

# Provide responsible service of alcohol (RSA)

**Australian Employment Training Pty Ltd** is a Registered Training Organisation (RTO Provider Code: 22733) registered with the Victorian Registration and Qualifications Authority.

## Course Description

PLEASE NOTE: From 1 July 2021, the only recognised Responsible Service of Alcohol (RSA) training course accepted in Victoria will be the nationally accredited RSA qualification (SITHFAB021) obtained via online or face-to-face through a Liquor Control Victoria (LCV) approved Registered Training Organisation (RTO).

The only accepted RSA certificate will be the Liquor Control Victoria (LCV) branded certificate, that will be issued by an approved RTO. You will need to provide this to your employer as evidence you have completed a Victorian approved course.

This unit describes the performance outcomes, skills and knowledge required to responsibly sell, serve or supply alcohol.

Responsible practices must be undertaken wherever alcohol is sold, served or supplied, including where alcohol samples are served during on-site product tastings. This unit therefore applies to any workplace where alcohol is sold, served or supplied, including all types of hospitality venues, packaged liquor outlets and wineries, breweries and distilleries.

The unit applies to all levels of personnel involved in the sale, service, including promotional service and supply of alcohol in licensed premises.

Those selling or serving alcohol may include food and beverage attendants; packaged liquor salespersons selling in person, over the phone or online; winery, brewery and distillery cellar door staff; delivery services and supplier sales representatives.

The unit also applies to security staff who monitor customer behaviour and to the licensee who is ultimately responsible for responsible service of alcohol (RSA) management.

Certification requirements differ across states and territories. In some cases, all people involved in the sale, service and promotional service of alcohol in licensed premises must be certified in this unit. This can include the licensee and security staff.

You need to complete an RSA refresher course every three years to maintain your training requirements

## Mode of Delivery

Delivery of this course will be trainer led and delivered over one day of face-to-face training in a classroom setting combined with skills practice and assessment in a simulated workplace environment.

This class consists of six (6) hours

- 4 hours of theory delivery
- 2 hours assessment time.

This is the duration excluding breaks and induction.

All courses are carried out by highly skilled and fully trained individuals who've had first-hand experience working in the hospitality industry.

## National recognition

On successfully completing the training and assessment you will be issued a Statement of Attainment issuing you the unit of competency.

This unit of competence is nationally recognised and provides individuals with a valuable outcome that is recognised throughout Australia.

SITHFAB021 Provide responsible service of alcohol



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Website: <a href="http://www.aet.vic.edu.au">www.aet.vic.edu.au</a>	Telephone enquiries: 1300 360 510	

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## How will you be assessed as competent?

Our highly experienced and fully trained personnel will provide students with a hands-on approach in simulated workplace environments to help students understand the concepts they're attempting to learn.

The assessment in support of the unit of competency requires the learner to complete a written knowledge assessment and then demonstrate their applied knowledge and skills during a practical performance assessment demonstrating your skills to provide responsible service of alcohol.

The learner must answer all the written knowledge questions correctly. There is the opportunity for this knowledge assessment to be conducted verbally if the learner requires this level of support.

### Knowledge—you will learn and be assessed on:

- How to follow the principles of responsible service of alcohol.
- How to assist customers to drink within appropriate limits.
- How to assess alcohol affected customers and identify those to whom sale or service must be refused.
- How to refuse to provide alcohol

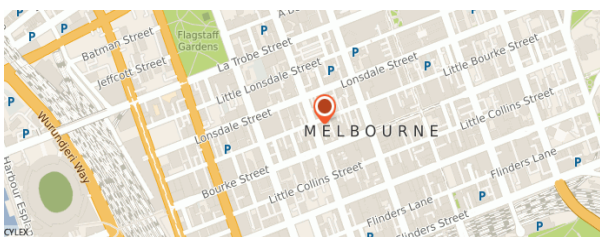
## Course Commencement Dates

Courses dates and times do vary. Please visit our website to view the current course calendar.

## Course Duration and Location

The course is delivered over one day (6.5 hours – including a half hour break). Training is delivered at Australian Employment Training which is located at:

- Suite 2, Level 12/190 Queen Street MELBOURNE VIC 3000



## Course Completion

Upon successful completion of this training there is no guarantee of work. Each student must apply for employment and be assessed by the employer.

### **Practical performance—Skills—you will be assessed responding to practical scenarios in a simulated workplace environment and expected to perform demonstrations of the following:**

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- interpret the legal requirements for responsible sale or service of alcohol for the local state or territory law
- source and explain two organisational or house policies and procedures that must be followed for the responsible sale or service of alcohol
- outline at least three early indicators of intoxication and outline suitable intervention strategies to prevent intoxication
- outline the procedure to refuse sale or service of alcohol and assist each of the following groups of intoxicated customers:
  - those in emotional or physical distress
  - those with no food consumption during extended service of alcohol
  - those who appear to be under the effect of illicit substances or other drugs
- interpret organisational or house requirements and outline appropriate communication and conflict-resolution skills to be used when asking the following different intoxicated customers to leave the premises:
  - one compliant customer
  - one difficult customer refusing to leave.

## Course Materials

Learner training is supported through the provision of quality learning materials and resources. All equipment and consumables are supplied as part of the course.

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## Unique Student Identifier (USI)

A USI must be supplied to Australian Employment Training upon enrolment and prior to being able to issue a National Recognised Qualification.

## Pre-Requisites/Entry Requirements

There are no pre-requisites for this course identified within the industry training package.

Australian Employment Training do require learners to meet the following entry requirements:

- Learners must be aged 18 years or older
- Photo Identification is required to be sighted prior to course commencement
- An Australian residential and postal address.

Competent in written and spoken English:

- Students must successfully complete a language, literacy and numeracy (LLN) assessment prior to starting the course.

## Fees and Charges

Information about fees and charges is provided in the Schedule of Fees and Charges which will have been included in your pre-enrolment information package.

The Tuition fee is:

- 6.5-hour Course - **\$70.00** per person

Please refer to the Schedule of Fees and Charges as it contains important information about related charges and our refund policy.

## Confirmation of attendance

A learner's position on the course will only be confirmed upon a completed enrolment form and the payment of your tuition fee.

Numbers are limited, so confirmed enrolments will only be able to attend on the day of training.

## Our responsibility for your Training

Australian Employment Training is responsible under the *Education and Training Reform Act 2006* for the quality of the training and assessment being delivered in this course and for the issuance of all AQF certificates.

Please refer to the AET - Learner Handbook for further information on all student rights and obligations. This document must be read in conjunction with the AET - Schedule of Fees & Charges and USI Fact Sheet.

## Contact us today!

Phone: (03) 1300 360 510

Website: [www.aet.vic.edu.au](http://www.aet.vic.edu.au)

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