

SIRS Online – Responsible Alcohol Service training –  
Administered by the Saskatchewan Tourism Education Council (STEC)  
[www.stec.com](http://www.stec.com)

Compiled by Clarence Neault – verification required from STEC

Cost \$30 Online

- 80% complete and an attempt is made to follow up and prompt these.
- Of this first group, 70% pass on the first exam after an approximate 3 hour session to go through the online course.
- The course has videos and pre-tests. The test is administered separately online after completion of the course.
- On average, the exam takes less than an hour to complete.
- An additional 25% of this first group passes on the exam on the 2<sup>nd</sup> or 3<sup>rd</sup> attempt within 45 days.
- Registration expires in 45 days. Individuals can register again for \$30.
- There is a follow-up on the remaining 5% of the original 80% who eventually complete. They are prompted and supported through any barriers to completion such as language or a disability.
- As mentioned above, attempts are made to follow up on the original 20% attrition population. They are encouraged to register again for an additional \$30 and their barriers are addressed at recommencement.
- Large corporations quickly identify the program as an economic investment in risk management and a good practice in their desired role to be a good corporate citizen and an employer of choice.

# What is "Serving It Right™"

## B.C.'s Responsible Beverage Service Program

### What is Serving It Right™?

*Serving It Right* is a self-study course that educates licensees, managers and servers about their legal responsibilities when serving liquor, and provides effective techniques to prevent problems related to the service of liquor. The course was developed by the Liquor Control and Licensing Branch in association with hospitality industry associations. It is administered by go2, B.C.'s tourism industry human resources association.

The *Serving It Right* program, in operation in B.C. since 1989, was updated in June 1, 2007 with the following changes:

- There are no longer two versions of the *Serving It Right* program (one for the server and one for the licensee). It is now a single program.
- The new *Serving It Right* program places an increased emphasis on:
  - signs of intoxication (versus impairment),
  - legal liability,
  - duty of care on and off premises, and
  - the necessity to create and enforce responsible beverage service policies.
- It is now a requirement to holding a liquor licence to have a *Serving It Right* certificate first. There is no grace period.

### Who must take the Serving It Right course?

Section 13 of the Liquor Control and Licensing Act and Section 43 of the Regulations requires that the *Serving It Right* course be completed by:

- all licensees, managers and sales staff of licensed establishments;
- anyone who serves liquor in a licensed establishment, except for wait staff working in restaurants that do not have a licensed lounge;
- any director, officer or employee responsible for controlling the sale of liquor, if the liquor licence is issued to a corporation (to satisfy the licensee portion of this requirement); and
- individuals who require *Serving It Right* for a special occasion licence (for example, event managers, paid servers and individuals applying

- individuals who require *Serving It Right* for a special occasion licence (for example, event managers, paid servers and individuals applying on behalf of an organization, association or organized group).
- servers and sales staff taking on management duties are required to take the new course.

### Are there any exemptions?

Yes. *Serving It Right* training is not required for:

- wait staff in restaurants that do not have a licensed lounge;
- unpaid managers or servers of a liquor-primary club, provided there is a staff member on duty, whenever the establishment is open, who has completed the training; and
- unpaid servers in a venue licensed under a special occasion licence.
- servers relocating to British Columbia from other Canadian jurisdictions who have a certificate showing proof of completion of a recognized beverage training program (please see the Licensing Policy Manual for a full list of recognized training programs).

Existing *Serving It Right* certificates are still valid — holders do not have to take the course. However, LCLB recommends that all servers holding certificates from the old course and servers holding certificates from programs in other Canadian jurisdictions complete the updated SIR course as a best practice.

Go to [www.servingitright.com](http://www.servingitright.com) and sign in. The system recognizes certificate holders and will walk you through the upgrade process. The fee to upgrade is \$10.

### How do I take a Serving It Right course?

You may complete *Serving It Right* online or via the print option.

#### Online option:

To access the course materials online, go to: [www.servingitright.com](http://www.servingitright.com)