

User guide:

Notice of duty manager appointment or change form

Licensed premises are required to have a duty manager to permit the sale of alcohol onsite. Under national legislation, if a duty manager starts, changes or leaves, you (the licensee) must notify the Council's Licensing Team and Police within 48 hours.

To do this you must fill out the relevant section of the Notice of Duty Manager appointment or change form. It's really important when you fill out the form that you fill it out correctly. If you don't fill it out correctly, we can't process the form, meaning the duty manager is not correctly appointed. This means that any alcohol sales carried out while that manager is on duty are unauthorised. This can result in you receiving a \$20,000 fine.

What section do I fill out?

- **The section at the top needs to always be filled out.**
- **New duty manager** — if a new duty manager starts working for you fill out **New permanent manager (Section A)** of the form. This includes existing staff that may have just got their manager's certificate or new starters to the premises. If you own more than one premises you will need to complete an appointment for each separate site your duty manager is working at.
- **Temporary manager** — if you need an additional duty manager and if you want to make one of your staff a permanent duty manager but they don't currently have a manager's certificate you need to complete **Temporary manager (Section B)** of the form.
- **Acting manager** — if a duty manager is sick or on leave for no more than three weeks at any time (with a maximum accumulated period of six weeks within a year) you can appoint an acting manager to act as cover. They do not need a manager's certificate. You need to fill in the **Acting manager (Section C)** of the form.
- **Termination of duty manager** — if a duty manager stops working for your premises complete **Termination/Cancellation of existing manager appointment (Section D)** of the form.

We understand the forms can be tricky so we've created a user guide for the different sections.

Information can also be found on our webpage:

<https://ccc.govt.nz/consents-and-licences/business-licences-and-consents/alcohol/managers-certificate/notification-of-management-change/>

Note: Any fields on the form marked with an * are mandatory and must be completed.

The top section needs to be filled out everytime.

This is the name of your premises (supermarket, bottle store, restaurant etc. **It is the name on the sign above your door.** It is **not** the name of your company.

Licensee name is the full company name or partnership name as appears at the top of your alcohol licence.

Position is the role you hold (as the person completing the appointment form) at your premises e.g are you the owner, director, partner, or agent for the licensee.

The diagram shows a light blue rounded rectangle representing the top section of the form. It contains the following fields from top to bottom:

- Full trading name:*** (highlighted in yellow)
- Address of premises:***
- Signature of licensee:**
- Licensee name (please print):*** (highlighted in yellow)
- Position (Director, Partner, Licensee or their representative)** (highlighted in yellow)
- Email:***

 Arrows point from the explanatory text on the left to the corresponding fields in the form.

New permanent manager (Section A)

You need to fill in Section A on the form and tick the box if you are:

- Employing a new staff member who holds a current manager's certificate.
- A current staff member obtains their manager's certificate.

Note: If their certificate does not contain the word 'CERT' then their certificate is not valid or you do not have the correct certificate number.

The diagram shows a light blue rounded rectangle representing the 'New permanent manager' section of the form. The title is 'New permanent manager (hold a current General Managers Certificate)'. The fields are:

- Effective from:*** (with a date input field: [] / [] / 20[])
- First name:***, **Middle name:***, and **Family name:*** (each with an input field)
- Known as:*** (with an input field)
- Date of birth:*** (with an input field)
- Gender:** (with an input field)
- Certificate no:*** (with an input field)
- Certificate expiry date:*** (with an input field)

 Below the form are several callout boxes:

- A box pointing to the 'Effective from' field: 'This is the day they start as the duty manager at your premises.'
- A box pointing to the 'Certificate no' field: 'This is the new staff member's manager certificate number (xx / CERT / xxxx / 20xx).'
- A box pointing to the 'Known as' field: 'Known as: This is the name you call them by. It could be their legal middle name, their English name or their nickname, e.g Nicky instead of Nicola.'
- A box pointing to the 'Certificate expiry date' field: 'This is the expiry date of their general manager's certificate. Please ensure this is filled in correctly – this allows us to properly identify the person in case of two people with the same name.'
- A box pointing to the 'First name', 'Middle name', and 'Family name' fields: 'First/Middle/Last name: This is the staff member's full legal name (as appears on their manager's certificate, birth certificate or passport).'

Temporary manager (Section B)

You need to fill in Section B on the form and tick the box if:

- If you need an additional duty manager and you want to make one of your staff a duty manager but they don't currently have a manager's certificate. This is a semi-permanent appointment until a permanent certified replacement has been appointed.
- If you have another staff member with a manager's certificate, that is not currently a duty manager, you should appoint them as the temporary manager.

If you appoint someone a temporary manager, that person **must** apply for their manager's certificate within two working days. If no application is received, then their appointment as a temporary manager becomes invalid.

Notes:

- The temporary manager can start their application for a manager's certificate before completing the LQC course, but we will need a copy of their LQC certificate before reporting on their manager's certificate application.
- Once their manager's certificate is issued, you need to appoint them as a new permanent manager. Refer to **Section A "New permanent manager"** for how to do this.
- If completing the Temporary Manager section for someone replacing a duty manager who is leaving, please also complete **Section D "Termination / Cancellation of existing manager appointment"** section of the form for the person leaving.

Temporary manager (until a General Manager's Certificate is issued)

Note: A temporary manager must apply for a manager's certificate within two working days of their appointment.

Effective from:* / /20

First name:* Middle name:* Family name:*

Known as:* Date of birth:* Gender:

Residential address:*

Name of who they are replacing:* Their certificate no:

Reason for appointment:

This is the start date for the time range that they are filling in as duty manager for. Once an end date is known complete a termination form.

Known as: This is the name you call them by. It could be their legal middle name, their English name or their nickname, e.g Nicky instead of Nicola.

This is the name of the duty manager they are replacing (if a manager is leaving due to resignation or dismissed).

Residential address: This is the staff member's home address.

This is the number on the manager's certificate of the staff member the person is replacing (xx / CERT / xxxx / 20xx)

First/Middle/Last name: This is the staff member's full legal name (as appears on their manager's certificate, birth certificate or passport).
Please ensure this is filled in correctly – this allows us to properly identify the person in case of two people with the same name.

This is the reason you need a temporary manager, e.g duty manager leaves, duty manager on extended sick leave, etc.

Acting manager (Section C)

You need to fill in Section C on the form and tick the “Acting manager” box if you need a short-term solution for a duty manager absence, e.g:

- A duty manager is unwell for a few days
- A duty manager is on leave
- During any period the rostered duty manager is absent on the day from the premises for a duration during a shift. (e.g. left site for an hour to do something)

An acting manager can only be appointed for a maximum of three weeks at any one time and then only for a maximum of six weeks in a 12 month period, as cover for the absence. You can't appoint an acting manager for a longer period than this.

If you appoint someone as an acting manager for 48 hours or less, because of a short absence, then there is no need to fill out this form (e.g. the appointed duty manager is off-site for a meeting or sick for 1–2 days).

Acting manager (used to cover absences)

Effective from:* / /20 to / /20

First name:* Middle name:* Family name:*

Known as:* Date of birth:* Gender:

Residential address:*

Name of who they are replacing:* Their certificate no:

Reason for replacement:*

This is the start and finish date for the time range that they are filling in as duty manager for. You need to put the dates in **both** boxes.

Known as: This is the name you call them by. It could be their legal middle name, their English name or their nickname, e.g Nicky instead of Nicola.

This is the name of the duty manager they are replacing.

Residential address: This is the staff member's home address.

This is the number on the manager's certificate of the staff member the person is replacing (xx / CERT / xxxx / 20xx)

This is the reason you need an acting manager, e.g. duty manager leaves, duty manager on extended sick leave, etc.

First/Middle/Last name:
This is the staff member's full legal name (as appears on their manager's certificate, birth certificate or passport).
Please ensure this is filled in correctly – this allows us to properly identify the person in case of two people with the same name.

Termination/Cancellation of existing manager appointment (Section D)

You need to fill in Section D on the form and tick the box if any staff member that holds a manager's certificate resigns or leaves your premises.

Termination/Cancellation of existing manager appointment

Effective from:* / / 20

First name:* Middle name:* Family name:*

Known as:* Date of birth:* Gender:

Certificate no:* Certificate expiry date:*

This is the date the duty manager is leaving from.

Known as: This is the name you call them by. It could be their legal middle name, their English name or their nickname, e.g Nicky instead of Nicola.

This is the duty manager certificate number for the staff member who is leaving (xx / CERT / xxxx / 20xx) and the expiry date of that certificate.

First/Middle/Last name:
This is the staff member's full legal name (as appears on their manager's certificate, birth certificate or passport).
Please ensure this is filled in correctly – this allows us to properly identify the person in case of two people with the same name.

Important information

- Send the completed PDF form to **both** agencies as listed on the form. If you submit the online form this will be automatically emailed to both agencies.
- **PDF form:** Acknowledgement of form received by District Licensing Committee: **Do not** write anything in the grey box at the top right hand corner of the form. This is for Christchurch City Council or Police administration only.
- If you submitted the online form you will be emailed a receipt and copy which you should retain for your records.
- **Record of appointment:** You **must** keep a record of appointments (in a form that is readable or retrievable).

We're always here to help you with any questions or problems you are having around your duty manager appointment or change. Please feel free to contact our Alcohol Licensing Team with any questions on (03) 941 8999 or email managerchange@ccc.govt.nz.