



 **Introduction** 

Welcome to Queensland Hotels Association (QHA)
Responsible Service of Alcohol (RSA) Training Program.

SITHFAB002




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Program Overview

The Queensland Hotels Association (QHA) is a licensed RTO to deliver RSA training in both a face-to-face and online capacity.



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Program Overview (Continued)

RSA is an element of competency (SITHFAB002) from the nationally endorsed Tourism, Travel and Hospitality Training Package.

An RTO that is registered with the appropriate scope can deliver RSA under the Australian Skills Quality Authority (ASQA).

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Background

- RSA training is mandatory in Queensland for all employees involved in the sale or supply of liquor. Employees have 30 days from their commencement of employment to successfully undertake RSA training.

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Learning Process

The program focuses on content that will ensure the required performance criteria of the training package is met, including these elements of competency:

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

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1. Sell or Serve Alcohol Responsibly

Performance Criteria:

- **1.1** Sell or serve alcohol according to provisions of relevant state or territory legislation, licensing requirements and responsible service of alcohol principles.
- **1.2** Where appropriate, request and obtain acceptable proof of age prior to sale or service.
- **1.3** Provide accurate information to customers on alcoholic beverages according to organisation or house policy and government legislation.
- **1.4** Assist customers with information on the range of non-alcoholic beverages available for purchase.
- **1.5** Identify **issues** related to the sale and service of alcohol to different types of customers, especially **those at risk**, and incorporate them into sales or service.

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2. Assist Customers to Drink Within Appropriate Limits

Performance Criteria:

- **2.1** Prepare and serve **standard drinks or samples** according to industry requirements and professional standards.
- **2.2** Use a professional manner to encourage customers to drink within appropriate limits.
- **2.3** Recognise **erratic drinking patterns** as an early sign of possible intoxication and take appropriate action.
- **2.4** Monitor emotional and physical state of customers for signs of intoxication and effects of illicit or other drug use.
- **2.5** Where appropriate, offer food and non-alcoholic beverages.
- **2.6** Decline requests for alcohol to be dispensed in a manner that is irresponsible and advise customers of the reasons for the refusal.

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3. Assess Alcohol Affected Customers and Identify those to Whom Sale or Service Must Be Refused

Performance Criteria:

- **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 or territory legislation.

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4. Refuse to Provide Alcohol

Performance Criteria:

- **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** in handling 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.

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Visit the Australian Government
Department of Education and Training website for course
information:

www.training.gov.au

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Using Manners

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INSTRUCTIONS FOR COMPLETING THIS COURSE

You will have **up to 4 weeks to complete your course**, and you may complete as much or as little as you like in each online session during that time.

NOTE: If you start an assessment, it **must** be completed during that online session, otherwise a 'fail' will be recorded for the test.

- QHA recommends you download each lesson (PDFs), for you to refer to the lesson information during assessments.
- Some lessons contain exercises for you to do, to help you remember information for your assessment. These exercises are not graded.

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ASSESSMENT

- Each question set will relate to one or more lessons, you will need to complete the relevant lessons before undertaking the related assessment.
- Each question set consists of a set of multiple choice questions, and requires a 100% passmark - you will have up to 3 attempts to pass each assessment.
- Note: Once you start an assessment question set, you **MUST** complete it - do not attempt to exit it without completion, you will be marked with a 'fail' for that attempt.
- If you do not pass on your third attempt, you will be 'locked out' of your assessment, and must contact the QHA as directed, for assistance with your course.
- More instructions are provided on the front page of each assessment question set.

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COURSE CERTIFICATE

Upon successful completion of this course, you may immediately access your 'RSA Statement of Attainment' course certificate by clicking on the '**Certificate**' button on the QHA Online Training Centre screen. You can print out your 'RSA Statement of Attainment' course certificate by using Ctrl-P on your keyboard to print copy.

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GETTING HELP WITH YOUR RSA COURSE

Contact the QHA via the following methods:

Phone (During Business Hours): 07 3221 6999 - ask for RSA Online Course Help

Phone (After Business Hours): 07 3221 6999 - Leave a message on our answering machine, ensure you note your enquiry is for: RSA ONLINE HELP - either for course help or technical help, your name and phone number. We will return your call during business hours.

Technical Support:

If you have a technical issue with your course, please contact:

Phone (During Business Hours):

07 3221 6999 - ask for RSA Online Tech Help

or Email: **training@qha.org.au**

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PRIVACY OF YOUR DATA

Please refer to the QHA Privacy Policy, available by clicking on the following link:

- [PRIVACY POLICY](#)

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TERMS AND CONDITIONS

Please refer to the QHA Online Training Centre - Online Course Policy, available by clicking on the following link:

- [ONLINE COURSE POLICY](#)



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Important Information / documents / other links

- Introduction
 - Remember to download and/or print this lesson before attempting your assessment.

[Download PDF...](#)

[Office of Liquor and Gaming Regulation Site...](#)

[Australian Government Training Site...](#)

[Close Lesson](#)