



The purpose of this lodgement guide is to provide guidance for individuals on how to apply to become an Approved Manager.

The licensee of a liquor licensed premises is required to have an Approved Manager on their premises at all times when business is conducted. In essence, the approved manager is also responsible for the day to day operations of the business and must ensure compliance with the provisions of the Act.

This lodgement guide should be read in conjunction with the [Mandatory Training Policy](#) and the [Managers at Licensed Premises Policy](#).

## WHAT IS AN APPROVED MANAGER?

An approved manager is an individual person who has been appointed by the licensee of a liquor licensed premises to be the responsible person in charge of the premises.

An approved manager is only deemed approved once they have obtained a Restricted or Unrestricted Approved Manager ID Card from the Department of Racing, Gaming & Liquor.

In determining whether to approve a person as a manager of licensed premises the licensing authority will assess the suitability in respect of whether that person is fit and proper to be approved. Moreover, if the person is currently bankrupt the licensing authority is precluded from approving the application unless special circumstances apply.

There are two types of Approved Manager:

- **Restricted** – Applicable only on Club, Club Restricted and Occasional licensed premises
- **Unrestricted** – Applicable on all types of licensed premises

## HOW DO I BECOME AN APPROVED MANAGER?

There are four steps required to become an approved manager:

1. Complete the Mandatory Training requirement.
2. Obtain a National Police Clearance (NPC).
3. Complete the online Approved Manager Application.
4. Lodge the Application Summary, with the required fee, at a WA post office.

The Approved Manager ID Card lasts for a period of five years and can be renewed online prior to expiry.

## Step 1: Mandatory Training Requirements

You must attain or have already completed one of the following training courses:

### *Restricted Approved Manager*

The nationally accredited *Responsible Service of Alcohol (SITHFAB002) unit of competency*.

The following superseded courses are also accepted by the licensing authority:

- *Responsible Service of Alcohol (SITHFAB201)*
- *Responsible Service of Alcohol (SITHFAB009A)*
- *Responsible Service of Alcohol (THHBFB09A)*
- *Responsible Service of Alcohol (THHBFB09B)*

### *Unrestricted Approved Manager*

The WA-specific *Course in Management of Licensed Premises (52735WA – MLPLCA401A)*.

The following superseded courses are also accepted by the licensing authority:

- *Course in Management of Licensed Premises (52473WA)*
- *Course in Liquor Licensing (52065)*
- *Short Course In Liquor Licensing (51544)*
- *Course in Liquor Licensing (51136)*

Refer to our list of [Registered Training Organisations](#) to locate a training provider near you.

**Do not give the original copy of your training certificate to anyone.** Photocopies are sufficient to be retained by your employer and to be lodged as part of the Approved Manager Application.

### Disclaimer

This factsheet is designed to provide authoritative information in regard to the subject matter covered, and with the understanding that the Director of Liquor Licensing is not passing legal opinion or interpretation or other professional advice. The information is provided on the understanding that all persons undertake responsibility for assessing the relevance and accuracy of its contents.

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## Step 2: National Police Clearance (NPC)

You can obtain a National Police Clearance from:

- Online – Search for *Australian Police Clearance*
  - [Click here](#) for a complete list of agencies
- Australia Post
- WA Police
- Federal Police

Please note that NPCs will only be accepted if they are not older than 3 months from the date of issue. If you provide an out of date NPC you will be requested to provide a new one prior to approval of the application.

## Step 3: Apply online at [www.rgl.wa.gov.au](http://www.rgl.wa.gov.au)

Applications for Approved Manager ID Cards must be made under the name of the individual person, not the licensed premises or licensee of the premises.

First you must create an account. This account will be used to submit your application, change your address details and request replacement ID cards.

1. Click on [Log In](#)
2. Select [Create Account](#)
3. Input your email address and click [Register](#)
  - An email will be sent to this email to complete the lodgement
4. Go to your email account and locate the registration email
  - Click on the registration link to redirect back and complete your account creation
  - If using Microsoft Outlook please note that the last symbol is left off the registration link, please be sure to copy and paste the entire link into your internet browser
5. Input a [Username](#) and [Password](#)
  - The username must NOT contain spaces or symbols (ie @, !, &)
  - The password must be at least 8 characters long and contain at least 1 number
6. Click [Register](#) to complete your account registration

If you experience any issues with the account creation process please contact our department on (08) 6551 4888.

You will automatically open onto your My Account page. You can now start your application. You can save your application at any time using the Save button. Your application can then be resumed via the My Account page.

1. Click on [New Lodgement](#)
2. Select [Liquor](#) and [Approved Manager Application](#) from the drop down menus then click on [Submit](#)
3. Complete the [Applicant Details](#) form
  - Click on [Submit](#) to finish then click on Continue to go to the next form
4. Complete the [Approval Details](#) form
  - Click on [Submit](#) to finish
  - Make sure to view and print your [Application Summary](#) which is available immediately after submission
5. Take your Application Summary and identification documents to the Post Office.

## Step 4: Lodge at Australia Post

The Application Summary, the documents listed in Section B of the Application Summary and the fee must be lodged at a WA Post Office to complete the application. Please use the [Australia Post Office Locator](#) to find your nearest post office.

The post office will confirm your identification (refer to page 1 of your Application Summary) and take your photo for the Approved Manager ID card.

**Once lodged you will receive a receipt which enables you to act as an Approved Manager until the application has been determined. Hold onto this receipt as you must be able to present it if asked by an authorised officer.**

The application, once lodged at a post office, takes approximately 4 weeks to be determined and if approved, the card will be printed and then posted to you within 1-2 weeks. You can track the progress of your application via your online account.

Please note that in determining whether to approve your application the licensing authority will assess your suitability in respect of whether you are fit and proper to be approved. Moreover, if you are currently bankrupt the licensing authority is precluded from approving your application unless special circumstances apply.



## FEES & CHARGES

The application fee must be lodged with the application at Australia Post. Please refer to the fee schedule available upon request or on the [Department's website](#). Please note the application fee is not refundable, even if the application is refused or withdrawn. If paying by cheque the cheque must be made payable to Australia Post.

## USING YOUR ONLINE ACCOUNT

Once you have been approved as an Approved Manager you can access the details of your approval at any time via your online account.

To view your account options and update your details:

1. Log on using your existing username and password
2. Go to My Account to view your current approvals
3. Go to New Lodgement and start a new Approved Manager application to update your details
  - You only need to complete Part 1
  - Once submitted can return to the My Account page

To organise a replacement card or an upgrade to an existing approval please contact E-Business on (08) 9425 1999.

## USING YOUR APPROVED MANAGER ID CARD

The Approved Manager ID Card is to be kept on you at all times whilst working as an Approved Manager.

You must present this card for inspection when asked by an authorised officer (an inspector from the Department of Racing, Gaming and Liquor or an officer from the WA Police Force).

The ID card is not suitable as identification for any other purpose and is valid for a period of 5 years. You will be notified via email prior to the expiry of your existing approval and given instructions on how to renew your application online.

Please ensure you retain your log in details and update your contact details as required. This will enable you to receive information pertaining to your approval when applicable.

You are not required to notify the department when you leave a licensed premises or move to a new licensed premises. Provided you retain your ID card it is valid at any licensed premises in WA subject to your level of approval (Unrestricted/Restricted).

## OTHER STAFF ENGAGED IN THE SALE, SUPPLY OR SERVICE OF LIQUOR

For all other bar staff engaged in the sale, supply or service of liquor at a licensed premises, the mandatory training requirement is the nationally accredited *Responsible Service of Alcohol (SITHFAB201)* unit of competency.

Currently (in Western Australia only) the Responsible Service of Alcohol courses have no expiration date, so once the course has been completed no further training is required to be undertaken.

Staff engaged in the sale, supply or service of liquor have 28 days from date they commence employment in that capacity to complete the course. They must provide a copy of their training certificate to the employer as soon as practicable.

## MANDATORY TRAINING REGISTER

Section 103A(1)(b) of the Act states that licensees must maintain, on the licensed premises, a training register that records employee information and their training compliance. It is not necessary to record any approved managers as they have been issued with a Unrestricted/Restricted Approved Manager's Identification Card by the licensing authority.

It is a requirement for the licensee to keep a copy of the training certificate on the premises as per regulation 14AG(2) of the Liquor Control Regulations 1989. This can either be hard copy or stored electronically, provided it is available for inspection when required.

To assist licensees please refer to the approved standard format for this training register available [on our website](#).

The penalty for non-compliance is \$5,000.



### TEMPORARY APPROVED MANAGERS

Section 100(3) of the Act provides that where an approved manager is absent for any reason, the licensee or approved manager may appoint another person to act as a temporary manager for a period of:

- up to seven consecutive days; or
- no more than seven days in any 28 day period.

The temporary manager provisions are intended to be used in extenuating circumstances and should not be used as a means for the licensee to evade their obligations to appoint an approved manager.

### NON-COMPLIANCE

If a person fails to comply with these requirements, the licensing authority may decide to:

1. in the case of an application for approval of manager, find the person not fit and proper to hold a licence or occupy a position of authority in respect of a licence; or
2. issue an infringement under section 167 of the Act to the licensee, approved manager, or member of staff; or
3. require the licensee to show cause why more restrictive conditions should not be imposed on the licence; or
4. lodge a section 95 complaint for disciplinary action against the licensee.