Brief description of workshop:

In this 3.5 to 4.5 hour workshop, participants will acquire:

- The knowledge necessary to pass the certification exam
- The skills necessary to interpret documents to pass the certification exam
- Understand their legal rights, responsibilities and obligations as a server of alcohol in Ontario
- Understand the basic effects of alcohol on the body, the importance of a standard drink ratios and the percentage of alcohol in common alcoholic beverages
- Learn skills needed to maintain a safe and enjoyable atmosphere whenever they are serving alcohol

Task group	Highest level required in workshop	Comments
Competency A: Find and Use Information		
A1 : Read continuous text	A1.3 - Read longer texts to connect, evaluate and integrate ideas and information • Integrates several pieces of information from text • Manages unfamiliar elements (context) • Uses organizational features such as headings to locate information • Obtains information from detailed reading • Compares or contrasts information between two or more texts	There is a lot of reading at a high level. Watching the DVD may not be enough to succeed on the exam. The text that was displayed on the screen was not always read aloud. The open book exam format requires the learner to read to find much of the information.
A2: Interpret documents	A2.3 - Interpret somewhat complex documents to connect, evaluate and integrate information • Performs complex searches using multiple search criteria • Manages unfamiliar elements (e.g. vocabulary, context, topic) to complete tasks • Compares or contrasts information between two or more documents	People may struggle with the Blood Alcohol Concentration (BAC) Chart. Literacy learners may need practice to interpret BAC charts before taking the Smart Serve course.

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	• Uses layout to locate information • Identifies the purpose and relevance of documents • Begins to recognize bias in displays, such as graphs	
A3: Extract Information from films, broadcasts, and presentations	Tasks are not rated for complexity **Similar task included in workshop**: Watch a safety video to learn about the potential hazards in a workplace	The DVD and the workbook are meant to be used together. It is not possible for a person to pass the test by watching the DVD alone.
<td colspan="3" align="center">**Competency B: Communicate Ideas and Information**</td>		
B1: Interact with others	B1.1 - Participate in brief interactions to exchange information with one other person • Participates in short, simple exchanges • Repeats or questions to confirm understanding • Chooses appropriate language in exchanges with clearly defined purposes	Although it was a group setting, most interactions were between a participant and an instructor. The instructor made great efforts to connect with each learner. There was only one activity in which the instructor expected a brief response from all participants. Although interacting with others was voluntary, it would enhance the learning experience. It is the only way for the instructor to know if the participant is struggling.
B3: Complete and create documents	B3.3a **The learner:** • Draws from multiple sources as required (e.g. other documents and texts) • Manages unfamiliar elements (e.g. vocabulary, context, topic) to complete the task **To complete documents, the learner:** • Uses layout to determine where to make entries	The exam was the most difficult of the documents needing completion. It was two pages long, with 35 questions. The format switched between True/False, multiple choice, "fill in the blank" and "select as many as apply" questions. The only other

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	• Makes inferences to decide what, where, and how to enter information	document to be completed was a very simple evaluation form.

Competency C: Understand and Use Numbers		
C2: Manage Time	C2.1 - Measure time and make simple comparisons and calculations • Identifies and performs required operation • Measures time using common instruments, such as clocks, timers, and stopwatches • Chooses appropriate units of measurement (e.g. hours, minutes, seconds) • Rounds to nearest minute or hour • Uses strategies to check accuracy (e.g. estimating, using a calculator, repeating a calculation, using the reverse operation)	Time is a key factor in the Smart Serve course. Time is a central variable on the Blood Alcohol Concentration Chart, and comparisons between elapsed time are made to show the impact of alcohol. The learner must also remember how much time it takes the liver to process each ounce of alcohol.
C3: Use Measures	C3.2 - Use measures to make one-step calculations • Calculates using numbers expressed as whole numbers, fractions, decimals, percentages and integers • Makes estimates • Understands and uses ratio and proportion • Interprets and applies rates (e.g. km/hr, km/l) and ratios (e.g. map scales). • Selects appropriate steps to solutions • Interprets, represents, and converts measures using whole numbers, decimals, percentages, ratios, and simple, common fractions (e.g. 1/2, 1/4)	Blood Alcohol Concentration (BAC) is an expression of millilitres of alcohol per 100 millilitres of blood. It is written as a decimal. The key numbers of .08 and .05 must be remembered and referenced. The participant is expected to make the connection or remember that a blood alcohol level of 50 mg of alcohol per 100 mg of blood equals a BAC of .05. Body weight (in pounds and kilograms) is a key factor in the Blood Alcohol Concentration Chart. Knowing the size of a standard drink is essential.

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C4: Manage Data	C4.1 - Make simple comparisons and calculations • Recognizes values in number and word format • Understands numerical order • Identifies and compares quantities of items • Interprets and represents values using whole numbers, decimals, per cents and fractions • Makes simple estimates • Follows apparent steps to reach solutions	On the exam, the learner is expected to estimate the comparative effect of different drinks, based on volume and alcohol percentage. It is important to interpret the data on the Blood Alcohol Chart and to make comparisons between different genders, weights.
Competency D: Use Digital Technology		
	D2 - Perform well-defined, multi-step digital tasks • Selects and follows appropriate steps to complete tasks • Begins to identify sources and evaluate information • Performs simple searches using keywords (e.g. Internet, software help menu)	The Smart Serve course can be accessed online.
Competency E: Manage Learning		
	E.2 - Set realistic short- and long-term goals, use a limited number of learning strategies, and monitor own learning • Accepts new learning challenges • Takes risks in learning situations • Uses a limited number of learning strategies • Monitors own learning • Demonstrates positive attitude to learning • Willing to work independently • Takes responsibility for learning • Takes initiative	The learning occurs outside a literacy centre, which is a major step. The learner is showing a willingness to employ more learning strategies by going to a workshop that involves an exam that requires a passing grade of 80%. There is a risk involved. The workshop moves quickly; the learner must monitor own learning and ask questions.
Competency F: Engage with others		
	Collaboration: the learner: • Understands one's role; seeks clarification as required	Participants are responsible for showing up on time.

	- Acknowledges/identifies responsibilities - Accepts one's share of responsibilities - Acknowledges and accepts others' perspectives - Adapts behaviour to the demands of the situation - Shows an awareness of group dynamics - Meets group expectations (e.g. is prepared to participate, meets deadlines) - Demonstrates tolerance and flexibility - Demonstrates a willingness to help others - Makes contributions that take into account one's strengths and limitations	Participants will only succeed if they take responsibility for their own learning, and for letting the instructor know when they don't understand something. The DVD shows various scenarios relating to alcohol consumption. Participants had differing views on the proper response. In only one case, the instructor expected a response from all learners. Since the group works through the material in synch, it is vital that the participants attend and be punctual. Tolerance of others is essential. Although there was no strict time limit on finishing the test, the instructor expected that it would be done within an hour. The course is delivered via DVD, instructor, and workbook. The participant must have a flexible learning style. Three different versions of the exam are distributed to prevent people from helping each other.

Comments

The Smart Serve course is delivered through facilitator instruction, an educational DVD, and a workbook containing texts and documents. A lot of material is covered in a short period of time. Learners would be wise to do some pre-studying at the Smart Serve website: www.smartserve.ca.

The exam is 35 questions long and is expected to be completed within one hour. A learner will be given more time if they need it. A mark of at least 80% is required to earn the certificate. If a participant fails, they are granted one free rewrite.

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