



Mandatory Alcohol Server Training (MAST) **Trainer FAQ**

For more information, please refer to WAC 314-17 or contact Kim Sauer, MAST Coordinator at ks@liq.wa.gov or (360) 664-1727.

1. How do I become a certified MAST trainer?

While the Washington State Liquor Control Board (WSLCB) certifies Mandatory Alcohol Server Training (MAST) programs and trainers, WSLCB does not hire or employ trainers. If you are interested in becoming a MAST trainer, you have two options.

- (1) You may become a provider yourself. In order to do that, you will need to have your own program certified. If you are interested in that process, contact the MAST Coordinator for next steps.
- (2) You can sign up with existing provider and teach that program. A provider is a training entity with a WSLCB certified MAST program. A list of providers is available at <http://www.liq.wa.gov/licensing/mast-lists/MAST-Provider-List.pdf>

Once you select a provider, they will supply you with the necessary forms for WSLCB trainer certification. Complete the forms and send them back to your provider. Your provider will submit them to WSLCB. You must receive WSLCB certification prior to conducting any classes.

WSLCB requires the following **criteria for trainer certification**:

- (1) Have a minimum of two years of post-secondary education in one or more of the following fields or a combination of the following fields, or equivalent years of experience: Training; Education; Law; Law enforcement; Substance abuse rehabilitation; and/or sales and service in the industry.
- (2) Hold a Class 12 permit.
- (3) Meet the criminal history requirements outlined in WAC [314-17-070](#).
- (4) Meet the continuing education requirement outlined in WAC [314-17-080](#).
- (5) Submit completed Trainer Registration, Acknowledgment of Understanding and proof of meeting the continuing education requirement.

Before applying for trainer certification, you should be familiar with the following information:

- (1) Your provider's training materials including trainer manual and student workbook. Contact your provider if you don't have them already.
- (2) MAST WAC chapter-<http://apps.leg.wa.gov/WAC/default.aspx?cite=314-17>
- (3) MAST RCW chapters-<http://apps.leg.wa.gov/RCW/default.aspx?cite=66.20.300> to 350.
- (4) Additional reference: Licensee Briefing-view Spirits, Beer, Wine Restaurant http://www.liq.wa.gov/enforcement/licensee_briefing/default.aspx

Conducting Class:

- 2. Follow your provider's course instruction precisely.** You should have the course outline which shows timeline for each topic in the course. Your course of instruction must be **at least three hours in length.**

3. As a trainer, do I have the liberty of adding new course materials during class?
No, prior approval is required before changing the content of the program including class materials or method of presentation.

4. What information do I check prior to conducting a class or issuing a permit?
Check the participant's driver's license or other acceptable forms of ID to confirm his/her identity and to issue the permits in the same name as on their official ID.

Per WAC 314-17-030, the permit must be in the same name and with the same identifying characteristics as indicated on their acceptable forms of ID.

Issuing Permit:

5. How do I order the permit forms?

If your provider allows it, LCB will send you the order form at the time of trainer certification. Complete the form and forward it to LCB with the appropriate fees. Permit forms cost \$10 per pack of 25 permits. There are no shipping and handling fees.

6. If we have multiple trainers working for the same establishment, can we borrow permit forms from one another?

No, do not switch/borrow or sell permits between trainers **unless your provider allows it**. All permits' serial numbers are registered to a specific provider/trainer.

7. How do I fill out a permit form?

(1) When you are issuing the permits to your class participants, make sure to **fill out all sections completely and legibly**. The permit must be in the same name and with the same identifying characteristics as indicated on the permit holder's identification, one of the acceptable forms of identification. The address must be a residential address, not their work address. If a post office box is used, add that next to the residential address. More information on social security numbers can be found under **Social Security Numbers (SSN)** on page 4 and 5.

(2) If you made a mistake on the permit, write a new permit. Do not correct it and put your initial next to it. Make sure to enclose the voided permit to WSLCB.

(3) The permits expire on the first day of the month, five years following the course and the exam. For example, if the date of class was May 10, 2007, the permit will expire on June 1, 2012.

(4) If permits are issued by your provider, provide all necessary information to your provider.

(5) Send upper portion of the permit to LCB within 30 days of the class. Again, include voided permits also.

8. Auto-upload Excel template: Your provider may require you to submit the Excel sheet for auto-upload on your own. Along with hard copies of the permit, Excel sheet is due in 30 days from the date of the class.

(1) Contact your provider or LCB if you need the Excel sheet template.

(2) Submit them electronically (via email is preferred)

(3) Follow the template precisely-do not use any other symbol or offer additional information

(4) Add voided, upgraded and replacement permits

(5) When keeping the record, delete SSN and DOB columns before storing them.

9. If you are late in submitting permit forms within 30 days of the class:

In any case, when you will be late in submitting permit forms, you need to contact the Board MAST program coordinator immediately and inform the situation.

10. How do I replace a lost permit or name change?

Check your record or for a quick check, use LCB's **Permit Checker** on the website.

http://www.liq.wa.gov/services/mast_search.asp Original class date and expiration date remain when replacing a permit.

- (1) If your provider allows it, a trainer can replace a lost permit or issue a new permit when a server has changed their name as long as the **person was trained by you**.
- (2) If the person was not trained by you, but trained by another trainer within your program, then refer them to your provider.
- (3) All other case, refer them to LCB.

11. How do I fill out permit forms when replacing permits?

- (1) If you replaced a lost permit, write "Lost Permit 120 XXX XXX Replaced" on an upper-portion of the permit and send it to LCB.
- (2) If you changed the provider since then, refer the person to the provider of the program.
- (3) LCB requires a completed Affidavit of Lost/Replacement Permit with \$5 check or money order.
- (4) Fill in the Excel auto upload template. Simply fill in the column. Do not add more information such as "lost permit replaced", etc.

12. How do I upgrade a permit?

If your course is Class 12 permit certified, and your participant completed the course and exam, she or he may upgrade their Class 13 permit to Class 12 once they turn 21. If your provider allows it, you may upgrade and issue a Class 12 permit. Otherwise, refer them to your provider. LCB will not upgrade a permit.

- (1) When submitting an upper-portion of the permit to LCB, write down, "Upgraded from Class 13, 13000XX".
- (2) Fill in the Excel auto upload template. Simply fill in the columns. Do not add more information such as "permit upgrade", etc.

13. How do I correct if I mistakenly issue a Class 12 permit to a person under the age of 21 years old?

- (1) Inform LCB unless LCB informed you.
- (2) Contact the trainee and retrieve the wrongly issued permit and issue correct permit. Send the correct permit form to LCB with a note.
- (3) Once the correct permit has been issued, fill in the Excel auto upload template. Simply fill in the column and do not add more information such as "permit replacement", etc.
- (4) **If you could not contact the trainee**, send the certified letter to the trainee and advise them of the situation and that it is illegal to serve or sell alcohol without the correct permit.
- (5) Send a copy of the letter and a return receipt of the certified letter to LCB.

14. If I have a trainee who will turn 18 or 21 within 30 days:

- (1) Allow him or her to attend and complete the course. However, hold the permit until he or she turns 18 or 21.

- (2) When submitting the upper portion of the permit, leave a note indicating the situation.
Do not forge the date of training to match the birthday.

IMPORTANT REMINDER:

Due in 30 days of class,

- (1) The provider or trainer must issues permits to those who successfully complete the course and the exam;
- (2) Sends the upper-portion of the permit form, completed in full to LCB and
- (3) Sends the Excel auto upload sheet completed in full to LCB via email

DSHS Permit Suspension Order

15. What is the DSHS-Order of MAST Permit Suspension and what do I do with it?

In accordance with RCW 74.20A.320, the Division of Child Support (DCS) certifies and requires Liquor Control Board the suspension or cancellation of permits of the non-custodial parents who are at least six months in arrears on child support payments.

You must inform your class participants, at the beginning of the class, that if he or she has delinquent child support payments for more than six months with the Division of Child Support with the DSHS, his or her permit will be suspended and if he or she receives a permit after today's class, it will be invalidated by the Liquor Control Board.

Working in the sale or service of alcoholic beverages on a retail licensed premises without possessing a valid alcohol server permit is a misdemeanor. Every person convicted of a misdemeanor defined in Title 9A RCW shall be punished by imprisonment in the county jail for a maximum term fixed by the court of not more than ninety days, or by a fine in an amount fixed by the court of not more than one thousand dollars, or by both such imprisonment and fine. If they have any questions, refer them to board's MAST coordinator at (360) 664-1727.

Social Security Numbers (SSN)

16. Why is SSN required to issue a permit?

RCW 26.23.150 <http://apps.leg.wa.gov/RCW/default.aspx?cite=26.23.140> requires that we obtain social security numbers for alcohol server permit holders in order to assist in child support enforcement as required by federal law. RCW 66.20.320 (2) authorizes you as a provider and a trainer in obtaining social security numbers from the permit holders.

17. What if a trainee has no SSN?

If a trainee has no SSN due to resident status in the U.S., **do not leave the SSN section blank on the permit** but write the reason for not supplying the SSN, for example "mmigrant in the process of applying for a SSN". Advise them to contact LCB or trainer when they obtain a SSN.

18. What do you do if the trainee simply refuses to provide his or her SSN?

- (1) Explain the requirement of RCW 26.23.150 and RCW 66.20.320 and the method you are using to secure the information.
- (2) If she or he still refuses to give the SSN, hold the permit and tell him or her to contact me or one of the Liquor Enforcement officers.
- (3) Once I receive the information, I will promptly contact you so you can release the permit. No permit will be issued if they failed all methods to provide an SSN.

Record Retention Requirement

19. Upon request by LCB, the provider or trainer must provide:

- (1) Advance notice of any classes that have been prescheduled; and
- (2) Copies of program publications, brochures, pamphlets, scripts, or any other advertising materials related to the alcohol server training course.

20. What records does the provider need to provide to the board or keep on file?

- (1) Copies of all Class 12 and/or Class 13 permits issued by the provider or authorized trainers (electronic records may be kept in lieu of hard copies of the permit forms for those programs using an auto upload system deleting social security numbers and date of birth); and
- (2) All course presentation information, including the location, date, and time of every class given, together with the names of the trainer, names of students that attended each class and course evaluation questionnaires.

IMPORTANT REMINDER: Record retention period is for 5 years.

21. What happens to permit forms when a trainer is separated, suspended or terminated?

Trainer should return any unused permit forms to providers.

Permit Renewal for Trainer

22. How does a trainer renew his or her Class 12 permit?

- (1) If you are an active trainer (before your permit has expired) you can include yourself in your own class, take the exam and upon passing the course, issue a permit to yourself or you can take a class given by another certified trainer.
- (2) If your permit has already expired you must attend a class given by another certified trainer. This is because once your permit expires you are no longer considered an active trainer and any training you do is invalid, so you can't take your own class.

IMPORTANT REMINDER: The provider is responsible for the acts of its trainers.