Course Information Sheet

SITHFAB021 Provide responsible service of alcohol

Delivered online (Duration 6 hours)

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.

Performance Evidence (Practical Session)

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 relevant 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 Structure:

- **Part A:** Complete the full course with us.

- **Part B (VIC residents only):** Complete the new LCV online module to receive the LCV certificate.

Skills must be demonstrated in the workplace or in a simulated environment that reflects workplace conditions.

Assessment will be conducted by ensuring:

- access to children and young people, facilities, equipment and resources that reflect real working conditions and model industry operating conditions and contingencies
- access to organisational policies and procedures
- access to relevant Commonwealth, State or Territory legislation.

Students must have access to a reliable internet connection, as well as a laptop or desktop computer with functioning to access the student learning system to complete the training and assessment modules.