

COURSE OUTLINE

SITHFAB002 – Provide Responsible Service of Alcohol



APPLICATION

This unit describes the performance outcomes, skills and knowledge required to responsibly sell or serve alcohol. Responsible practices must be undertaken wherever alcohol is sold or served, including where alcohol samples are served during on-site product tastings. This unit, therefore, applies to any workplace where alcohol is sold or served, including all types of hospitality venues, packaged liquor outlets and wineries, breweries and distilleries.

The unit incorporates the knowledge requirements, under state and territory liquor licensing law, for employees engaged in the sale or service of alcohol.

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.

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.

ELIGIBILITY/ENTRY REQUIREMENTS

There are no entry requirements for this qualification.

DELIVERY DETAILS

Location (s)	Duration	Study mode
Darwin, Alice Springs and Tennant Creek	6 months, self paced	online, face-to-face, simulated, workplace etc.

2021 FEES

Full Fees: \$89-

ASSESSMENT

Assessments vary with each unit. You will be provided with an assessment guide.

RECOGNITION OF PRIOR LEARNING (RPL)

Students can apply for RPL during pre-enrolment or after enrolment. Students are provided with an RPL Self-Assessment before application and followed through with and an initial interview with an assessor.

RESOURCES

Students are issued with Resources and Learning Material.

STUDY AND CAREER PATHWAYS

The unit applies to all levels of sales personnel involved in the sale, service and promotional service 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; 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.

UNIT CONTENT

ELEMENTS
1. Sell or serve alcohol responsibly.
2. Assist customers to drink within appropriate limits.
3. Assess alcohol affected customers and identify those to whom sale or service must be refused.
4. Refuse to provide alcohol.

FOUNDATION SKILLS

SKILLS	DESCRIPTION
Reading skills to:	<p>read at times complex information in:</p> <ul style="list-style-type: none"> • 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 legislation and licensing requirements <p>read a range of identification (ID) and proof of age documents, statutory signage, and warning signs and wording within in house policies and procedures.</p>
Oral communication skills to:	<p>provide complex information on responsible service of alcohol laws in a way that is easily understandable for customers</p> <p>speak firmly and clearly with intoxicated customers in a manner that de-escalates conflict.</p>
Numeracy skills to:	<p>measure and calculate standard drinks or samples</p> <p>determine customer's age from date of birth on ID and proof of age documents.</p>
Learning skills to:	<p>source relevant information on laws, regulations and codes of practice or conduct relating to responsible service of alcohol and continuously update knowledge of changes in that information.</p>
Teamwork skills to:	<p>share customer information with team members to ensure proper responsible service of alcohol practices within the organisation.</p>
Self-management skills to:	<p>deal with hostile and uncooperative customers in a professional manner and in line with organisational procedures.</p>

WITHDRAWING FROM A QUALIFICATION

You may withdraw from this qualification and receive, where relevant, a Statement of Attainment for all units of competency you have successfully completed.

SUPPORT SERVICES

Karen Sheldon Group supplies support for students in many areas, including Careers and Employment, Counselling, Disability Service, Equal Opportunity, Discrimination and Harassment advice, Australian Indigenous Student Support Services, Information Technology Services, and Learner Support Services.

CONTACT DETAILS

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