

## **RSA: Responsible Service of Alcohol**

### **SITHFAB002 Provide Responsible service of alcohol.**

#### **About the course**

This course has been designed as part of an effort in NSW and other states to better manage the negative impacts alcohol can have on our community.

This course is conducted face-to-face, over 1 eight (8) hour day, consisting of 6 hours training and 1 ½ hours of assessment in a classroom environment. Students must allow an additional 20 minutes prior to course commencement for completion of all necessary paperwork and proof of ID and an additional 30 minutes at the end of the day for assessment marking. Students must also complete pre-course study which will be used for assessment on the day. This generally takes students between 4 hours to complete in your own time.

Sessions are trainer-led in group sizes of up to 20 students.

#### **Target Group**

This course is design for personnel involved in the sale, service, and promotional service of alcohol in licensed premises. It also applies to the licensee who is ultimately responsible for managing the responsible service of alcohol.

#### **Course Outline**

1. The Context of RSA in NSW
2. The Legislative Framework For RSA, and
3. Preventing Intoxication and Underage Drinking.

#### **Minimum Entry Requirements:**

- ☑ Applicants must be 18 years old
- ☑ Have sufficient LLN skills to read, listen and understand regulatory and industry information in English.
- ☑ Applicants must provide photo ID and show this on the day of the course. Examples of acceptable photo ID include current passport, driver's license, student card or another form of photo ID. Proof of photo ID must be shown on the day of the course for entry into the face-to-face component of the course.

#### **Course Licensing Information**

Specific licensing /regulatory requirements relating to this competency, including requirements for refresher training should be obtained from the relevant national /state/ territory liquor licensing and regulatory authorities.

To sell or supply alcohol in **NSW** you must complete the **RSA** training course provided by an approved RTO. If you are new to the liquor industry or returning to a job requiring **RSA** competency after five years, you need to complete a full training course.

Find out more at; <https://www.liquorandgaming.nsw.gov.au/working-in-the-industry/training-to-work-in-the-industry/getting-trained/training-courses>.

### Course Assessment Information:

This course requires the student to complete pre-course learning required for assessment on the day of the course before attending the course. Two assessment tasks must be successfully completed for this course:

#### Part 1. Pre-course Reading

You will be provided with reading material that you must read before attending the course. You will be provided with the Liquor and Gaming NSW course materials; "RSA Student Course Notes" and are required to read this before you come to class. The Theory Book will be used as a resource to complete the assessments on the day of the course.

#### Part 2. Class-Based Assessment Tasks (completed in the classroom)

Students must satisfactorily complete two classroom-based assessment tasks. These consist of; a practical demonstration including 4 short role-plays and scenarios which require you to demonstrate your ability to provide responsible service of alcohol. and the completion of written activities based on the pre-course reading from Liquor and Gaming NSW.

#### The Course Facts:

**Duration:** 1-day face-to-face training Approximately 4 hours of pre-course reading must be completed prior to attending the course.

#### Location:

Level 6 Suite C 10-14 Smith St Parramatta NSW 2150

#### Course Timetable

8am – 8.30am	Course Registration and proof of ID
8.30am – 10.30am	Coursework*
10.30am – 10.45am	Morning Tea
10.45am – 12.45pm	Coursework
12.45pm – 1.15pm	Lunch Break
1.15pm - 4.45pm	Coursework/ Assessment
4.45pm – 5.15pm	Finalise Assessments and receipt of certificate

\* Students who arrive more than 20 minutes late will not be able to attend the class. Students must attend all training during the day and complete the pre-course reading as this is required for successful completion of the course assessment on the day. See fees and refunds information below.

#### Award:

Unit Code	Title
SITHFAB002	Provide Responsible Service of Alcohol

Students achieving a competent result will receive a Statement of Attainment for SITHFAB002 Provide Responsible Service of Alcohol and *will be eligible to apply for an OLGR RSA competency card*. Find out more at; <https://www.liquorandgaming.nsw.gov.au/working-in-the-industry/training-to-work-in-the-industry/getting-trained/training-courses>

Once you've successfully completed the course, you will receive an interim certificate on the day. This certificate is valid for 90 days and allows you to work immediately. After successful completion participants can apply and receive a NSW competency card from the Office of Liquor, Gaming and Racing (OLGR) Certificate through a Service NSW centre.

Take your interim certificate with you to apply for your NSW competency card at a Service NSW Service Centre, where you will have your identity checked and your photo taken. You will be sent a plastic NSW Competency card and you can also download a digital version through the Service NSW app.

Find out more at; <https://www.liquorandgaming.nsw.gov.au/working-in-the-industry/training-to-work-in-the-industry/getting-trained/training-courses>.

**USI:**

Please note, a USI (Unique Student Identifier) is required to receive your certification. You can either provide your own USI ([www.usi.gov.au](http://www.usi.gov.au)) or we can assist you.

**Vocational Outcomes:**

RSA training applies to the following positions:

- club secretaries and club directors (if they serve alcohol)
- licensees and managers
- service staff
- RSA marshals
- crowd controllers
- security staff
- promotional staff
- volunteers.

**Classroom Environment**

Your course will be conducted in a classroom environment at the Parramatta training venue.

**Course Fees\***

**Online Course Tuition Fee, includes \$170** (ONLY if paid before the day of course)

**Payment at the Door: \$180**

**Please note:**

- A full list of all possible fees and charges is available on the website.
- Students who arrive after the nominated start time for the class will not be permitted to undertake the course due to licensing conditions for this course.

**Refund Policy**

<p><b>Withdrawal before Course Commencement Date</b> ▪ If the student cancels 2 or more business days and in writing before the course starts. If the student cancels less than 2 business days in writing before the course starts.</p>	<p>100% refund of paid tuition fees  No refund</p>
<p><b>No ID on day of the course:</b> If the student arrives on the day of course without acceptable ID</p>	<p>Student will be transferred to a new course date with a 50% rebooking fee applicable. i.e.50% of the original course fee paid.</p>
<p><b>Student arrives after the advertised course commencement time:</b> If the student arrives on the day of course and is more than 20 minutes late</p>	<p>Student will be transferred to a new course date with a 50% rebooking fee applicable. i.e. 50% of the original course fee paid.</p>

**Application Process**

To enrol into a course with TLH Training Group Pty Ltd, applicants must complete a Student Enrolment Form available from the website. The form should be completed in full and submitted by email to: [info@tlhtraining.com.au](mailto:info@tlhtraining.com.au)

When we receive your application, our Admissions Officer will review it for completeness.

If your application is not complete, an Admissions Officer will contact you.

### **Protection under Australian Consumer Law**

As a student undertaking a vocational education and training course, you are protected under Australian Consumer Law and under State and Territory consumer protection laws. These protections include areas such as unfair contract terms, consumer guarantees, to a statutory cooling-off period, and unscrupulous sales practices. You can find out more information about your rights as a consumer from the Australian Consumer Law website which includes a range of helpful guides relating to specific areas of protection. Please visit the following site for more information: Australian Consumer Law.

#### **For further information, please contact:**

TLH Training Group Pty Ltd Administration on:

Email: [info@tlhtraining.com.au](mailto:info@tlhtraining.com.au)

Phone: 02 9891 3671

Students should also visit our website [www.tlhtraining.com.au](http://www.tlhtraining.com.au), which gives more information about studying with TLH Training Group Pty Ltd, course fees and refund policy, support services, and other important information about your course. See the Student Handbook for further details.

The website covers the remaining general information that is relevant to all students.