



State of Arizona  
Department of Liquor Licenses and Control

April 12, 2011

### **Issuance of the Title 4 Training "Certificate of Completion"**

It is the course provider's responsibility to ensure that the "Certificate of Completion" (CoC) is issued to the course participant only when he/she successfully participates in **AND** passes test(s) provided throughout the state-approved course. Measurements of each participant's successful completion is incorporated in the course so the provider can verify that the course participant has met the minimum standards of knowledge of Title 4 as outlined in A.C.C. R19-1-304. (below).

The unissued "Certificate of Completion" (CoC) must remain in control of the state-approved training provider until completed by the course provider/instructor and issued to the successful course participant. Never should any part of the certificate be completed by the course participant. The "Certificate of Completion" must be in a form that can be scanned by the Department of Liquor Licenses and Control (DLLC) Records Unit.

Approved training providers may issue provider-specific CoCs to all trainers (employees) named on the "Employee Information Form" submitted with the application or subsequently to DLLC. The "Employee Information Form" is included in the Title 4 trainer's application kit. The training provider's company name, address, and daytime contact number must appear on the CoC in the "Alcohol Training Provider Information" section of the CoC. The employee information (trainer) would appear in the "Name of Trainer", "Trainer Signature" and "Date" area of the CoC. Training provider employees may complete and issue provider-specific CoCs to successful participants who attend their classes.

If the CoC is issued from a state-approved online course, complete the employee information (trainer) as follows:

- 1) The name of the training course (i.e.: QRST Online Management Training),
- 2) an identifying record # (i.e.: participant file/record #),
- 3) the date the online course was successfully completed by the participant.

NOTE: The approved training provider (not the employee/trainer) is required to have all CoCs issued under the company name on file for a minimum of 2 years. Proper issuance and control of CoCs is the responsibility of the approved training provider. It is recommended that CoCs stay on file with the provider until the date of expiration.

Best,  
Lee

**A.A.C. R19-1-304. Standards for Alcohol Training Programs**

- A. The standards established by this rule shall be minimum standards with respect to the subject matter to be taught and the time allotted for teaching the subject matter.
- B. Nothing in this rule prohibits the teaching of additional subject matter or allotting additional time for the teaching of any subject matter.
- C. A proposed training program shall be submitted to the Department for initial approval. The Department may, at any time, review any approved training program to determine that the program continues to meet minimum standards.
- D. Training shall be conducted by an independent trainer except that licensees with 20 or more licenses may submit an in-house training program.
- 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).
  - 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.
- G.** Persons conducting approved training programs shall, for a minimum of two years, retain records of persons who have satisfactorily completed the program. The record shall include:
1. Name of the person completing the training;
  2. Date the training was completed;
  3. Type of training (on-sale, off-sale);
  4. If the person is employed by a licensee, the name of the licensee by whom the person is employed.
- H.** Upon satisfactory completion of training, the trainer shall present a certificate of completion to the trainee. The certificate shall list the information required by subsection (G)(1) - (4) of this rule and include the name of the program and the signature of the trainer.