CA

CALIFORNIA DEPARTMENT OF
Alcoholic Beverage Control

Contents

General Questions

Is RBS training and certification mandatory to serve alcohol in California? ⊖

Yes, effective July 1, 2022, RBS training is required by CA Assembly Bill 1221 and Assembly Bill 82. On-premises alcoholic beverage servers and their managers must successfully complete an ABC approved RBS training program and exam no later than August 31, 2022, or within 60 days of initial employment. The regulations have been incorporated into the California Code of Regulations, Title 4, Article 25, Sections 160-173.

What is an on-premises license?   ⊖

An ABC on-premises license grants the privilege to serve alcoholic beverages to customers for on-site consumption. The following license types have on-premises privileges: Type 1, 2, 3, 4, 23, 40, 41, 42, 43, 44, 45, 46, 47, 48, 49, 50, 51, 52, 53, 56, 57, 58, 59, 60, 61, 62, 63, 64, 65, 66, 67, 68, 69, 70, 71, 72, 73, 74, 75, 76, 77, 78, 80, 83, 86, 87, 88, 99.

What is the difference between RBS and LEAD?   ⊖

Responsible Beverage Service (RBS) training educates people seeking employment or those who are currently employed as servers of alcoholic beverages at **on-premises** licensed locations. It provides servers with the necessary knowledge and skills to responsibly serve alcoholic beverages to avoid causing alcohol related harm to their communities.

Licensee Education on Alcohol and Drugs (LEAD) is ABC's free voluntary prevention and education program for **off-sale** licensees and their employees. LEAD provides practical information on selling alcoholic beverages safely, responsibly, and legally, and preventing illicit drug activity on or around their licensed establishment.

Although some local governments currently require servers working in their jurisdictions to attend a LEAD course, the ABC LEAD program does not fulfill the requirements mandated by AB 1221 and does not qualify as an ABC approved RBS Training.

If the city or county where I work has specific requirements for training for alcohol servers, do I still need to be certified?   ⊖

Yes, you are required to be RBS certified. Cities and counties may apply additional ordinances that further support the efforts of AB 1221 but cannot supersede the standards defined in the act.

Is RBS information available in multiple languages?   ⊖

The RBS flyer is available to download in multiple languages. RBS training courses are offered in English and Spanish. The RBS exam is currently available in English

and Spanish and will soon be offered in Chinese, Korean, Vietnamese, Tagalog, Hindi, and Punjabi.

Alcohol Server and the Manager of Alcohol Servers

What is the definition of an alcohol server?   ⊖

An alcohol server is anyone who does any of the following:

1. Checks customer identification for purposes of alcoholic beverage service or entry to an ABC on-premises licensed establishment;
2. Takes customer alcoholic beverage orders;
3. Pours alcoholic beverages for customers; or
4. Delivers alcoholic beverages to customers.

What is the definition of an alcohol manager?   ⊖

An alcohol manager is anyone who trains, directly hires, or oversees alcohol servers at an ABC licensed premises, or who trains alcohol servers how to perform the service of alcohol for consumption for an ABC on-premises licensee. This definition specifically excludes an employee or contractor of another separate ABC licensee who is training alcohol servers for marketing or distribution purposes.

Where can I get RBS certified?   ⊖

Get certified in the RBS Portal, which has the tools you need to ensure compliance with the mandatory RBS training requirements.

How do I register as an alcohol server or manager?

Create an account on the RBS Portal and select the **Server** role. Registration requires a $3 fee, which is non-refundable. Watch a short video to learn how to become a registered server or manager.

Can I edit my personal information after I register?

You currently cannot edit your name, birthdate, address, or other personal information. You must register for training with the same information you provided during registration.

How do I reset my password?

Click **Forgot Password?** from the Log in page. Passwords must be a minimum of 15 characters and cannot be similar to a previously used password. Password reset is an automated, self-service feature, and our staff cannot view or change your password.

Is there a cost for the RBS exam?

The exam costs $3 and is included as part of your registration in the RBS Portal. Once training is confirmed by a training provider, you will have three attempts within 30 days to pass the exam with a 70% or better. If you do not pass, you will be required to retake training, pay another $3 exam fee, and pass the exam.

Is there an additional cost for RBS training outside of the $3 fee to ABC?

RBS training providers are authorized to charge a fee for their training program. The cost of training is determined by the training providers and ABC cannot negotiate corporate or group pricing.

Why doesn't the RBS portal show my payment?   ⊖

If you have a confirmation of payment but the system is showing your payment as incomplete, please forward your email confirmation from donotreply@fiserv.com to rbstp@abc.ca.gov so we can work to resolve the issue.

What is my Server ID number?   ⊖

Your Server ID number is in the "Server Certificate Details" box on your dashboard. It is called "ID Number" and is a nine-digit number.

Why doesn't my Server ID number work when I register for training?   ⊖

Make sure your registration is complete and you are using the ID number from your dashboard. You must complete your payment, submit your application, and be able to access your dashboard before the Server ID number can be used for training.

How do I search for a training provider?   ⊖

Select **Search** from the "Training Provider Search" on your dashboard to see a list of all available training providers. Use the filters to narrow your search results. If you do not see any training providers, try using fewer filters.

Why can't I access my exam?   ⊖

Your exam will be available after your training provider confirms you have completed the training course. Once your training is confirmed, the "Take Exam" button will be active on your dashboard. Please contact your training provider if they have not confirmed your training after 24 hours.

How long do I have to pass my exam after I take training?   ⊖

You must pass your exam within 30 days of completing your training. If you do not pass the exam within 30 days, it will expire. You will be required to retake training, pay another $3 exam fee, and pass the exam.

How do I get a copy of my RBS certification?   ⊖

ABC is not issuing physical or downloadable RBS certificates. Once you complete training and pass your certification exam, your status on your dashboard will be updated to **Certified**. Your Server ID number and status are located in the "Server Certificate Details" box on your server dashboard.

Does my RBS certification expire?   ⊖

Yes, certifications are valid for three years. Your certification must be renewed prior to its expiration to remain valid.

Does ABC share or sell my personal information?   ⊖

ABC does not sell your information or distribute it to anyone outside of ABC unless required by law or necessary to process your online request. We may be required to comply with subpoenas and government orders and provide information to the extent permissible by law.

I received a text or email about RBS training and certification. How do I know whether it's legitimate?   ⊖

ABC will not contact you by text or email unless you have registered your email address in the RBS Portal. If a training provider contacts you, we recommend you

contact them directly rather than responding to a text or email, since contact information can be spoofed. You can view the list of approved training providers on the RBS Portal.

Exemptions

Who is exempt from taking RBS Training?   ⊖

Anyone whose job duties do not fall under the definition of an alcohol server or manager is exempt from mandated RBS training. However, RBS Training can be completed by any person who wishes to do so under the statewide program.

Are there specific instances when RBS training and certification is not required?   ⊖

ABC recommends that everyone who serves alcohol for consumption complete the certification. However, certification is not required in some circumstances, including:

- Alcohol distributors who provide trainings on how to feature products for marketing purposes.
- Academic instructors who teach a college or university course where beer or wine is tasted.
- Salon or barbershop owners or stylists who provide their customers with complimentary beer or wine.
- Employees of a licensed plane or boat (Type 54 and 55).

Licensee

Can I register my staff?   ⊖

No, each server will need to register for their account individually.

Is an employer required to pay for current employees to be RBS trained and   ⊖
certified?

The Department cannot give guidance on this issue, and strongly recommends
employees and employers consult labor attorneys that specialize in the Federal
Fair Labor Standards Act and similar laws under California law which often extend
protections to employees further. The time an employee is being trained may be
deemed as hours worked since the training is mandatory to remain employed and
directly related to an alcohol server's employment, even if asked to be completed
away from the business and not during normal working hours. In addition, certain
California laws require employees to pay any costs associated for trainings
required to maintain employment. This information is shared not as a mandate
that employers pay for the training or compensate employees for their time to
take the training, as that would be dictated by decisions by either a court of
competent jurisdiction, or the Federal or State fair employment departments. For
more information you may visit the Labor and Workforce Agency website or the
Labor Commissioner's Office website for more information on job-related
trainings.

My server is not certified because their exam expired. How can they get   ⊖
certified?

Servers have three attempts within 30 days after they completed training to pass
the exam. If they fail three times or do not pass the exam within 30 days, they
must repay the $3 exam fee, retake training, and pass the exam.

What is an on-premises license?   ⊖

An ABC on-premises license grants the privilege to serve alcoholic beverages to customers for on-site consumption. The following license types have on-premises privileges: Type 1, 2, 3, 4, 23, 40, 41, 42, 43, 44, 45, 46, 47, 48, 49, 50, 51, 52, 53, 56, 57, 58, 59, 60, 61, 62, 63, 64, 65, 66, 67, 68, 69, 70, 71, 72, 73, 74, 75, 76, 77, 78, 80, 83, 86, 87, 88, 99.

I'm not sure whether my license type requires RBS certification. Are there clarifications for specific license types?   ⊖

Some specific license types which require certification are:

- Instruction servers for a Type 86 license. Certification is required because the server is serving an alcoholic beverage to the public for consumption on the premises. Both the off-sale licensee and distributor must insure their employee or agent is certified because the server at these tastings is acting as an agent of both.
- Club members or servers for a Type 50, 51, or 52 license. Anyone who pours, serves, or delivers drinks must be RBS certified
- Employees of a licensed train for Type 43, 44, 45, 46, and 53 licenses. All staff who serve alcohol must be RBS certified.
- Employees who serve alcohol on site for a business which is not licensed by ABC. There are limited exceptions to when alcohol can be served without an ABC license. Please contact your local district office to determine whether your business requires an ABC license.

License Administrator

What is a License Administrator?   ⊖

The License Administrator is the person responsible for managing your license online. It should be the licensee, or someone designated to perform functions on

the licensee's behalf.

What can I do with a License Administrator account? ⊖

You can add your license, see your next renewal date, and manage your RBS roster, if applicable. As new features are developed, you will see them in your account.

How do I register for a License Administrator account? ⊖

Create your account and enter all required information. You will receive an email to verify your email address. Once your email address is verified, you can choose the License Administrator role to complete your registration.

If you already have a Server or Training Provider account, click **My Applications**, click the **New Application** button, and choose **License Administrator.**

Can I be a License Administrator for more than one license number? ⊖

Yes, you can add multiple license numbers to your License Administrator account. You will need the license number and validation code for each license.

How do I get my validation code? ⊖

ABC is mailing validation codes in phases, beginning June 3, 2022. The phased implementation will allow ABC to work with a smaller group of licensees to provide better assistance. Each phase is scheduled for a two-week time period but may be adjusted based on the licensee support required for each phase. A separate validation code letter will be mailed for each license number.

- Phase 1 – Types 41 and 47
- Phase 2 – Types 23, 42, 48, and 75
- Phase 3 – Type 02
- Phase 4 – All other license types subject to RBS requirements

- Phase 5 – All license types not subject to RBS requirements

How do I add licenses to my account? ⊖

You must add one license to create your account. Once your account is created, you can add your other licenses. At the top of the licenses table click **Add**, enter the license number and validation code, and click **Add License**.

How do I remove licenses from my account? ⊖

Click **Remove** and then select the checkbox for the license number to remove it from your account. Once a license is removed, you will not be able to add it again without a new validation code.

Why can't I add my license? ⊖

A unique validation code is assigned to each license number and can only be used one time. If the validation code you enter does not correspond to your license number, or if there is an existing License Administrator for your license number, you will not be able to add the license to your account.

How can I change the License Administrator for my license? ⊖

The current License Administrator must remove the license from their account. Once it has been removed, it can be added to another account, but it must have a new validation code. Contact your local district office for a new code.

How do I view my RBS roster? ⊖

After you log in to your account, you can click **RBS** in the navigation bar to go to your roster management dashboard.

If I have an off-sale license type, do I need to create a roster for my staff?   ⊖

Most off-sale license types do not require RBS certification, so you do not need to create a roster for those license types.

What is an on-premises license?   ⊖

An ABC on-premises license grants the privilege to serve alcoholic beverages to customers for on-site consumption. The following license types have on-premises privileges: Type 1, 2, 3, 4, 23, 40, 41, 42, 43, 44, 45, 46, 47, 48, 49, 50, 51, 52, 53, 56, 57, 58, 59, 60, 61, 62, 63, 64, 65, 66, 67, 68, 69, 70, 71, 72, 73, 74, 75, 76, 77, 78, 80, 83, 86, 87, 88, 99.

Why don't I see all of my license numbers on my roster management dashboard?   ⊖

A license must be added to your License Administrator account before it will appear on the roster management dashboard. Click **Switch Dashboard** and choose **Manage Licenses** to add a license to your account. Only the license types subject to RBS requirements appear on your roster management dashboard.

How do I add a server to my roster?   ⊖

On your roster management dashboard, select your **License Number**. In the "Add a Server to Your Roster" section, enter the Server ID number and the server's last name. Click **Search**. Click the **Plus** icon next to the search result to add the server to your roster. The server's information will be added to the roster below.

How do I remove a server from my roster?   ⊖

Click the **Trash Can** icon next to the server's name. You can search for a specific server on your roster by entering their first or last name in the search fields on your roster list.

Why can't I find my server using their Server ID and last name?   ⊖

Confirm with your server that they have registered in the RBS Portal and have provided you the correct Server ID number and last name. They can find their Server ID number on their server dashboard. Their last name must be the same as the last name they used when they registered in the RBS Portal.

Training Provider

How do I become a Training Provider for RBS?   ⊖

ABC continues accepting and processing RBS training provider applications. If you are interested in becoming an approved RBS Training Provider, apply online in the RBS Portal. ABC is not approving individual trainers but training programs, so you will need to develop your own program and materials in the desired languages you wish to teach. Each language or format is its own program and will need to have its own materials developed.

Is ABC offering a "Train-the-Trainer" course?   ⊖

ABC is not offering a "Train-the-Trainer" course. Anyone who is interested in becoming an approved training provider must apply and submit a training program based on our mandatory curriculum requirements as provided in California Code of Regulations, Title 4, Article 25, Sections 162-166.

I was previously on ABC's RBS Trainer List. Do I need to re-apply to become an RBS training provider under AB 1221?   ⊖

Yes. Curriculum standards were updated with the passage of AB 1221. Training Providers need to reapply to validate they conform to current curriculum standards. This includes those programs that were previously included on a list maintained by ABC.

One-Day License

Does AB 1221 apply to applicants for daily on-sale licenses?   ⊖

Yes, at least one person must be RBS trained and certified for events occurring on or after July 1, 2022. This designee must be present at the event and actively oversee the alcohol service for the entire duration of the event. Additionally, this designee must also create and implement policies for the event that mandate and foster responsible alcoholic beverage service. Local jurisdictions may have additional requirements.

Do servers for one-day licenses have a grace period to obtain their certification?   ⊖

The 60-day grace period exemption for alcohol server certification is not applicable to daily licenses.

Catered Event

Do employees for a catered event need to be RBS trained and certified?   ⊖

Catered events are an extension of a permanent on-sale licensee, and their servers are already required to be RBS trained and certified. If a caterer hires additional help for an event, the licensee must ensure those individuals are certified before serving alcohol.

If I supply my own alcohol for an event, do the servers need to be RBS certified?   ⊖

Yes, all servers for a catered event licensed by ABC must be RBS trained and certified. Local jurisdictions may have additional requirements.

RBS TRAINING PROGRAM

Program Updates

Tutorial Videos

Multi-Language Flyer

▸ Frequently Asked Questions

CONTACT

For server registration assistance contact your local district office:

Select a District Office

| --Please Select-- | ⌄ |

- OR -

Find Your District Office by County

--Please Select--   ⌄

For training provider and general program assistance contact:

RBSTP Team
3927 Lennane Drive, Suite 100
Sacramento, CA 95834
Email: rbstp@abc.ca.gov

Translation Services
Email: eeo@abc.ca.gov

--Please Select--   ⌄