

# UNIT OUTLINE

## SITHFAB002 – Provide Responsible Service of Alcohol



### PURPOSE

The Unit Outline provides you with information on how the training and assessment for this unit will be conducted.

### UNIT AND VET LECTURER DETAILS

Unit Code	SITHFAB002
Unit Title	Provide responsible service of alcohol
VET Lecturer Name	John Leeder, Danielle Hosking, Tania Smith
Location	Darwin, Alice Springs, Tennant Creek, Nhulunbuy
Phone	08 89456048
Delivery Mode	Face to Face or Online
Email	info@karensheldon.com.au
Application	<p>This unit describes the performance outcomes, skills and knowledge required to responsibly sell or serve alcohol.</p> <p>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.</p> <p>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; 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.</p> <p>The unit incorporates the knowledge requirements, under state and territory liquor licensing law, for employees engaged in the sale or service of alcohol.</p> <p>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.</p> <p>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.</p> <p>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.</p>
Attendance Details	Attendance is recommended, participation may also include work experience and/or industry participation.
Pre-requisite	Nil
Co-requisite	Nil
Work Health and Safety Instructions	It is a requirement when in training that you follow the WH&S guidelines of Karen Sheldon's Policies and procedures.

	<p>It is expected that you will adhere to the Workplace Work Health and Safety policies and when working in the office environment ergonomic principles must be observed.</p> <p>RSA is a workshop environment, therefore closed in shoes with non-slip soles are compulsory.</p>
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## STUDENT INFORMATION

Student Support	<p>Student Administration and Equity Services provide general counselling; complaint resolution; equity information, assistance and support; disability support; indigenous academic support; language, literacy and numeracy support.</p> <p>More information is available from your trainer or the Karen Sheldon Website.</p>
Recognition of Prior Learning (RPL)	<p>If you believe you already have the knowledge and skills to be able to demonstrate competence in this unit speak with your VET Trainer as you may be able to apply for Recognition of prior learning (RPL).</p>
Reasonable Adjustments	<p>In the event that you have difficulty understanding or completing the training or assessment due to a disability, language barrier or other difficulties, notify your trainer as soon as possible. You will be able to discuss with your VET trainer ways to make reasonable adjustments to the training and assessment process. For example, it may be possible to complete a written assessment verbally, use assistive technologies or have the environment and resources adapted.</p>
Academic Appeals and Complaints Resolution	<p>If you require an extension of time, special consideration, or appeal against a final result in a unit, you should speak directly to your VET trainer. If you are unable to satisfactorily resolve your concern you should refer to Karen Sheldon Policy and Procedures for the process and/or contact: Karen Sheldon Board of Directors.</p>

## UNIT OUTCOMES

On completion of this unit, you will be able to:

<p><b>1. Sell or serve alcohol responsibly.</b></p> <p>1.1. Sell or serve alcohol according to provisions of relevant state or territory legislation, licensing requirements and responsible service of alcohol principles.</p> <p>1.2. Where appropriate, request and obtain acceptable proof of age prior to sale or service.</p> <p>1.3. Provide accurate information to customers on alcoholic beverages according to organisation or house policy and government legislation.</p> <p>1.4. Assist customers with information on the range of non-alcoholic beverages available for purchase.</p> <p>1.5. Identify issues related to the sale or service of alcohol to different types of customers, especially those at risk, and incorporate them into sales or service.</p>
<p><b>2. Assist customers to drink within appropriate limits.</b></p> <p>2.1. Prepare and serve standard drinks or samples according to industry requirements and professional standards.</p> <p>2.2. Use a professional manner to encourage customers to drink within appropriate limits.</p> <p>2.3. Recognise erratic drinking patterns as an early sign of possible intoxication and take appropriate action.</p> <p>2.4. Monitor emotional and physical state of customers for signs of intoxication and effects of illicit or other drug use.</p> <p>2.5. Where appropriate, offer food and non-alcoholic beverages.</p> <p>2.6. Decline requests for alcohol to be dispensed in a manner that is irresponsible and advise customers of the reasons for the refusal.</p>

**3. Assess alcohol affected customers and identify those to whom sale or service must be refused.**

- 3.1. Assess intoxication levels of customers using appropriate methods.
- 3.2. When assessing intoxication, take into account factors that may affect individual responses to alcohol.
- 3.3. Identify customers to whom sale or service must be refused according to state and territory legislation.

**4. Refuse to provide alcohol.**

- 4.1. Refuse sale or service in a professional manner, state reasons for the refusal, and where appropriate point out signage.
- 4.2. Provide appropriate assistance to customers when refusing service.
- 4.3. Where appropriate, give customers a verbal warning and ask them to leave the premises according to organisational or house requirements, the specific situation, and provisions of state or territory legislation and regulations.
- 4.4. Use appropriate communication and conflict resolution skills to handle difficult situations.
- 4.5. Refer difficult situations beyond the scope of own responsibility to the appropriate person.
- 4.6. Promptly identify situations that pose a threat to the safety or security of colleagues, customers or property, and seek assistance from appropriate colleagues according to organisational policy.

You will demonstrate this by showing that you have Foundation Skills to:

**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 legislation and licensing requirements
- Read a range of identification (ID) and proof of age documents, statutory signage, and warning signs and wording within in-house policies and procedures.

**Oral communication skills:**

- Providing complex 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 measure and calculate standard drinks or samples
- Determine customer's age from date of birth on ID and proof of age documents.

**Learning skills to:**

- To 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.

**Self-management skills to:**

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

## ASSESSMENT SUMMARY

Assessment task number	Assessment task name	Due date	Number of assessment attempts allowed
1	Knowledge Questions in Learner Guide	TBA	3
2	E Quiz	TBA	3
3.1	Short Answer test	TBA	3
3.2	Observation or Supervisor Report.	TBA	3

Additional information about the assessment tasks will be provided to you by your Trainer. The assessment tasks have been mapped to the Training Package units of competency and meet all the elements, performance and knowledge evidence and assessment conditions. More information on this unit can be found at [Training.gov.au](http://training.gov.au). (<http://training.gov.au/Home/Tga>).

If you cannot complete an assessment task by the due date you must make alternative arrangements with your VET Trainer before the due date.

Feedback will be provided by your VET Trainer on each assessment task. The final result for this unit will be recorded as Competent (**C**), Not Yet Competent (**NYC**) or Insufficient Participation (**IP**). The results for individual assessment tasks will be recorded as Successful (**S**) and Unsuccessful (**U**). If you are deemed Unsuccessful for a task you will be advised by your VET Trainer and given the opportunity to resubmit.

Remember that your VET trainer is your most important contact for information about assessment. Contact details are listed on the first page.