocational qualifications

For more than 25 years, Pearson vocational qualifications have earned their reputation as well-established, enduringly effective qualifications. They have a proven track record of improving motivation and achievement. Pearson vocational qualifications also provide progression routes to the next stage of education or to employment.

What are Pearson Specialist Vocational qualifications?

Pearson Specialist Vocational qualifications are work-related qualifications and are available in a range of sectors. Depending on the specific qualification, they may give candidates the knowledge, understanding and/or skills they need to prepare for employment. They also provide career development opportunities for those already in work. These qualifications may be full-time or part-time courses in schools or colleges. Training centres and employers may also offer these qualifications.

Some Pearson Specialist Vocational qualifications are knowledge components in Apprenticeship Frameworks, i.e. Technical Certificates.

2 Qualification summary and key information

Qualification title	The Scottish Certificate for Personal Licence Holders (Refresher) at SCQF Level 6
SCQF award code	R407 04
Qualification framework	Scottish Credit and Qualifications Framework (SCQF)
Accreditation start date	23/07/2014
Approved age ranges	**18 years and over**
SCQF Credit value	1
Assessment	Externally-devised and externally marked 40 question paper-based Multiple Choice assessment (External assessment)
Notional learning hours	10.
Grading information	The qualification and units are at pass grade.
Entry requirements	Candidates should have been awarded the Scottish Certificate for Personal Licence Holders at SCQF Level 6 in the previous five years. Candidates should also have a level of English that enables them to communicate effectively within the context of a licensed retail environment. In this context, the level of English required is equivalent to the Communication Core Skill at intermediate 2 or SCQF level 5.
	Centres must also follow the Pearson *Access and Recruitment* policy (see Section *11 Access and recruitment*)

SQA award code number and qualification title

The qualification title, unit titles and SQA award code will appear on each candidate's final certificate. You should tell your candidates this when your centre recruits them and registers them with us. There is more information about certification in the '*Pearson UK Information Manual',* available on our website: www.edexcel.com

Objective of the qualification

The Scottish Certificate for Personal Licence Holders at SCQF Level 6 (Refresher) is for candidates who are involved in the sale of alcohol in both on-sales and off-sales environment.

The Scottish standards that it follows have been developed to make sure that they comply with current alcohol legislation in Scotland.

It gives candidates the opportunity to:

- refresh knowledge of licensing to help deal with today's rapidly changing world and improve their career prospects
- refresh knowledge on responsible operation of licensed premises
- refresh knowledge on the effect of irresponsible operation on society and health
- achieve a nationally recognised, relevant qualification at Level 6 that Employers will look for when they are appointing staff for the licensed trade.
- refresh knowledge and understanding that support their preparation for jobs within the sector which they may do in future
- refresh the knowledge, understanding and skills they need to enter employment
- achieve a nationally recognised SCQF Level 6 qualification
- access programmes of study that can enable progression to higher-level qualifications.

Progression opportunities

Candidates who have achieved The Scottish Certificate for Personal Licence Holders (Refresher) at SCQF Level 6 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.

Industry support and recognition

People1st, the SSC for Hospitality and Travel and Tourism, supports this qualification.

The unit and assessment strategy are approved by the Scottish government and People1st respectively, with involvement by SQA Accreditation at all stages of development – The unit specification and training specification and assessment strategy have been developed by a forum of stakeholders, including Pearson EDI based on the national standards drawn up by the National Licensing Forum.

3   Qualification structure

The Scottish Certificate for Personal Licence Holders (Refresher) at SCQF Level 6

The candidate will need to meet the requirements outlined in the table below before Pearson can award the qualification.

Candidates must achieve the one mandatory unit

Minimum number of credits that must be achieved	1
Number of mandatory credits that must be achieved	1

Unit	Unit code	Mandatory units	SCQF Level	Unit credit	Notional learning hours
1	H49K 04	Licensing for Personal Licence Holders	6	1	10

4   Unit specification

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 they 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 is 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 do not.

Your tutor will explain anything in the Unit that 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. 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

Topic

1   Understanding the 5 licensing Objectives (Topic 2.1)
2   The meaning of "alcohol" (Topic 2.2)
3   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)
- 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) **(not assessed)**

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) **(not assessed)**

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) **(not assessed)**

Assessment Criteria

Assessment Criteria for the award is specified within the National Standard for the Scottish Certificate 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

ADMINISTRATIVE INFORMATION

Credit Value

1 SCQF credit point at SCQF level 6

Unit Code:
Publication Date:
Source:
Version:

5   Assessment and conducting tests

The table below gives a summary of the assessment methods used in the Scottish Certificate for Personal Licence Holders (Refresher) qualification.

Table 1.1: Summary of qualification requirements

Unit	Assessment method
Licensing for Personal Licence holders	Externally devised and externally marked paper-based 40 question multiple-choice test paper
Duration of exam	1 hour
Pass mark	28

Externally devised 40 question multiple-choice assessment

Assessment weighting for the topics covered in this specification are as below:

(Ref)	Topic	Assessment Weighting (%)	Number of Questions
(1.1)	Introduction	0%	0
(2.1 - 2.3)	Overview of the licensing function	2.5%	1
(2.4 - 2.7)	Key Roles	2.5%	1
(2.8 - 2.20)	Licensing and Operating Conditions	42.5%	17
(2.21 - 2.23)	Protecting children from harm	15%	6
(2.24 - 2.28)	Control of Order	10%	4
(2.29 - 2.30)	Training	2.5%	1
(2.31)	Associated Law	0%	0
(3.2 - 3.8)	Effect of irresponsible operation on society and health	15%	6
(3.9)	Illegal Drugs	0%	0
(3.10 - 3.13)	Social Responsibility	10%	4
(3.14)	Community Links	0%	0

Assessment procedures

Tests are an assessment of the candidate's knowledge and understanding. The test papers and test items are Pearson copyright and should not be reproduced or published without prior written consent from Pearson. Any reproduction of test questions in revision documentation or student notes will be viewed as an infringement of copyright and will be viewed as malpractice to which sanctions including revoking centre approval may apply.

To ensure consistency and quality of the assessment process across all awarding organisations and Centres, the following instructions should be noted:

a) As specified in table 1.1 above, the Scottish Certificate for Personal Licence Holders (Refresher) qualification is assessed by multiple-choice examination. The duration of the examination along with details of the total achievable marks, and the required pass mark, are also outlined in this table.

b) Assessment of the Scottish Certificate for Personal Licence Holders (Refresher) qualification will be made using a paper-based format.

Examination procedures

Roles and responsibilities

You will need a **Test Manager** and an **Invigilator** to administer the tests.

Test Manager (Centre Manager or the Nominated Person)

This person holds responsibility for test security and must ensure that the testing procedure is followed. Their responsibilities are:

- Accepting receipt of the test papers from Pearson and securing these until the day of the test
- Completing test logs and ensuring the storage of test records
- Photocopying/Scanning of the test answer sheets prior to returning the originals
- Ensuring safe storage and dispatch of test papers
- Preparing the invigilator to undertake their role in line with the testing procedure
- (This may also include confirming the identity of candidates and checking eligibility for exemption from a test or training).

Please note: The Test Manager cannot also be the trainer who delivered the training to the candidates undertaking the test.

Invigilator

The Invigilator has the following responsibilities:

- Ensuring the test room meets the requirements specified in the procedure
- Distributing and collecting test papers and answer sheets to the candidates on the test day
- Recording evidence of candidates' identities
- They **do not** need any knowledge of the syllabus or be a qualified trainer

Please note: The Invigilator cannot be the trainer who delivered the training to the candidates undertaking the test.

Test room selection and checking

All exam venues must comply with Joint Council of Qualifications (JCQ) or Scotland (SQA) policy, standards and regulations. Centres must comply with the requirements of the Equalities Act as specified in the relevant Training delivery and assessment strategy for Scottish alcohol licensing qualifications (March 2013).

We recommend that centre managers undertake regular audits of test rooms to satisfy themselves that they continue to meet the requirements. We advise Invigilators undertake a pre-test check on each testing occasion when a new testing location is used.

You can find a supporting "Test Room Checklist" on our website: www.edexcel.com. You can adapt this to fit your individual requirements. You should retain the signed and dated test room checklist. Pearson personnel may review these as part of the centre audit process.

Candidate Identification requirements

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

a) 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.

b) 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.

c) Candidates must be informed within their joining instructions that they must bring a permitted form of identification.

d) Candidates without an approved form of identification will not be permitted to sit the examination.

e) In addition, centres must comply with such additional candidate identity requirements specified by their awarding organisation.

Paper tests

The following procedure should be used in conjunction with the JCQ document *"General, Vocational and Diploma Qualifications"* **-** Instructions for conducting examinations available from www.jcq.org.uk . Full instructions for invigilators and candidates are provided in this document.

Requesting test papers from Pearson

Once you register your candidates, you can enter them for the test. Pearson will despatch test papers to your centre **9 working days** before the exam date.

Handling test papers

- Request the required number of copies of the test paper and answer sheets from Pearson.
- Once received, the test papers should be held securely. This is part of the conditions of centre approval. You will need to document the printing of the papers used for the SCPLH Test.

It is recommended that centres use a *"Test Control Sheet"* to log the following details: Location of test; Test Number; Test date; Number of test copies held and details of the destruction of papers after the test are logged. The Test Control sheet can be found at www.edexcel.com

- A nominated individual (not involved **in the provision o**f the training) needs to witness:
    - o the time the test file was downloaded, printed and deleted
    - o the copying of the required number of test papers
    - o the destruction of tests papers following the test

- It is recommended you enter the candidate details and proof of candidate identification on the answer sheets in advance of the test to reduce errors in the processing of the answer sheets. Ensure that the following details appear:
    - o Candidate number, which is the Pearson candidate registration number, created during the registration process. This is not a centre assigned number
    - o Centre ID, this may include a suffix letter if you have sub-sites. Please include this
    - o Date (the date the Test is being taken)
    - o Proof of ID is the type of evidence seen; please see the section on checking candidate ID

- Once you have received/photocopied the correct number of test papers you need, the papers, answer sheets, test log, Procedure for the Invigilation of Tests and Guidance to Candidates should all be stored securely, ideally in a sealed envelope. The test papers MUST NOT be opened until the time of the test and then only opened in front of the candidates.
- The Invigilator should be prepared for the invigilation, and have a copy of the "Procedure for the Invigilation of Tests" and the "Test Room Checklist" so they can document the invigilation.

Storing test materials securely

Part of your approval as a Pearson Vocational centre requires that you have adequate facilities for the safe custody of all confidential materials, including the secure storage of tests. Your facilities may be subject to audit.

If test papers are received in advance, they should be locked away in a place of high security, ideally a strong safe. The safe or container must be in a securely locked room with access restricted to 2 or 3 authorised persons. The Test Manager at your centre is responsible for the security of test papers.

Enabling candidates to take the test

- Use the "Test Room Checklist" to ensure that your test centre has adequate accommodation and facilities for seating the candidates. You should give due consideration to features such as heating, lighting, ventilation and the level of noise

- Ensure that the seating arrangements prevent candidates from overlooking, intentionally or otherwise, the work of others. The minimum distance in all directions from centre to centre of candidates' chairs must be 1.25 metres

- Ensure that all candidates face in the same direction and each candidate has a separate desk big enough to accommodate test papers and answer sheets

- Follow the instructions for Invigilators and candidates.

Procedure for the invigilation of tests

Guidance to Centres

- The Test Manager or nominated individual should ensure that suitably experienced people carry out invigilation. 'Experienced' is defined as people who thoroughly understand the "How to Conduct and Run Tests" section of this document and all associated documents

- Make sure that sufficient Invigilators are appointed to ensure that the test is conducted in accordance with the requirements in the "Procedure for the Invigilation of Tests"

- The Invigilator must be certain of the identity of every candidate sitting the test. The Test Manager should ensure that the Invigilators are able to carry out checks on the identity of all the candidates

- You must give candidates enough time to check that the details on their answer sheet are correct. Any errors will result in delays to the processing of answer sheets

- Test answer sheets must be completed in black pen, test answer sheets completed in pencil are deemed invalid

- The Invigilator should give the answer sheets a visual check to ensure they are properly completed prior to the candidates leaving the test room

- The Invigilator should complete the "Test Log". Retain this document at your centre so it can be inspected by a Pearson auditor

- The Invigilator must separate out answer sheets and test papers, placing them in two envelopes and returning them to the nominated individual or Test Manager. The Test Manager should then **destroy the test papers.**

Returning the answer sheets to Pearson for marking

- The test manager should check that the answer sheets are all completed correctly.

- Please note that all fields must be completed

- Scan or photocopy the answer sheets, and store these copies securely

- Complete the "Test Paper Checklist" and include a copy with the answer sheets

- Send the original answer sheets and the "Test Paper Checklist" to the following address: Lowton House, Lowton Way, Hellaby Business Park, Hellaby, Rotherham, South Yorkshire, S66 8SS.

- You should send the test papers using recorded or special delivery within 48 hours of completion of the second test. Delays to this process will delay the marking of the tests, reporting of test results and licence processing. We will check the length of time you take to return the test answer sheets and may consider delays as evidence of malpractice.

Informing the candidate of their test results

- We will process your answer sheets on a weekly basis. The results are published as soon as they are processed. Please inform your candidates of their test results as soon as possible, once you have the results.
- You should have an appeals procedure as part of your centre approval. Please also see the Appeals Procedure section of this document
- You also need to have a system in place to support candidates who have not passed the test. This may include additional training and the opportunity to retake a different version of the test, as appropriate.

Administering re-sits

- It is your decision if you wish to allow an unsuccessful candidate to retake the test and the appropriate number of re-sits. It is also the centre's responsibility to suitably prepare candidates retaking the test and to identify any special requirements which may have led the candidate to be unsuccessful in the first instance
- Ensure that the candidate sits a different test paper on the re-sit
- Check the requirements for re-sit arrangements for the Scottish Certificate for Personal Licence Holders.
- Visit the SCPLH website www.scplh.info for further information.

Please note: We reserve the right to take appropriate action in the event of the misuse of the test, serious lapse of security arrangements or failure to adhere to the procedures outlined in this guide. This could include removal of centre approval.

Querying test questions

We welcome your feedback about our tests. If you consider a test question to be poorly worded, misleading or ambiguous please email vocationaltestfeedback@pearson.com. Even if you do not agree with the test content, we ask that you distribute the test as provided by Pearson. Centres are not allowed to make changes to the text or layout of the test papers.

Appeals Procedures

Internal: at your Centre

Centres should have an appeals procedure for candidates as part of their centre approval. The appeals procedure should be communicated to candidates at the start of the training. Centres should keep a written record of all appeals and keep these records for three years. Centre records should describe the grounds for the appeal, who dealt with it and how, and what actions were taken to address it.

External: to Pearson

If a candidate wishes to appeal a result and the centre supports the claim, please contact your account specialist. We will investigate your claim and respond in writing. If an investigation into the result is necessary, we reserve the right to make a charge for the service. The "Enquiries and Appeals about Pearson Vocational Qualifications" policy can be located at http://www.edexcel.com/Policies.

6 Exam results

Checking exam results

We process your answer sheets on a weekly basis. The results are published as soon as they are processed.

Making amendments

Re-opening a registration after a fallback has been issued

We are happy to re-open fallback registrations if a candidate resumes their study. Please email your account specialist with your request. Please note we may charge for processing of your request.

Queries raised by Pearson: form queries

If we cannot issue a certificate for a candidate because they are not eligible, we may query it with you directly by email.

The query will be sent in the form of an email directly to your centre mailbox. You can then reply to the query either by replying to the email, or by contacting Pearson Customer Service.

Our query will explain the problem and any information or documentation we need in order to issue the certificate. Please help us by responding to these queries so we can issue your certificates.

7   Centre resource requirements

As part of the approval process, centres must make sure that the resources requirements below are in place before offering the qualification.

- Centres must have appropriate physical resources (for example, equipment, IT, learning materials, teaching rooms) to support the delivery and assessment of the qualification.

- Staff involved in the assessment process must have relevant expertise and occupational experience (as identified in Section 8, Occupational competence of tutors and external verifiers).

- Centres are responsible for producing acceptable tutor materials to cover the content and standards specified in this handbook and annexe. These materials will be subject to review by a Pearson Standards Verifier.

- There must be systems in place to ensure continuing professional development for staff delivering the qualification.

- Centres must have appropriate health and safety policies in place relating to the use of equipment by candidates.

- Centres must deliver the qualifications in accordance with current equality legislation. For further details on Pearson's commitment to the Equality Act 2010, please see *Section 11 Access and recruitment* and *Section 12 Access to qualifications for candidates with disabilities or specific needs*. For full details on the Equality Act 2010, please go to the Home Office website, www.gov.uk/government/organisations/home-office.

8 Centre recognition and approval centre recognition

Centres that have not previously offered Pearson qualifications need to apply for, and be granted, centre recognition as part of the process for approval to offer individual qualifications.

As part of this process, centres will be visited and their processes and policies will be scrutinised. Once Pearson is satisfied that centres meet the conditions for approval, approval will be granted.

Existing centres will be given 'automatic approval' for a new qualification if they are already approved for a qualification that is being replaced by a new qualification and the conditions for automatic approval are met.

Guidance on seeking approval to deliver Pearson Specialist Vocational qualifications is available at www.edexcel.com.

Approvals agreement

All centres are required to enter into an approval agreement that is a formal commitment by the head or principal of a centre to meet all the requirements of the specification and any associated codes, Conditions or regulations. Pearson will act to protect the integrity of the awarding of qualifications. If centres do not comply with the agreement, this could result in the suspension of certification or withdrawal of approval.

Occupational expertise of Tutors

Tutors must	T
Have relevant occupational expertise and knowledge at the appropriate level of the area they are tutoring 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. A list of recognised awards can be found at: http://www.sqa.org.uk/sqa/42349.html	✓
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

✓ = **mandatory**

9 Quality assurance of centres

Quality assurance is at the heart of vocational qualifications. We believe that quality is paramount. Our quality assurance processes are built into your centre approval and we carry out centre testing quality checks once you are approved. The centre will use quality assurance to make sure that their managers, internal verifiers and assessors are standardised and supported. Pearson use quality assurance to check that all centres are working to national standards. It gives us the opportunity to identify and provide support, if needed, to safeguard certification. It also allows us to recognise and support good practice.

For the qualifications in this handbook, the Pearson quality assurance model will follow the processes listed below:

1. Centre approval visit. As this is a new qualification for Pearson Centres all centres will undergo the approval process as described in Section 8 of this handbook

2. Statistical monitoring of your centre performance (e.g. test performance)

3. Centre testing visits undertaken by a Pearson auditor/Standards Verifier (these may be unannounced visits).

If we are concerned about your centre's quality procedures, we may impose sanctions such as:

- Working with you to create an improvement action plan

- Remove your access to test materials

- Placing temporary blocks on your certificates

- Withdrawing your centre approval status (subject to our investigation)

When your centre gain approval you will be notified of our quality management procedures.

Testing visits

Centre Testing visits are a method by which we monitor the standards for externally set and tested units on SCQF Specialist Vocational programmes. This applies also to the SCPLH qualification in Scotland.

If the testing visit identifies serious issues that require immediate corrective action, certification may be deferred until the necessary actions are completed.

Assessment malpractice

Assessment malpractice consists of those acts whether deliberate or not, which undermine the integrity and validity of assessment, the certification of qualifications and additionally may damage the authority of those responsible for conducting the assessment and certification. It also includes breaches of examination or test security. Pearson does not tolerate actions (or attempted actions) of malpractice by candidates or centres in connection with Pearson qualifications. Pearson may impose penalties and/or sanctions on candidates or centres where incidents (or attempted incidents) of malpractice have been proven.

If malpractice or suspected malpractice committed by candidates is discovered by a centre, Pearson must be notified (see below). All Pearson accredited centres are required to have a centre policy on malpractice in place, which will be invoked when investigating an allegation of candidate malpractice. Please see Pearson **"***Centre Guidance for Dealing with Malpractice"*** Policy at www.edexcel.com/policies.

The outcome of the investigation and details of any actions taken should be reported to Pearson. Candidates must be informed at the earliest opportunity of the specific allegation and Pearson's Malpractice Procedure, including the right of appeal. Candidates found guilty of malpractice may be disqualified from the qualification for which they have been entered with Pearson.

In the case of suspected malpractice by a member of teaching or training staff, the centre must notify Pearson at the earliest opportunity and follow up with full details, in writing, to Pearson. It is the responsibility of the Head of Centre/Test Manager or their nominees to carry out an investigation into allegations of malpractice. For serious cases of malpractice, which could include breaches of test security and invalid, or fraudulent certification claims, these should be reported directly to the Investigations team within the Business Improvement and Regulation division. The team can be contacted at PQSmalpractice@pearson.com. Where Pearson discovers any malpractice, Pearson will investigate the full circumstances of the alleged malpractice, and require the Head of Centre to provide a full report, together with statements from invigilators and candidates.

Where malpractice against a centre or member of their staff or a candidate is proven, Pearson reserves the right to impose the following sanctions:

- Removal of access to test materials until the suspected malpractice is fully investigated
- Refusal to accept answer papers from a centre in cases where malpractice is identified
- Withdrawal of programme approval from a centre where malpractice has been Identified

The centre will be notified if this is the case.

Pearson has established procedures for centres that are considering appeals against penalties and sanctions arising from malpractice. Appeals against a decision made by Pearson will normally be accepted only from Heads of Centres (on behalf of candidates and/or members or staff) and from individual members (in respect of a decision taken against them personally). Further information on appeals may be found in the Enquires and Appeals policy, which is located on our website. In the initial stage of any aspect of malpractice, please notify Service Operations or the Investigations team who will inform you of the next steps in the procedure.

10 Programme delivery

The training delivery schedule should take a minimum of 3 hours. Assessment should take no more than one hour. Candidate preparation and reading time is in addition to this.

To ensure consistency and quality of delivery across all Awarding organisations and Centres, the following instructions should be noted:

a) Use of **a relevant handbook is a mandatory requirement** for the delivery and assessment of the Scottish Certificate for Personal Licence Holders (Refresher) qualification and there is an expectation that the candidate will retain a copy upon payment of their course fee

b) Tutor lead training courses may be used to deliver the Scottish Certificate for Personal Licence Holders (Refresher) qualification. Self-directed learning, other than as directed within the National Standard, is NOT acceptable

c) Candidates studying the Scottish Certificate for Personal Licence Holders (Refresher) qualification should have access to the handbook a minimum of two days (best practice **seven days**) before the course commences to allow prior study of the material. **Please note that topics not covered in any delivered component remain subject to assessment**

d) Centres should be advised that courses delivered should be participative and interactive and as such, class size is specified at 2 candidates (minimum) and 18 candidates (maximum). The exam may be administered with a larger group where appropriate facilities are available

e) Reproduction and publication or display of the examination questions used by Pearson for the Scottish Certificate for Personal Licence Holders (Refresher) qualification is strictly forbidden in any form, either on paper or electronically. Neither may they be used for practice, revision, or confirmation of progress

f) Centres should, where practicable, contextualise delivery to suit the candidates' place of employment. Best practice examples such as drawing out candidate experiences, sharing of positive working practices, discussion and interactive exercises are encouraged. Delivery of training is subject to review by External Verifiers

g) Delivery should never be aimed at the contents of the examination alone and coaching directed toward any examination paper is totally prohibited

h) Tutors must be familiar with course content and should, wherever possible, draw on their own experiences as an aid to learning. Tutor guidance training materials are permissible; however, it is NOT acceptable for the tutor to read from a prepared script.

11 Access and recruitment

Pearson's policy regarding access to our qualifications is that:

- they should be available to everyone who is capable of reaching the required standards
- they should be free from any barriers that restrict access and progression.
- there should be equal opportunities for all those wishing to access the qualifications.
- centres are required to recruit candidates to Pearson Specialist Vocational qualifications with integrity.
- applicants will need relevant information and advice about the qualification to make sure it meets their needs.
- centres should review the applicant's prior qualifications and/or experience, considering whether this profile shows that they have the potential to achieve the qualification.
- for candidates with disabilities and specific needs, this review will need to take account of the support available to the candidate during teaching and assessment of the qualification. The review must take account of the information and guidance in *Section 12 'Access to qualifications for candidates with disabilities or specific needs'*.

Candidates should have been awarded the Scottish Certificate for Personal Licence Holders at SCQF Level 6 in the previous five years. Candidates should also have a level of English that enables them to communicate effectively within the context of a licensed retail environment. In this context, the level of English required is equivalent to the Communication Core Skill at intermediate 2 or SCQF level 5.

Pearson's policy on access arrangements and special considerations for vocational qualifications aims to enhance access to the qualifications for candidates with disabilities and other difficulties without compromising the assessment of skills, knowledge, understanding or competence being measured.

Further details are given in the policy document: "Pearson Supplementary Guidance for reasonable adjustment and special consideration in vocational internally assessed units", which can be found at www.edexcel.com/policies.

12 Access to qualifications for candidates with disabilities or specific needs

Equality and fairness are central to our work. Pearson's Equality Policy requires all candidates to have equal opportunity to access our qualifications and assessments. It also requires our qualifications to be awarded in a way that is fair to every candidate.

We are committed to making sure that:

- candidates with a protected characteristic (as defined by the Equality Act 2010) are not, when they are undertaking one of our qualifications, disadvantaged in comparison to candidates who do not share that characteristic.

- all candidates achieve the recognition they deserve from undertaking a qualification and that this achievement can be compared fairly to the achievement of their peers.

- Candidates taking a qualification may be assessed in British sign language or Irish sign language where it is permitted for the purpose of reasonable adjustments.

Details on how to make adjustments for candidates with protected characteristics are given in the policy document: "Pearson Supplementary Guidance for reasonable adjustment and special consideration in vocational internally assessed units".

The documents are on our website at www.edexcel.com/policies.

13 Administrative processes

For information on all administrative process listed below, please refer to the online UK Information Manual at: www.edexcel.com/iwantto/Pages/uk-information-manual.aspx.

Registering Candidates

Transfers and changes to registration details

Award documentation

Replacement certification

Duplicate documents

14 Further information and useful publications

To get in touch with us visit our 'Contact us' pages:

Pearson Edexcel: **www.edexcel.com/contactus**

Pearson Work Based Learning: **www.pearsonwbl.com/contactus**

Books, software and online resources for UK schools and colleges:
www.pearsonschools.co.uk/contactus

Other sources of information and publications available include:

Pearson Equality Policy (updated annually)

Pearson UK Information Manual (updated annually)

Pearson Supplementary Guidance for reasonable adjustment and special consideration in vocational internally assessed units (updated annually)

Recognition of Prior Learning Policy (updated annually)

UK Vocational Quality Assurance Handbook (updated annually)

Publications on the quality assurance of Pearson Specialist Vocational qualifications are available on our website at
www.edexcel.com/quals/BTEC/quality/Pages/documents.aspx

Our publications catalogue lists all the material available to support our qualifications. To access the catalogue and order publications, please go to
www.edexcel.com/resources/Pages/home.aspx

Additional resources

If you need further learning and teaching materials to support planning and delivery for your candidates, there are a wide range of resources available.

Any publisher can seek endorsement for their resources, and, if they are successful, we will list their resources on our website at www.edexcel.com/resources.

15 Professional development and training

Pearson supports UK and international customers with training related to Pearson qualifications. This support is available through a choice of training options offered in our published training directory, or through customised training at your centre.

The support we offer focuses on a range of issues, including:

- planning for the delivery of a new programme
- planning for assessment and grading
- developing effective assignments
- building your team and teamwork skills
- developing candidate-centred learning and teaching approaches
- building functional skills into your programme
- building in effective and efficient quality assurance systems.

The national programme of training we offer is on our website at: www.edexcel.com/training. You can request customised training through the website or you can contact one of our advisors in the Training from Pearson team via Customer Services to discuss your training needs.

Pearson training and support for the lifetime of the qualifications

Training and networks: our training programme ranges from free introductory events through sector-specific opportunities to detailed training on all aspects of delivery, assignments and assessment. We have designed our new network events programme to allow you to share your experiences, ideas and best practice with other colleagues in your region. Sign up to the training you need at: www.btec.co.uk/training.

Regional support: our team of Curriculum Development Managers and Curriculum Support Consultants, based around the country, are responsible for providing advice and support in centres. They can help you with planning and curriculum developments. If you would like your Curriculum Development Manager to contact you, please get in touch with your regional office on: 0844 463 2535.

Your Pearson vocational support team

Whether you want to talk to a sector specialist, browse online or submit your query for an individual response, there is someone in our Pearson vocational support team to help you whenever – and however – you need:

Subject Advisors: find out more about our subject advisor team – immediate, reliable support from a fellow subject expert – at: www.edexcel.com/subjectadvisors

Ask Edexcel: submit your question online to our Ask Edexcel online service www.edexcel.com/ask and we will make sure a subject specialist handles your query.

Annexe A: National Standards - Personal Licence Holders (Refresher)

Introduction

This National Standard has been written by People 1st, the Sector Skills Council, the Scottish Government and industry.

Section 87 of the Licensing (Scotland) Act 2005 requires that Personal Licence Holders must complete additional mandatory training 5 years after their Personal Licence was issued. This Standard details the requirements of this mandatory training and its accompanying qualification. The assessment content of the qualification titled Scottish Certificate for Personal Licence Holders (Refresher) is also derived from this Standard. Achieving the qualification and presenting the certificate to a Licensing Board in Scotland within the prescribed period, is the only method by which the Personal Licence Holder can meet their statutory obligations and continue to be a Personal Licence Holder.

The training specification indicates which elements of the training must be a DELIVERED COMPONENT[1] **and which elements candidates should cover by self-directed learning via the SCPLH Handbook.**

Timescale

The delivered component should take a minimum of 3 hours to deliver. Assessment should take no more than 1 hour. Candidate preparation and reading time is in addition to this. For the purposes of the Scottish Credit and Qualifications Framework (SCQF), this equates to 10 notional learning hours.

Assessment

The SCPLH (Refresher) qualification must be assessed by way of a 40 question multiple-choice paper[2]. All areas are subject to assessment. Please note that a maximum of 90% of examination questions will relate solely to the delivered component with the remaining examination questions assessing subjects covered within the handbook.

Delivery and Assessment Strategy

The delivery and assessment of this standard is governed by the Delivery and Assessment Strategy specified by People 1st. The Strategy is available without charge from People 1st (www.People1st.co.uk).

Further information on mandatory licensing training within Scotland can be found at www.scplh.info

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1 By delivered component we mean a tutor lead training programme that follows this standard or an online training programme that follows this standard. This standard may NOT be delivered entirely by self-directed learning.

2 Electronic forms of assessment offered by Awarding Bodies are acceptable

Topic	Reference Note: References are intended as guidance for where relevant information can be found. Not all information in the reference will be fully relevant to every subject. **All references are to the Licensing (Scotland) Act 2005 and as amended by subsequent legislation**[3]	Delivered Component	Covered in Handbook
1	**Introduction**		
1.1	Training must outline the reason for, and importance of, the Licensing (Scotland) Act 2005 including the relationship between licensing and health	Understanding of key parts of the current Scottish Government's Alcohol Policy[4]	✓	✓
2	**Responsible operation of licensed premises**		
	Overview of the licensing function		
2.1	Understanding of the 5 Licensing Objectives	**Licensing (Scotland) Act 2005** S.4 The Licensing objectives The 5 objectives: preventing crime and disorder securing public safety preventing public nuisance protecting and improving public health protecting children from harm **Each of the licensing objectives has equal weighting**	✓	✓

3 At the time of writing this includes: Regulations, Scottish Statutory Instruments, the Criminal Justice and Licensing (Scotland) Act 2010, the Alcohol etc. (Scotland) Act 2010

4 Reduce alcohol consumption; supporting families and communities; positive public attitudes, positive choices; improved treatment and support. At the time of writing this is Changing Scotland's Relationship with Alcohol: A Framework for Action, published 2009.

Topic	Reference	Delivered Component	Covered in Handbook
2.2	The meaning of "alcohol"	**Licensing (Scotland) Act 2005** S.2 meaning of alcohol i.e. spirits, wine, beer, cider, or any other fermented, distilled or spirituous liquor, but does not include alcohol with a strength of 0.5% or less at the time of its sale.	X	√
2.3	**Broad** understanding of the Licensing (Scotland) Act 2005, the Alcohol etc. (Scotland) Act 2010, subsequent relevant legislation and how they apply to the post[5]	Give understanding of broad content of alcohol legislation i.e. **Licensing (Scotland) Act 2005** Part 1 – Core provisions Part 2 – Licensing Bodies and Officers Part 3 – Premises Licences Part 4 – Occasional Licences Part 5 – Licensed Hours Part 6 – Personal Licences Part 7 – Control of Order Part 8 – Offences Part 9 - Miscellaneous and General Schedule 2 – Local Licensing Forums Schedules 3 and 4 – Premises licences: mandatory conditions and occasional licences: mandatory conditions	√	√

5 This section should take no more than 10 minutes to deliver as all areas are covered in further detail later within the specification.

Topic	Reference	Delivered Component	Covered in Handbook
2.3 continued	**Alcohol etc. (Scotland) Act 2010 Sections 2 to 6 and Sections 9 and 10 i.e.**		
	S.2 Minimum price of packages containing more than one alcoholic product		
	S.3 Off-sales: variation of pricing of alcoholic drinks		
	S.4 Off-sales: restriction on supply of alcoholic drinks free of charge or at reduced price		
	S.5 Off-sales: location of drinks promotions		
	S.6 Requirement for age verification policy		
	S.9 Presumption against prohibition on off-sales to under 21s		
	S.10 Premises licences: variation of conditions	√	√
	The Sale of Alcohol to Children and Young Persons (Scotland) Regulation 2007		
	The Licensing (Training of Staff) (Scotland) Regulations 2007		
	Criminal Justice and Licensing (Scotland) Act 2010 Section 195		
Key Roles			
2.4	General understanding of the role of the Licensing Boards in granting applications; regulating standards in licensing premises; duties to set out licensing policy		
	Licensing (Scotland) Act 2005		
	Paragraphs 38-56 Policy memorandum	X	√
	Part 2 Licensing bodies and officers		
	Alcohol etc. (Scotland) Act 2010		
	S.9 Presumption against prohibition of off-sales to under 21s	X	√
	S.10 Premises Licences: variation of conditions	X	√
	S.11 Consultation etc. of health boards	X	√

	Topic	Reference	Delivered Component	Covered in Handbook
2.5	General understanding of the function of Licensing Standards Officers; their monitoring and advisory role; and how this relates to licensing boards and the local authority	**Licensing (Scotland) Act 2005** S.13 Licensing Standards Officers S.14 General Functions of Licensing Standards Officers S.15 Powers of Entry and Inspection (and seizure) (as amended - section 197 Criminal Justice and Licensing (Scotland) Act 2010) S.16 Training of Licensing Standards Officers	✓ ✓ ✓ ✓ ✗	✓ ✓ ✓ ✓ ✓ ✓
2.6	Basic understanding of the key roles and powers of other statutory bodies involved in the licensing process	**Licensing (Scotland) Act 2005** S.50 Certificates as to planning, building standards and food hygiene (as amended - section 186 Criminal Justice and Licensing (Scotland) Act 2010) S.138 Police powers of entry S.186 (Criminal Justice and Licensing (Scotland) Act 2010) - Premises licence applications: food hygiene certificates	✗ ✓ ✗	✓ ✓ ✓
2.7	Understanding of the make-up and role of Local Licensing Forums	**Licensing (Scotland) Act 2005** S.10 Local Licensing Forums S.11 General functions of Local Licensing Forums Schedule 2 – Local Licensing Forums	✗ ✗	✓ ✓
	Licensing and Operating Conditions			
2.8	Understanding the different types of licence: premises, personal and occasional	Licensing (Scotland) Act 2005 S.17 Premises licence S.56 Occasional licence subs 1) 2) (amended by section 13 of the Alcohol etc. (Scotland) Act 2010) S.71 Personal licence	✗ ✗ ✗	✓ ✓ ✓

	Topic	Reference	Delivered Component	Covered in Handbook
2.9	Understanding of the difference between a Premises Licence Holder, a Premises Manager and a Personal Licence Holder	**Licensing (Scotland) Act 2005**		
		S.19 Premises Manager	✓	✓
		S.20 Application for premises licence sub 1) (amended by section 179 of the Criminal Justice and Licensing (Scotland) Act 2010)	✗	✓
		S.24 Applicant's duty to notify Licensing Board of convictions	✓	✓
		S.41 Duty to notify court of premises licence	✓	✓
		S.43 Licence holder's duty to notify Licensing Board of convictions	✓	✓
		S.52 Duty to keep, display and produce premises licence	✓	✓
		S.54 Dismissal, resignation, death etc. of premises manager	✓	✓
		S.72 Application for personal licence	✗	✓
		S.74 Determination of a personal licence application (amended by section 192 (2) of the Criminal Justice and Licensing (Scotland) Act 2010)	✗	✓
		S.75 Applicant's duty to notify Licensing Board of convictions	✓	✓
		S.80 Duty to notify court of personal licence	✓	✓
		S.82 Licence holder's duty to notify Licensing Board of convictions	✓	✓
		S.87 Licence holder's duty to undertake training[6]	✓	✓
		S.93 Licence holder's duty to produce a licence	✓	✓

	Topic	Reference	Delivered Component	Covered in Handbook
2.10	Licensed hours	**Licensing (Scotland) Act 2005**		
		S.62 Licensed hours	√	√
		S.63 Prohibition of sale, consumption and taking away of alcohol outwith licensed hours (amended by section 188 (2) of the Criminal Justice and Licensing (Scotland) Act 2010)	√	√
		S.64 24 hour licences to be granted only in exceptional circumstances	√	√
		S.65 Licensed hours: off-sales	√	√
		S.66 Effect of start and end of British summer time	√	√
		S.67 Power of Licensing Board to grant general extensions of licensed hours	X	√
		S.68 Extended hours applications	X	√
		S.69 Notification of extended hours application (amended by section 190 of the Criminal Justice and Licensing (Scotland) Act 2010)	X	√
		S.70 Determination of extended hours application (amended by section 191 of the Criminal Justice and Licensing (Scotland) Act 2010)	X	√
2.11	Understanding the relationship of risk assessment and best practice policies to the operating plan	To include understanding of basic procedure of making a risk assessment and best practice policies as relevant for different types of premises[7]	X	√

7 Best practice polices could include; house rules; closing time procedure; dispersal policy; age related sales; promotions; refusals of service-practice and record keeping; communication within a premises; plan for managing conflict, disorder or drunkenness; noise control and management of smokers

	Topic	Reference	Delivered Component	Covered in Handbook
2.12	Detailed understanding of mandatory and discretionary national and local conditions	**Licensing (Scotland) Act 2005**		
		S. 27 Conditions of premises licence	✓	✓
		Schedule 3 – Premises licences: mandatory conditions (including late night mandatory and discretionary conditions)	✓	✓
		Schedule 4 – Occasional Licences: mandatory conditions	✓	✓
		The Licensing Conditions (Late Opening Premises) (Scotland) Regulations 2007	✓	✓
		Alcohol Etc (Scotland) Act 2010		
		S.2 Minimum price of packages containing more than one alcoholic product	✓	✓
		S.3 Off-sales: variation of pricing of alcohol drinks	✓	✓
		S.4 Off-sales: restriction on supply of alcoholic drinks free of charge or at a reduced price	✓	✓
		S.5 Off-sales: location of drinks promotions	✓	✓
		S.6 Requirement for age verification policy	✓	✓
		S.10 Premises licences: variation of conditions	✓	✓
2.13	Understanding of operating conditions of members' clubs	**Licensing (Scotland) Act 2005**		
		S.125 – Special provision for certain clubs	✗	✓

Topic		Reference	Delivered Component	Covered in Handbook
2.14	Relevant offences	**Licensing (Scotland) Act 2005**		
		S.102 Sale of alcohol to a child or young person	✓	✓
		S.103 Allowing the sale of alcohol to a child or young person	✓	✓
		S.104 Sale of liqueur confectionary to a child	✗	✓
		S.105 Purchase of alcohol by or for a child or young person	✓	✓
		S.106 Consumption of alcohol by a child or young person	✓	✓
		S.107 Unsupervised sale of alcohol to a child or young person	✓	✓
		S.108 Delivery of alcohol to a child or young person	✓	✓
		S.109 Sending a child or young person to obtain alcohol	✓	✓
		S.110 Duty to display notice	✓	✓
		S.111 Drunk persons entering or in premises on which alcohol is sold	✓	✓
		S.112 Obtaining alcohol by or for a drunk person	✓	✓
		S.113 Sale of alcohol to a drunk person	✓	✓
		S.114 Premises manager, staff etc. not to be drunk	✓	✓
		S.115 Disorderly conduct	✓	✓
		S.116 Refusal to leave premises	✓	✓
		S.117 Offences relating to the sale of alcohol to trade (amended by section 188 (3) of the Criminal Justice and Licensing (Scotland) Act 2010)	✓	✓
		S.118 Prohibition of unauthorised sale of alcohol on moving vehicles (amended by section 195 (2) of the Criminal Justice and Licensing (Scotland) Act 2010)	✗	✓

Topic	Reference	Delivered Component	Covered in Handbook
2.14 continued	S.119 Delivery of alcohol from vehicles etc.	X	✓
	S.120 Prohibition of late night deliveries of alcohol (amended by section 195 (2) of the Criminal Justice and Licensing (Scotland) Act 2010)	X	✓
	S.121 Keeping of smuggled goods (amended by section 195 (2) of the Criminal Justice and Licensing (Scotland) Act 2010)	X	✓
	S.122 Interpretation of Part 8	X	✓
	S.141 (a) Defence of due diligence for certain offences (as amended by section 195 (3) of the Criminal Justice and Licensing (Scotland) Act 2010)	✓	✓
	S.141 (b) Vicarious liability of premises licence holders and interested parties (amended by section 195 (3) of the Criminal Justice and Licensing (Scotland) Act 2010)	✓	✓
2.15	Detailed knowledge of application and renewal for a personal licence including police powers		
	Licensing (Scotland) Act 2005		✓
	S.71 Personal licence	X	✓
	S.72. Application for personal licence	X	✓
	S.73 Notification of application to chief constable	X	✓
	S.74 Determination of personal licence application (amended by section 192 (2) of the Criminal Justice and Licensing (Scotland) Act 2010)	X	✓
	S.75 Applicant's duty to notify Licensing Board of convictions	X	✓
	S.76 Issue of licence (amended by section 192 (3) of the Criminal Justice and Licensing (Scotland) Act 2010)	X	✓
	S.77 Period of effect of personal licence	✓	✓
	S.78 Renewal of personal licence	✓	✓
	S.79 Notification of determination	✓	✓

	Topic	Reference	Delivered Component	Covered in Handbook
2.16	Application process for a premises licence including police powers	**Licensing (Scotland) Act 2005**		
		S.20 Application for premises licence (amended by section 179 of the Criminal Justice and Licensing (Scotland) Act 2010)	X	✓
		S.21 Notification of application (amended by section 180 Criminal Justice and Licensing (Scotland) Act 2010)	X	✓
		S.22 Objections and representations (amended by section 183 (2) of the Criminal Justice and Licensing (Scotland) Act 2010)	X	✓
		S.23 Determination of premises licence application (amended by section 181 of the Criminal Justice and Licensing (Scotland) Act 2010)	X	✓
		S.24 Applicant's duty to notify Licensing Board of convictions (amended by section 183 (3) of the Criminal Justice and Licensing (Scotland) Act 2010)	X	✓
		S.25 Further application after refusal of premises licence application	X	✓
		S.26 Issue of licence and summary (amended by section 187 of the Criminal Justice and Licensing (Scotland) Act 2010)	X	✓
2.17	Variation and transfer of premises licence	**Licensing (Scotland) Act 2005**		
		S.29 Application to vary premises licence	X	✓
		S.30 Determination of application for variation	X	✓
		S.31 Variation to substitute new premises manager	X	✓
		S.32 Further application after refusal of application for variation	X	✓
		S.33 Transfer on application of licence holder	X	✓
		S.34 Transfer on application of person other than licence holder	X	✓
		S.35 Variation on transfer	X	✓

	Topic	Reference	Delivered Component	Covered in Handbook
2.18	Understanding the duties of a personal licence holder	**Licensing (Scotland) Act 2005**		
		S.80 Duty to notify court of personal licence	√	√
		S.82 Licence holder's duty to notify Licensing Board of convictions	√	√
		S.87 Licence holder's duty to undertake training	√	√
2.19	Rights of objectors	**Licensing (Scotland) Act 2005**		
		S.22 Objections and representations (amended by section 183 (2) of the Criminal Justice and Licensing (Scotland) Act 2010)	X	√
		S.36 Application for review of premises licence	X	√
2.20	Understanding the relationship between the operating plan and the premises licence, including variations	**Licensing (Scotland) Act 2005**		
		S.20 Application for premises licence (amended by section 179 of the Criminal Justice and Licensing (Scotland) Act 2010)	X	√
		S.29 Application to vary premises licence	X	√
		S.30 Determination of application for variation	X	√
		S.31 Variation to substitute new premises manager	√	√
		S.32 Further application after refusal of application for variation	X	√

	Topic	Reference	Delivered Component	Covered in Handbook
	Protecting children from harm			
2.21	Understanding of the law relating to sale, purchase, consumption of alcohol, supervised sales by under 18s	**Licensing (Scotland) Act 2005**		
		S.102 Sale of alcohol to a child or young person (as amended by The Sale of Alcohol to Children and Young Persons (Scotland) Regulations 2007)	✓	✓
		S.103 Allowing the sale of alcohol to a child or young person (amended by section 195 (2) of the Criminal Justice and Licensing (Scotland) Act 2010)	✓	✓
		S.104 Sale of liqueur confectionary to a child	✓	✓
		S.105 Purchase of alcohol by or for a child or young person	✓	✓
		S.106 Consumption of alcohol to a child or young person (amended by section 195 (2) of the Criminal Justice and Licensing (Scotland) Act 2010)	✓	✓
		S.107 Unsupervised sale of alcohol by a child or young person (amended by section 195 (2) of the Criminal Justice and Licensing (Scotland) Act 2010)	✓	✓
		S.108 Delivery of alcohol to a child or young person (as amended by The Sale of Alcohol to Children and Young Persons (Scotland) Regulations 2007)	✓	✓
		S.109 Sending a child or young person to obtain alcohol	✓	✓
		S.110 Duty to display notice	✓	✓
		Alcohol etc. (Scotland) Act 2010		
		S.6 Requirement for age verification policy	✓	✓

	Topic	Reference	Delivered Component	Covered in Handbook
2.22	Understanding of the application of "proof of age"	**The Sale of Alcohol to Children and Young Persons (Scotland) Regulations 2007**	✓	✓
		Alcohol etc. (Scotland) Act 2010 S.6 Requirement for age verification policy	✓	✓
		Smoking, Health and Social Care (Scotland) Act 2005	✗	✓
2.23	Test purchasing	Understanding clear duties and responsibilities with regard to determining someone's age	✓	✓
		Clear understanding of purpose of test purchasing	✓	✓
	Control of Order			
2.24	The law in relation to drunkenness and disorderly conduct	**Licensing (Scotland) Act 2005** S.111 Drunk persons entering or in premises on which alcohol is sold	✓	✓
		S.112 Obtaining of alcohol by or for a drunk person	✓	✓
		S.113 Sale of alcohol to a drunk person	✓	✓
		S.114 Premises manager, staff etc. not to be drunk	✓	✓
		S.115 Disorderly conduct	✓	✓
		S.116 Refusal to leave premises	✓	✓

Topic		Reference	Delivered Component	Covered in Handbook
2.25	The law with regard to irresponsible promotions	**Licensing (Scotland) Act 2005**		
		S.27 Conditions of premises licence (amended by section 7 of the Alcohol etc. (Scotland) Act 2010)	✓	✓
		Schedule 3 – Premises licences mandatory conditions	✓	✓
		Schedule 4 – Occasional licences: mandatory conditions	✓	✓
		Alcohol Etc (Scotland) Act 2010		
		S.2 Minimum price of packages containing more than one alcoholic product	✓	✓
		S.3 Off-sales: variation of pricing of alcohol drinks	✓	✓
		S.4 Off-sales: restriction on supply of alcoholic drinks free of charge or at a reduced price	✓	✓
		S.5 Off-sales: location of drinks promotions	✓	✓
		S.10 Premises licences: variation of conditions	✓	✓

Topic		Reference		
2.26	Exclusion orders; review of premises licence and sanctions available to the Licensing Board; premises licences, closure orders; review of personal licences and sanctions available to the Licensing Board	**Licensing (Scotland) Act 2005**		
		S.36 -40 – Review of premises licence	✗	✓
		S.83 Procedure where Licensing Board receives notification of convictions	✗	✓
		S.84 Conduct inconsistent with licensing objectives (amended by Schedule 6 (16) of the Criminal Justice and Licensing (Scotland) Act 2010)	✗	✓
		S.85 Expiry of endorsements	✗	✓
		S.86 Suspension of licence after multiple endorsements	✗	✓
		S.94 Exclusion orders	✗	✓
		S.95 Breach of exclusion order	✗	✓
		S.96 Exclusion orders: supplementary provision	✗	✓

	Topic	Reference	Delivered Component	Covered in Handbook
	2.26 continued	S.97 Closure orders (amended by section 193 of the Criminal Justice and Licensing (Scotland) Act 2010)	✓	✓
		S.98 Termination of closure orders	X	✓
		S.99 Extension of emergency closure orders	X	✓
		S.100 Regulations as to closure orders	X	✓
		S.101 Interpretation of sections 97-100	X	✓
2.27	Powers of entry and rights to inspection	Licensing (Scotland) Act 2005		
		S.15 Powers of entry and inspection (and seizure) (amended by section 197 of the Criminal Justice and Licensing (Scotland) Act 2010)	✓	✓
		S.138 – Police powers of entry	✓	✓
2.28	Licence holders: Social responsibility levy	**S.14 Alcohol etc. (Scotland) Act 2010**		
		A statutory instrument which makes provision for the imposition on licence-holders, charges for furtherance of the licensing objectives, and which the authority considers necessary to mitigate any adverse impact attributable to the operation of the businesses licence holders in the authority's area.	✓	✓
	Training			
2.29	The legal requirement of the licence holder and staff to undertake training and to hold relevant qualifications	**Licensing (Scotland) Act 2005**		
		S.87 Licence holder's duty to undertake training	X	✓
		Schedule 3 Premises licence: mandatory conditions	X	✓
		The Licensing (Training of Staff) (Scotland) Regulations 2007	✓	✓

	Topic	Reference	Delivered Component	Covered in Handbook
2.30	Guidance on appropriate record keeping procedures	Schedule 3 - Section 6 - Form of training record specified in The Licensing (Mandatory Conditions No. 2) (Scotland) Regulations 2007)	✓	✓
	Associated Law			
2.31	Relevant associated law [8] Relevant associated law (continued)	**Weights and Measures Act 1985**		
		For example: information on standard measures, free pouring, beer/cider/lager head size, glass lines and pre-packed alcohol service	X	✓
		The Consumer Protection from Unfair Trading Regulations 2008		
		For example: information on misleading actions, omissions and aggressive practices	X	✓
		Private Security Industry Act 2001		
		For example: Sections 3 - 6 of that Act	X	✓
		Smoking, Health and Social Care (Scotland) Act (2005)		
		For example: how the business manages it's smoking policy (if applicable)	X	✓
		Gambling Act 2005		
		For example: the 3 Gambling Objectives	X	✓
		Equalities Act 2010		
		For example: Protected Characteristics with regard to employment and services	X	✓

Topic	Reference	Delivered Component	Covered in Handbook
2.31 continued	**Phonographic Performance Limited (PPL) and Performing Right Society (PRS)**		
	For example: information on live and pre-recorded music and the licenses required	X	✓
	Misuse of Drugs Act (1971)		
	Common patterns of drug consumption in licensed premises and associated offences	X	✓
3	**Effect of irresponsible operation on society and health**		
	Alcohol[9]		
3.1	**Alcohol (Minimum Pricing) (Scotland) Act 2012**		
	Knowledge of minimum price per unit[10]	✓	✓
	Basic understanding of the arguments for introduction	✓	✓
3.2	Units of alcohol and strengths of alcoholic drinks		
	Knowledge of British standard units	X	✓
	Knowledge of how to calculate the units per drink from a range of common drinks	✓	✓
3.3	Physical and psychological effects of alcohol		
	The effects on the brain[11]	✓	✓
	The general effects on behaviour[12]	✓	✓
3.4	Low drinking limits	Definitions of low risk, hazardous and harmful drinking[13]	✓	✓

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[9] Information should come from a reputable, up to date source, such as Alcohol Statistics Scotland, published biennially by NHS National Services Scotland or the Scottish Government's InfoScotland website (Healthier Scotland – alcohol)

[10] This section is optional until such time as legislation is implemented and is not currently assessed

[11] Including the consequent graduated physical effects observed and the danger of acute alcohol poisoning

[12] Including loss of inhibition and impairment of reasoning and decision making

[13] Current edition of Alcohol Statistics Scotland, published biennially by NHS National Services Scotland

	Topic	Reference	Delivered Component	Covered in Handbook
3.5	Dispelling myths about alcohol	Key facts about alcohol[14]	X	✓
		Common myths about alcohol[15]	X	✓
3.6	Difference between blood alcohol level and drunkenness	The difference between blood alcohol level and drunkenness[16]	✓	✓
		Drink-driving limits in Scotland[17]	✓	✓
		Drink driving limits in England, Wales and Northern Ireland	X	✓
3.7	Consequences to the individual, to the business and to society of excessive drinking	The key consequences of excessive drinking for the individual including:		
		- short term dangers[18]		
		- health and social problems[19]	✓	✓
		The key consequences of excessive drinking for the business[20]	✓	✓
		The key consequences of excessive drinking for society[21]	✓	✓
3.8	Common patterns of alcohol consumption and misuse in Scotland	The patterns of problem drinking and binge drinking	✓	✓
		Basic understanding of the level and trend in underage drinking and drunkenness[22]	✓	✓
		Basic understanding of the level and trends in various types of alcohol related illness and death	✓	✓

[14] Including the effects of gender, tolerance, food, age, general size, general health, time

[15] Including coffee and/or other substances/practices as "sobering agents", alcohol as a "warmer agent", "health", properties of other drinks

[16] BAC as an objective measure used in drink driving offences, compared to drunkenness, a subjective measure of behaviour, as used in licensing legislation

[17] No PLH or staff member should attempt to calculate alcohol units or sobriety as a method for determining if it is "safe" to drive - best and safest advice remains "don't drink alcohol and drive".

[18] Including the increased risk of accidents, becoming a victim of crime or being involved in crime, increase in other socially related risks/problems e.g. sexual diseases or pregnancy from unplanned sex

[19] Both short and long term: including hangover, increased blood pressure, birth defects, heart disease, liver disease and various cancers; employment problems, relationship problems and financial problems

[20] Including increased difficulty in dealing with drunken customers, ultimately affecting reputation and business viability (such as increased cost of replacing fixtures and fittings, staff turnover, liability and loss of licence)

[21] Including the current trend for high rates of alcohol related crime and disorder; the trend of increasing alcohol related problems including impact on persons other than the drinker especially children, underage drinking, drunkenness, alcohol related disease; economic impact including the impact on productivity in the workplace [Information Services Division, NHS National Services Scotland] and associated costs to society

[22] Current edition of Alcohol Statistics Scotland, published biennially by NHS National Services Scotland; current edition of Scottish Schools Adolescent Lifestyle and Substance Use Survey (SALSUS), published biennially by NHS Scotland

	Topic	Reference	Delivered Component	Covered in Handbook
	Illegal Drugs			
3.9	Common patterns of drug consumption in licensed premises	Signs to look for - drug dealing	✗	✓
		Drugs prevention policy	✗	✓
		The importance of seeking advice from the police with regards to drug dealing in licensed premises	✗	✓
	Social Responsibility			
3.10	Best practice in setting and maintaining good standards of service and environment	The importance of high and consistent standards throughout a premises[23]	✗	✓
		The potential for the environment to affect drinking and behaviour	✗	✓
		The importance of good service practice[24]	✗	✓
		Responsibilities to staff and customers	✗	✓
3.11	Common causes of conflict, how to prevent conflict and how to manage conflict situations	Typical scenarios leading to conflict and how these might be prevented or managed	✓	✓
		Signs of potential conflict	✓	✓
3.12	Security procedures and policies in relation to crime and counter terrorism	Threat procedures[25]	✗	✓
		Training of staff to look out for left packages/luggage etc	✗	✓
3.13	Promoting recommended low risk guidelines	Ways in which low risk drinking behaviour can be promoted	✓	✓
		Awareness of the increasing importance of social responsibility and the need for low risk drinking[26]	✓	✓

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[23] Should include need for cleanliness, tidiness, good state of repair

[24] Should include being polite to customers, knowledge of products, customer awareness and managing busy situations

[25] Should include how to record threat information, management reporting, emergency service contact procedure and evacuation procedures

[26] For further information go to www.drinksmarter.org or www.drinkaware.co.uk

	Topic	Reference	Delivered Component	Covered in Handbook
	Community Links			
3.14	Understanding the roles and links to local community initiatives, such as Alcohol and Drugs Partnerships (ADPs), Community Safety Partnerships Pub Watch, Retail Watch, City Centre Safe	General awareness of the existence of such schemes	X	√
		The benefits of such schemes	X	√

Assessment Criteria for Awards

Examination papers for the Scottish Certificate for Personal Licence Holders (Refresher) must adhere to the following assessment balance:

(Ref)	Topic	Assessment Weighting (%)	Number of Questions
(1.1)	Introduction	0%	0
(2.1 - 2.3)	Overview of the licensing function	2.5%	1
(2.4 - 2.7)	Key Roles	2.5%	1
(2.8 - 2.20)	Licensing and Operating Conditions	42.5%	17
(2.21 - 2.23)	Protecting children from harm	15%	6
(2.24 - 2.28)	Control of Order	10%	4
(2.29 - 2.30)	Training	2.5%	1
(2.31)	Associated Law	0%	0
(3.2 - 3.8)	Effect of irresponsible operation on society and health	15%	6
(3.9)	Illegal Drugs	0%	0
(3.10 - 3.13)	Social Responsibility	10%	4
(3.14)	Community Links	0%	0