

Colorado Responsible Alcohol Beverage Vendor

Seller/Server Training Standards

(Amended May 30, 2012)

To be considered a Responsible Alcohol Beverage Vendor at any licensed premises, or to serve beverage alcohol at tastings held in retail liquor stores or liquor licensed drugstores, the following standards must be complied with:

A. Initial Certification Training Program Standards

1. A training program must be attended by the resident on-site owner (if applicable) or a manager, and all employees selling/serving alcohol beverages
2. Once a licensee is designated a "Responsible Vendor," all new employees involved in the sale, handling and service of alcoholic beverages must complete the training described in this regulation within 90 days of date of hire
3. The program must include at least (2) hours of instruction time.
4. The program must provide written documentation of attendance and successful passage of a test on the knowledge of the required curriculum for each attendee
 - a. Attendees that can speak and write English must successfully pass a written test with a score of 70% or better
 - b. Attendees that cannot speak or write English may be offered a verbal test, provided the same questions are given as are on the written test and the results of the verbal test are documented with a passing score of 70% or better
5. Program providers may, at their discretion, conduct class surveys or discussions to help determine a program's effectiveness. This time shall not be counted as part of the program's instruction time.

B. Initial certification training class core curriculum

1. Discussion concerning alcohol's effects on the human body
 - a. Alcohol's physical effects
 - b. Visible signs of intoxication
 - c. Recognizing the signs
2. Liquor Liability
 - a. Civil liability
 - b. Criminal liability
 - c. Administrative liability (License Sanctions)
 - d. Liability for licensee and/or managers for the actions of employees

Colorado Seller/Server Training Standards

3. Sales to visibly Intoxicated persons
 - a. Colorado law provisions
 - b. Recognition and prevention
 - c. Intervention techniques
 - d. Related laws or issues
 - i. DUI/DWAI
 - ii. Reg. 47-900
4. Sales to minors
 - a. Colorado law provisions
 - b. Sale and service
 - c. Permitting consumption
5. Acceptable forms of Identification (Reg. 47-912)
 - a. How to check identification - protocol
 - b. Spotting false identification
 - c. Mistakes made in verification
6. Other key state laws and rules affecting owners, managers, sellers, and servers
 - a. Age requirements for servers and sellers
 - b. Provisions for confiscating fraudulent identifications
 - c. Removal of liquor from on-premises licensed establishment
 - d. Patrons prohibited from bringing liquor onto licensed premises
 - e. Permitted hours of sale and service
 - f. Conduct of establishment
 - g. Nudity and prohibited entertainment
 - h. Permitting inspections by state and local licensing and enforcement authorities
 - i. Reporting changes in ownership and management
 - j. Licensee responsible for activities occurring within licensed premises
 - k. Tastings in retail liquor stores and liquor licensed drugstores
 - l. Prohibited purchases

Colorado Seller/Server Training Standards

C. Information for Owners and Managers

1. Local Licensing and Enforcement
 - a. Encourage to become familiar with local law provisions
 - b. Encourage to develop a relationship with local agencies
2. State Licensing and Enforcement
 - a. How to contact the Liquor Enforcement Division
 - b. Become familiar with state laws and regulations
- c. Encourage to develop a relationship with area investigator
3. Recommendations for Licensees
 - a. Establish policies and procedures.
 - b. Establish a record keeping system to document activities and events
 - c. Contact local authority on incident reporting expectations

D. Training programs based on type of licensed establishment and portability of training

1. Training program curriculum may be tailored by Division-certified training program providers to on-premises only licensed establishments, to off-premises only licensed establishments, or to both on-premises and off-premises combined. Except as noted below, all approved training programs shall include the curriculum contained in sections B and C of this regulation.
2. Combined training programs must include all of the curriculum contained in sections B and C of this regulation. Persons certified in a combined training program may use the certification in both on- and off-premises licensed establishments.
3. On-premises only training programs may exclude from their curriculum section B(6)(k) of this regulation relating to liquor store tasting events. Persons certified in an on-premises only training program may use their certification only in an on-premises licensed establishment.
4. Off-premises only training programs may exclude from their curriculum sections B(6)(c), (d), (f), and (g) relating to activities at on-premises businesses. Persons certified in an off-premises only training program may use their certification only in an off-premises licensed establishment.

E. Recertification requirements

1. Recertification must occur every three (3) years
2. Recertification shall be accomplished in any of the following manners:
 - a. Documented successful passage of a written or verbal test with a score of 70% or better administered by a Division-approved program trainer in person, which demonstrates knowledge of new and existing alcohol beverage laws

Colorado Seller/Server Training Standards

- i. Completion of a course is not required before the test is administered
 - ii. Failure to pass the first administration of the test shall require attendance at either a recertification course or an initial certification training program
 - b. Documented attendance and completion of a recertification course
 - c. Documented attendance and completion of an initial certification training program
3. Recertification course
- a. The curriculum must cover any and all changes in the law or regulations that effect the curriculum contained in the initial certification program
 - b. The course must provide a refresher on the following topics:
 - i. Sales to intoxicated persons
 - ii. Sales to minors
 - iii. Legal sales hours
 - iv. Civil and criminal liabilities for law violations
 - c. No minimum instruction time or testing requirements shall apply