

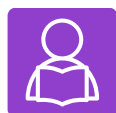
Responsible Service of Alcohol (RSA)

Units of competency from SIT20322 Certificate II in Hospitality

Course Information

In this course, you will learn to responsibly sell, serve or supply alcohol. 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.

Course Requirements



Enrolment

- Enrolment form
- USI Transcript
- ID
- LLNDE



Assessment

Assessment event must be completed satisfactorily for you to be deemed competent in each unit.

Assessments for this course will include written questions, multiple-choice and short-answer questions and roleplays.



Dress Code

- Enclosed shoes with non-slip soles
- Clothing such as long pants, or knee length skirt or shorts, polo shirt or T-shirt



Pre-Requisite

- ESL students must have a completed level 2 english to enrol into this course

Course Details

Course

- Course Dates: Please see Course Guide
- Duration: 1 Day
- Time: 9am – 4:30pm
- Location: Coffs Coast Community College
- Price: \$260*

For eligible students *This training is subsidised by the NSW Government

Unit Codes

- SITHFAB021 Provide responsible service of alcohol

Licensing / Regulatory Requirements

- The unit incorporates the knowledge requirements, under state and territory liquor licensing law, for employees engaged in the sale, service or supply of alcohol.
- Certification requirements differ across states and territories. In some cases, all people involved in the sale, service including promotional service and supply of alcohol in licensed premises must be certified in this unit. This can include the licensee and security staff.



NATIONALLY RECOGNISED
TRAINING

Contact Us

Contact our friendly team for more information or to enrol
Coffs Coast Community College reception@coffscollege.nsw.edu.au
or 6652 5378 | ABN: 21 004 738 403 | RTO 90834

Responsible Service of Alcohol

What to expect

- You can expect an industry-current trainer to deliver up-to-date knowledge on alcohol laws, responsible service practices, and handling challenging situations. The classroom experience includes interactive discussions, real-world case studies, and role-playing scenarios to ensure you understand how to serve alcohol safely and legally in hospitality settings.

Access Student Support

- The Student Support Officer is located next to reception in the Coffs Harbour office.
- Support may include: Enrolment support, Emotional Support, Learning Support and Assessment support.
- You may also bring your own support to your course
- for complex support need please contact the college on 6652 5378 to discuss options.

Feedback, Complaints & Appeals

- The College welcomes feedback from students as part of its commitment to providing quality service. We strive to respond to all student complaints, enquiries, and problems promptly and courteously. If you have a complaint or problem regarding your course, please speak initially with your trainer. If this is not appropriate or the problem remains unresolved, please put your complaint in writing and forward it to the College. Receipt will be acknowledged in writing to manager@coffscollege.nsw.edu.au

Foundation Skills

Students must be able to use below foundation skills to participate in this training.

Reading skills to:

- read at times complex information in:
 - general, regulatory and advisory information issued by local, or state and territory liquor licensing authorities
 - in house policies and procedures
 - specific provisions of relevant state or territory licensing requirements
- read a range of identification (ID) and proof of age documents, signage, and warning signs and wording within in-house policies and procedures.

Oral communication skills to:

- provide information on responsible service of alcohol laws in a way that is easily understandable for customers
- speak firmly and clearly with intoxicated customers in a manner that de-escalates conflict.

Numeracy skills to:

- calculate volume and number of standard drinks or samples
- determine customer's age from date of birth on ID and proof of age documents.

Teamwork skills to:

- share customer information with team members to ensure proper responsible service of alcohol practices within the organisation.

Self-management skills to:

- deal with hostile or uncooperative customers in a professional manner and in line with organisational procedures.

liquorandgaming.nsw.gov.au



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