



ServeWise Plus Licence Holders Qualification

Duration: 1 day

Cost: price on enquiry

This course is designed for licensees, managers and supervisors and covers the following areas:

- Licensing Law, Alcohol and People Skills
- Legal responsibilities
- Social responsibilities
- The law surrounding children
- Sensible promotion of drinks and drinking behaviour
- Best practice and standard setting
- Refusal of service
- Prevention of conflict
- Customer care

The course costs include all course documents, ServeWise Handbook, ServeWise Managers Manual and Examination Fees.

All candidates who successfully complete the short multiple choice test (moderated by the Scottish Qualifications Authority) will receive a certificate bearing both the ServeWise and SQA logos.

The ServeWise qualification is one certificate representing a prerequisite for obtaining a license to sell alcohol in an on-licence capacity.