



Find out more!

Get your LCQ with ServicelQ

# Get the Licence Controller Qualification (LCQ) online

By law, every business or organisation that sells or supplies alcohol must always have a properly qualified person in charge. The prescribed qualification is the Licence Controller Qualification (LCQ), and it must be held by people applying for or renewing their Manager's Certificate in order to demonstrate recent and relevant training as set out in the Sale and Supply of Alcohol Act (2012).

Get your NZQA unit standards 4646 & 16705 online with ServicelQ today. Once you have achieved these, you will be awarded the LCQ and can apply for your Manager's Certificate.

Our LCQ Online Programme ensures that holders meet legal requirements of the Sale and Supply of Alcohol Act (2012).

## Benefits for businesses

Having staff with a Licence Controller Qualification helps:

- ▶ protect your reputation by complying with alcohol regulations
- ▶ them understand how and why the Act applies
- ▶ you have confidence your people know what they are doing.

## Benefits for employees

Upskilling in this programme helps people:

- ▶ quickly gain the essential knowledge and unit standards they need to obtain a Manager's Certificate
- ▶ understand the importance of their role in alcohol compliance for your business
- ▶ gain NZQA unit standards that are key to workplace roles involving alcohol sale and service.

Register online by clicking on the 'Get started' button here: [www.ServicelQ.org.nz/LCQ/get-your-lcq-online/](http://www.ServicelQ.org.nz/LCQ/get-your-lcq-online/)

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# ServiceIQ

Industry Qualifications

We are the workplace training specialist for service sector employers in aviation, hospitality, retail, travel, tourism, and museums. We help our customers succeed by growing their talent.

Contact us: 0800 863 693 | [LCQ@ServicelQ.org.nz](mailto:LCQ@ServicelQ.org.nz)

## ServiceIQ LCQ and online training details – please read carefully

### How to register for the ServiceIQ LCQ Online Programme

**Important:** Please ensure you read the programme details and FAQs below, as once registered our fee is non-refundable and non-transferable.

1. Register online by clicking on the **'Get started'** button here: [www.serviceiq.org.nz/lcq/get-your-lcq-online/](http://www.serviceiq.org.nz/lcq/get-your-lcq-online/)
2. Once registered, you will be asked to complete a simple online profile and upload ID to confirm who you are.
3. You will get sent an email with a link to the ServiceIQ Shop where you can use a credit card to purchase the LCQ Online Programme: **\$155.65 + GST (\$179.00 incl. GST)**. Payment is **non-refundable** and **non-transferable**.
4. Once payment has been received, you will be able to get started straight away.
5. The above fee includes a digital certificate, once you have completed both assessments. Do not request and pay for another certificate – this will be sent to you within 1 to 3 working days.

### Payment

We prefer payment via credit card to ensure there is no delay for you to get started. Note: to make the purchase, you need to be logged on as the person doing the LCQ Online Programme.

If you have someone who is paying for your LCQ Online Programme, please register as normal and get them to contact our **Customer Support Team on 0800 863 693** or email [LCQ@ServiceIQ.org.nz](mailto:LCQ@ServiceIQ.org.nz)

Please note, you will not be able to start until we have received payment.

Payment is non-refundable and non-transferable.

### Timing

Depending on the level of prior knowledge, you can complete the LCQ Online Programme in a day. Our ServiceIQ assessors will review the completed assessments and get back to you with the result, within five working days. If there are no issues identified, the unit standards are awarded and the digital LCQ Certificate will be emailed to you within three working days.

You can leave the module and return to where you left off at any time. However, you need to complete the module within four months, or it will expire and would need to be re-purchased.

### Assessment

You will have a maximum of three attempts at answering the questions. If our assessor deems you Not Yet Competent after three attempts, you will need to complete further learning and re-register after six months or alternatively contact another provider for further one-on-one support.

Payment is non-refundable and non-transferable in this scenario.

### Computer requirements

ServiceIQ's online system is best experienced on a desktop or laptop computer. You may experience difficulties doing the LCQ Online Programme on a tablet. We strongly recommend that you do not use a phone.

### Stuck or need help?

If you need help, please contact [LCQ@ServiceIQ.org.nz](mailto:LCQ@ServiceIQ.org.nz) or call **0800 863 693**.

### FAQs

#### What is the Licence Controller Qualification (LCQ)?

The LCQ is a certificate that shows someone has knowledge of the Sale and Supply of Alcohol Act (2012), and the host responsibility skills to be a manager of a licensed premise.

#### Who needs an LCQ?

Anyone working as a manager of a licensed premise must hold the LCQ. Many people have it, even if they're not a manager.

#### What does the LCQ offer?

An LCQ certificate says the person is qualified. They also gain NZQA unit standards 4646 & 16705.

#### How can I get a Manager's Certificate?

Once a person has gained the LCQ certificate, they apply for a Manager's Certificate at their local council.

#### How do I know if I have the unit standards?

Call NZQA on 0800 697 296 or log on to [www.nzqa.govt.nz](http://www.nzqa.govt.nz) to access your Record of Achievement (RoA) and see if you have these unit standards.

#### How much does ServiceIQ's LCQ@work programme cost?

**\$155.65 + GST (\$179.00 incl. GST).**

Payment is non-refundable and non-transferable.