



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.

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.

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 TO 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 (SITHFAB201)* unit of competency.

The following superseded courses are also accepted by the licensing authority:

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

Unrestricted Approved Manager

The course in *Management of Licensed Premises (52473WA – MLP1)*.

The following superseded courses are also accepted by the licensing authority:

- *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.

Step 2: National Police Clearance

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 NPC prior to approval of the 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.



Step 3: Apply online at 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 On](#)
2. Select [Not Registered? Create an Account](#)
3. Complete the account form
 - Purpose of visit is [Approved Manager Approval](#)

Once you are logged on to the website you can submit an Approved Manager application.

1. Hover over [Liquor](#), then [Applications](#) and click on [Application Kits](#)
2. Under the Licensees, Managers and Directors section click on [Approved Manager Application](#)
 - If the form does not immediately open scroll to the bottom of the page and click [Proceed to Application](#)
3. Complete the online application
 - You will need to provide information relating to the following (if applicable):
 - Bankruptcy
 - Company Offences
 - Disqualification
 - Licensing Experience
 - Liquor Infringements
 - Overseas History
 - Public Service Letter
 - Receivership
4. Print the Application Summary to take to the Post Office (2 page document generated upon completion of application)

Step 4: Lodge at Australia Post

The Application Summary, copy of your Training Certificate, copy of your National Police Clearance and a fee of \$168 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 for you must be able to present it if asked by an authorised officer.

The application, once lodged at a post office, takes 4-6 weeks to be approved, printed and then posted to you. You can track the progress of your application via your online account.

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.

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 & Liquor or an officer from the WA Police Force).

The ID card is not suitable as identification for any other purpose.

The ID card 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).



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 user name and password
2. Click once on [My Account](#)
3. Click on [Change my Details](#)

To view your current approval, upgrade to an unrestricted approval, or replace your ID card:

1. Hover your mouse over [My Account](#)
2. Select [Manage Licenses](#)
3. Your current approval will show as a green row with your approval number and expiry date
4. Click on the drop down menu to select one of the above options and click [Go](#)

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.

The superseded courses are also accepted by the licensing authority:

- *Responsible Service of Alcohol (SITHFAB009A)*
- *Responsible Service of Alcohol (THHBFB09A)*
- *Responsible Service of Alcohol (THHBFB09B)*
- *WA Abridged Responsible Service of Alcohol*

Currently (in Western Australia only) the above 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 (e.g. illness; other unplanned absences; holidays, etc), **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 person appointed as a temporary manager cannot be someone who has been found not fit and proper by the licensing authority.

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. Under section 96 of the Act, if such a complaint was upheld by the Liquor Commission, a range of disciplinary action could be imposed including: a reprimand and a fine of up to \$30,000. However, the penalty sought could also include the suspension of the licence for a specified period of time or the cancellation of the licence.