

**Feature story supplement – Summer 2009**

**Liquor Service Training Regulations Across Canada**

Regulations as of Jan. 15, 2009

| Province         | Program                             | Cost   | Mandatory   | Format   |
|------------------|-------------------------------------|--|---|--|
| British Columbia | Serving it Right                    | Online: \$35<br>Print: \$40  | Yes, for retailers, licensees, servers, and those serving liquor under a special occasion license.  | Self administered online or print test.                          |
| Alberta          | Alberta Server Intervention Program | Online training: \$25<br>Self-directed study (with a printed manual and DVD or VHS tape): \$50<br>Facilitated classroom seminar: \$50. | Yes, by Jan. 1, 2010, all staff involved in the sale and service of liquor in licensed premises will be required to have completed ASIP.  | Self directed online or by seminar.                              |
| Saskatchewan     | Serve it Right                      | Online test: \$30<br>Seminar or self-directed print test: \$50   | No, but suggested as a means of self-regulation and recommended by Insurance Agencies.  | Self administered: online/seminar/print.                         |
| Manitoba         | It's Good Business                  | Management: \$63<br>Servers: \$31.50   | Yes, for servers, security staff and managers.  | Self-administered test for servers, security staff and managers. |
| Ontario          | Smart Serve                         | Online course: \$34.95<br>Video: \$140.61 plus certification kit: \$21.1120<br>-25% DISCOUNT FOR CRFA MEMBERS                          | Mandatory for the following: New liquor sales licence holders, including new licence applicants, licence transfer applicants and temporary transfer applicants intending to operate an establishment. In addition to licence holders, all managers, servers of beverage alcohol and security staff must hold Smart Serve certificates. Stadium licensees, their managers, servers and security staff. Course marshals and employees dispensing liquor from vending carts on golf courses that hold a Golf Course Endorsement Holders of Caterer's Endorsements and servers and security staff working at catered events. Where ordered by the AGCO (i.e. disciplinary cases). | Self administered, or video/print/seminar format.                |

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| Quebec                    | Service in Action                         | Four-hour course:<br>\$89  | No.  | Seminar administered by trained instructor.  |
| Nova Scotia               | It's Good Business                        | Seminar for management:<br>\$60<br>Three-hour seminar for servers: \$40  | No, though recommended for those in the alcohol service industry.          | Seminar administered by Nova Scotia Tourism Human Resource Council.  |
| New Brunswick             | Website (English)<br><br>Website (French) | Online course:<br>\$46   | No, though recommended.  | Management develop program of responsible beverage service (five hours), front-of-house staff are trained accordingly (three hours) or online certification available. |
| Prince Edward Island      | It's Our Business                         | 3.5 hour course for servers: \$25<br>Four hour course for managers: \$30 | Yes, required by law within thirty days of hire in order to serve alcohol. | Seminar course and exam, renewable every five years.   |
| Newfoundland and Labrador | Website                                   | Online course:<br>\$46   | No, though recommended.  | Management develop program of responsible beverage service (five hours), front-of-house staff are trained accordingly (three hours) or online certification available. |

**Source:** <http://www.crfa.ca/research/resources/liquorservicetraining.asp>