



FORM ST-408 (04/2009)

## SELLER TRAINING POLICIES

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### ADMINISTRATIVE POLICY

1. Complete all documents required by the Commission in a truthful and accurate manner. Forward documents to the Commission in a timely manner.
2. Report to the Commission any proposed training session at least three (3) business days before the actual session date. Notice of Scheduled Training is filed using **TABC Form ST-404**.
3. Notify the Commission by fax, e-mail or telephone of all session cancellations. Whenever possible, you must notify the Commission of session cancellations before the actual session date. When cancellation cannot be anticipated before the session's scheduled start (emergencies, sudden illness, unexpectedly low turnout, etc.), notify the Commission by the tenth day of the month for each session cancelled during the previous month.
4. When sessions are rescheduled with respect to time, date, or location, notify the Commission immediately. **Cancel the originally scheduled session and submit a new Notice of Scheduled Training for the session as rescheduled.**
5. File Reports of Seller Training (rosters of those who **successfully** complete a session) with the Commission within thirty (30) calendar days of the date on which the session was held. Reports must be filed in proper order using **TABC Form ST-403**.
6. All required fee payments for trainee certificates may be made by personal check, corporate check or with certified funds. Make checks or money orders payable to the Texas Alcoholic Beverage Commission. **DO NOT SEND CASH.** Use **TABC ST-Form 420** for certification books or **TABC ST-Form 420E** for printable certificates.
7. To request reprints of Trainee Certificates use **TABC Form ST-407**, *Seller Trainee Certificate Reprint Request*. Complete only one form for each session and provide the correct name and social security number for each trainee requiring a reprinted certificate. A \$5.00 processing fee will be charged for each reprinted certificate unless necessitated by TABC error. Correct payment must accompany all reprint requests.
8. Immigration and Naturalization Service (INS) Identification Numbers may be used instead of social security numbers for those trainees whose applications for social security numbers are pending at the time of training. When used, an asterisk (\*) should be added as a prefix to the INS number. Trainees remain obligated to inform schools of their correct SSNs as soon as they are issued, and the schools remain obligated to forward this information to the Commission. Upon receipt of such information, the Commission will update its records and issue new trainee certificates at no charge. **DO NOT ISSUE A CERTIFICATE TO ANYBODY WHO DOES NOT HAVE DOCUMENTATION THAT ALLOWS THEM TO LEGALLY WORK IN THIS COUNTRY** (i.e. social security #, INS #, or work visa #). **§50.4(r)**
9. Certificates must be issued to the trainee (once they have successfully completed the class and passed the test) **at the end** of class. Do not give the certificate to their employer. Do not mail it to them unless you run out of certificates. If you run out of certificates or you are an online, video, computer-based program, you must mail it to the trainee within 5-7 days. Also you must have certificates ordered from the TABC before you hold the class. **§50.4(r)**

## INSTRUCTIONAL POLICY

1. Class size is not to exceed 50 trainees.
2. Teach each program session in a competent and effective manner.
3. Use all approved course materials at each program session. **Do not introduce unapproved materials.**
4. Class time must be allotted as noted in the lesson plan approved by the Commission. Total session time and the time devoted to each segment of instruction must be consistent with the approved lesson plan.
5. Present discussions in a manner consistent with the contents of the instructor's guide approved for your program. Introduce and adequately explain all required topics.
6. Each program session should be a continuous block of instruction. While instruction may be interrupted for brief breaks, these should be limited in number and duration.
7. Trainers are to teach in the language in which they have been approved. Bilingual instructors may, in response to direct inquiries, clarify points of discussion using a second language.
8. Deny admission to all prospective trainees who arrive more than 15 minutes after the start of the program session.
9. Participation in program sessions conducted under the authority of a school-program certification granted to a licensee or permittee should be limited to the employees of that licensee or permittee.

## TESTING POLICY

1. Each trainee is to be tested immediately following the conclusion of instruction at the program session that he or she attends. Testing of session participants at any other place or time is prohibited.
2. To successfully complete the program, each trainee must correctly answer at least seventy percent of the questions found on the test administered to him. Schools are encouraged to set higher completion standards. **Trainees who receive failing scores may be immediately retested once.** After retesting the second time, failing trainees must repeat the full course.
3. **All tests shall be administered on a closed book basis.**
4. At the trainer's discretion, the test may be offered in a language best understood by the trainee. Spanish language tests are available. Bilingual instructors may, in response to direct inquiries, clarify test questions using a language other than English.