

Dear applicant,

Thank you for your interest in becoming a state-approved Title 4 Training Course Provider.

Completed applications will be reviewed within two (2) months after they are received by the Department of Liquor License and Control (DLLC). The applicant will be notified of approval/denial via email to the email address provided on the application.

A complete application includes;

- 1) an application for each type of Title 4 training you wish to provide;
- 2) Employee Information Forms for each owner, partner, stockholder, manager and trainer of your organization;
- 3) a hard copy of the syllabus for each Title 4 course you wish to provide. The syllabus must follow course requirements as outlined below;
- 4) online course applicants must provide a log in # and password for DLLC staff members to enroll, participate in course content, and quizzes.

If you have any questions about submitting your application, please email Lee Hill at lee.hill@azliquor.gov and include your phone number in the email.

When you are notified that your application has been approved, you will be a state-approved Training Course Provider and may begin offering Title 4 courses to the public. As a courtesy to the public, state-approved providers are listed on the DLLC website.

If your application is not approved, the email you receive will list the reasons for the denial and you may correct and resubmit only the documents the require revision.

It is the responsibility of DLLC to ensure that training standards are met as required by Arizona state law. To ensure this, one or more of the following may occur:

- a) random, unannounced visits (audits) to your course by DLLC staff,
 - b) annual train-the-trainer courses provided by DLLC may be mandatory, and
- Mandatory requirements to maintain your status as a state-approved training course providers is:
- c) annual syllabus and Employee Information Forms updates due to DLLC by February 30th.

Your application and syllabus will not be approved unless the following criteria are met:

LEARNING OBJECTIVES

PRACTICAL LEARNING OBJECTIVES AND COURSE OUTCOME:

The learning objectives and outcome of every Title 4 training course must provide attendees with working knowledge and practical application of the following:

- 1) Title 4,
- 2) the means and ability to implement Title 4 knowledge and practices on the job, and
- 3) the ability to locate and use resources available to keep knowledge and practices of Title 4 current. Instructors need to be familiar with the DLLC website (www.azliquor.gov) so they can assist course participants in navigating Arizona law and DLLC forms for compliance with Title 4.

CRITICAL LEARNING OBJECTIVES AND COURSE OUTCOME:

The more complex and critical areas of knowledge of Title 4 are:

- 1) causes and steps to eliminate underage drinking
- 2) causes and steps to eliminate over service
- 3) documentation (acts of violence, employee logs, ID logs, refusal of service, etc.)
- 4) causes and steps to eliminate acts of violence

STATUTE AND RULES REFERENCE

Your syllabus and course materials **must** include the statute and rule which supports Arizona laws when referenced in the course. This is mandatory and will accomplish four important course objectives:

- 1) to provide accuracy, credibility, and confidence in your staff's knowledge as a trainer of Arizona liquor law,
- 2) allows your instructors to reiterate that knowledge and interpretation of state laws is the responsibility of the licensee (R19-1-105. Knowledge of Law and Regulations).
- 3) Provides easy reference should your course participants have questions about course content, instructors can quickly show where in Title 4 the law or rule was found,
- 4) When updates to course material are required (annually), the references will make it easy to cross check existing and new legislation.

APPROVAL CHECK LIST FOR BASIC & MANAGEMENT ON- AND OFF-SALE CONTENT

R19-1-304. Standards for Alcohol Training Programs – updated 12/2010

E. Training for **On-sale Retail** Licenses shall consist of:

1. The Regulation of Alcoholic Beverages (40 minutes):
 - a. Role and Function of Arizona Department of Liquor Licenses,
 - b. Types of On-sale Licenses,
 - c. Potential Risks to the Business/Licensee,
 - d. Potential Risks to the Employee.
2. Laws Regarding Establishments Serving Alcoholic Beverages (20 minutes):
 - a. Licensed Premises,
 - b. Entertainment Within Licensed Premises,
 - c. Violence on Licensed Premises.
3. Laws Regarding Age (50 minutes):
 - a. Legal Age in Arizona,
 - b. Identification of Legal Age,
 - c. Recognizing Invalid Identification,
 - d. Recording Identification,
 - e. Underage Persons in Bars and Restaurants,
 - f. Refusing an Underage Customer.
4. Laws Regarding Intoxication (60 minutes):
 - a. Sale to Intoxicated Persons,
 - b. Service Limitations for Alcoholic Beverages,
 - c. Knowledge of Alcohol and its Effects,
 - d. Monitoring Customer Consumption and Intervention Techniques,
 - e. Refusing an Intoxicated Customer.

5. Laws Regarding Legal Hours of Sale and Laws Regarding the Payment of Alcoholic Beverages (20 minutes).
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 6. **Management** Requirement Policies Regarding Alcoholic Beverages (40 minutes):
 - a. Purchase and Storage Requirements,
 - b. Management Requirements,
 - c. Employee Requirements,
 - d. Records Requirements,
 - e. House Policies,
 - f. Marketing Strategies.
 7. Course Summary and Evaluation (10 minutes):
 - a. Summary Discussion,
 - b. Post Test and Review,
 - c. Trainee Certification.
- F. Training for **Off-sale Retail** Licenses shall consist of:
1. The Regulation of Alcoholic Beverages (15 minutes):
 - a. Role and Function of Arizona Department of Liquor Licenses.
 - b. Potential Risks to the Business/Licensee,
 - c. Potential Risks to the Employee.
 2. The Sale to Underage Customers (20 minutes):
 - a. Legal Age in Arizona,
 - b. When to Require Identification,
 - c. Acceptable Forms of Identification,
 - d. Recognizing Invalid Identification,
 - e. Use of Registration Book,
 - f. Refusing an Underage Customer.
 3. The Sale to Intoxicated Customers (20 minutes):
 - a. Sales to Intoxicated Customers,
 - b. Recognizing an Intoxicated Customer,
 - c. Refusing an Intoxicated Customer.
 4. The Sale of Broken Packages and On-premise Consumption (10 minutes):
 - a. Off-sale Premise Restrictions,
 - b. Advising Customers of Off-sale Consumption.
 5. The Sale of Alcoholic Beverages During Restricted Hours (10 minutes):
 - a. Legal Hours of Sale in Arizona,
 - b. Refusing an After-hour Sale.
 6. Second Party Sales of Alcoholic Beverages (15 minutes):
 - a. Second-party Purchases,
 - b. Recognizing Second-party Purchasers,
 - c. Refusing Second-party Sales.,
 7. Handling Special or Problem Situations (20 minutes):
 - a. Recognizing Problem Situations,
 - b. Employee Responsibilities in Problem Situations.
 8. Course Summary and Evaluation (10 minutes):
 - a. Summary Discussion,
 - b. Post Test and Review,

- c. Trainee Certification.

In addition, approved training provider, you are required to do the following:

A. Comply with Title 4 training standards.

The statute that provides for liquor law training in Arizona is:

A.R.S. §4-112 (G)(2) Powers and duties of board and director of Department of Liquor Licenses and Control; investigations; county and municipal regulation, Title 4 and A.A.C. 19 can be found on DLLC's website (www.azliquor.gov) on the top navigation under the tab "liquor laws".

Also, you may request an electronic version of the most recent law book by emailing Lee Hill at lee.hill@azliquor.gov. This book is for your reference only and not to be distributed to anyone who is not included in your Employee Information Forms. When requesting the law book, please identify yourself as a state-approved training provider along with your company name as it appears on your application.

Arizona Administrative Code Title 19 contains rules which clarify the statutes of Title 4. Title 19 Rules do not introduce any new liquor laws. Title 19 is where you'll find details on required training standards and requirements for your course curriculum.

The rules that provide for liquor law training in Arizona are:

R19-1-105 Knowledge of Law and Regulations,

R19-1-304 Standards for Alcohol Training Programs.

B. Keep application and Employee Information Form information current and complete.

When submitting your application, you signed a sworn document agreeing to keep all information included in your application current and complete with the Department of Liquor Licenses and Control.