

# TEAM UPSKILLING

## RSA COURSE

*SITHFAB021 - PROVIDE RESPONSIBLE  
SERVICE OF ALCOHOL*

COURSE FEE

**\$90**

INCLUDES ADMINISTRATION FEE  
AND LMS (RESOURCES) ACCESS.

# MELBOURNE

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**QIC TRAINING AND DEVELOPMENT**  
FRASER STREET BRUNSWICK 3056

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## COURSE DESCRIPTION

The Responsible Service of Alcohol (RSA) course is specifically crafted to empower individuals operating within establishments that serve alcohol with the essential knowledge and capabilities to responsibly handle, sell, or provide alcohol, adhering to state and territory liquor licensing regulations. It serves as a fundamental training requirement for personnel engaged in alcohol-related roles across diverse hospitality environments, including packaged liquor outlets, wineries, breweries, distilleries, and other licensed premises.

## COURSE STRUCTURE

Our RSA course encompasses the unit SITHFAB021 Provide responsible service of alcohol, required to work in licensed venues in Victoria.

Upon successful completion, your team will earn the official RSA certificate issued by Liquor Control Victoria (LCV).

## PATHWAYS

Upon successful completion, you may continue your studies through enrolment in:

- **SIT30622 - Certificate III in Hospitality**

Alternatively, you may enter the workforce in roles such as:

- Bartenders
- Licensed Café / restaurant workers
- Licensed Sports or Social clubs
- Cellar door staff, workers at a brewery or distillery, staff who need to monitor customer behaviour or delivery of alcoholic beverages to other retailers.

## DURATION AND DELIVERY METHOD



**Self-Paced Online** – 18 hours of learning activities



**Assessment Task Completion** – 2 hours 2 x scenario video recordings

## SELECTION CRITERIA

To ensure successful participation in this training program, your staff must meet the following criteria:

- Be at least 18 years old
- Complete LLND assessment
- Have your own digital device with reliable internet and video recording capabilities
- Access Google Chrome or similar browsers, MS Word, MS PowerPoint, or equivalent applications, and Adobe Acrobat Reader
- Reading and writing - a learner will be able to read, comprehend and write a range of texts within a variety of contexts.
- Oral communication - a learner will be able to use and respond to spoken language including some unfamiliar material within a variety of contexts.
- Numeracy and mathematics - a learner will be able to recognise and use a variety of conventions and symbolism of formal mathematics.

## MODE OF ASSESSMENT



Written



Simulated Video recording for observation of Practical Skills

# ENQUIRE NOW!

## UNIT OF COMPETENCY

CODE	TITLE
SITHFAB021	Provide responsible service of alcohol



## UNIT APPLICATION

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.

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.

This unit covers the RSA skill and knowledge requirements common to all States and Territories. Some legislative requirements and knowledge will differ across borders. In some cases, after completion of this unit, state and territory liquor authorities require candidates to complete a bridging course to address these specific differences.

Those developing training to support this unit must consult the relevant state or territory liquor licensing authority to determine any accreditation arrangements for courses, trainers and assessors.

## RECOGNITION OF PRIOR LEARNING

All individual students are offered the opportunity to apply for RPL, please see the Student Handbook or enquire at the QIC Training and Development for the procedure on how to apply.

*Please refer to the Enrolment Form, for the terms and conditions of enrolment, which includes: Enrolment and Selection; Training Guarantee; Course Fees, Payments and Refunds; Course Fees paid in Advance; Recognition of Prior Learning (RPL) or Credit Transfer.*

# ENQUIRE NOW!