



SITHFAB021 Provide responsible service of alcohol

About the course

This unit of competency reflects the role of a person seeking to work in the hospitality industry. Work may include picking up glasses, bartending, room attendance service and all levels of sales personnel involved in the sale, service and promotional service of alcohol within licensed premises. At entry level, work takes place under the direct supervision of others and supervision may be direct or indirect. Work will take place in a range of hospitality settings where alcohol is served.

The purpose of this RSA course is to enable you to develop skills and knowledge to carry out responsible practices wherever alcohol is sold or served, including where alcohol samples are served during on-site product tastings which can occur at all types of hospitality venues, bars, packed liquor outlets and wineries, breweries and distilleries.

This course is intended to provide you with support and encouragement whilst taking into account your individual needs, backgrounds, and experience.

The SITHFAB021 Provide responsible service of alcohol supports the development of the required skills and knowledge to better understand how to sell or service alcohol responsibly, assist customers to drink within appropriate limits, assess alcohol affected customers and identify those whom sale or service must be refused and refuse to provide alcohol.

Location: Enquire with Skills & Jobs Australia.

Enrolment and Information Session:

Session details will be confirmed prior to commencement of course. We will provide you with information about the program, this will include the following:

- Enrolment process
- Pre-training Review checklist
- Language, literacy and Numeracy Assessment to make sure that you are suitable for this level of study to enhance your employment pathway.

Am I eligible to enrol?

There are no pre-requisites to enrol in this course. However, you will be required to complete a language, literacy and numeracy (LLN) assessment prior to finalising your enrolment. This is to ensure that the course is suitable for you and that Skills & Jobs Australia can meet your individual needs.

The assessment includes:

- a written test and
- a verbal component

To identify that you have past work or study experience, please take responsibility to bring in your resume to the first training session as this will also be used as your reference in work activities throughout training.

Course structure

RSA Course –4.5 Hours scheduled hours

This course includes specialist training content provided by the Victorian Commission for Gambling and Liquor Regulation (VCGLR). A successful outcome will result in VCGLR Certification to serve alcohol.

The topics covered are:

- Liquor industry
- Benefits of responsible service
- Facts about alcohol
- Intoxication
- Strategies from responsible service
- Refusal of service
- Difficult Situations
- Underage
- Package liquor
- Functions

Will I be able to get a job or study when I finish the course?

Once learners have successfully completed the stand-alone unit of competency SITHFAB021 Provide responsible service of alcohol, they may seek further vocational studies to complete a qualification with a training provider who offers it (see *Education Pathways* list below).

Responsible Service of Gaming (RSG) course is a short course and a pathway for workers seeking skills and knowledge required to ensure that gaming is provided responsibly.

Educational Pathways:

SIT20322 Certificate II in Hospitality (Release 2) – *offered as an elective unit*

SIT30622 Certificate III in Hospitality (Release 2) – *offered as an elective unit*

SIT30722 Certificate III in Hospitality (Restaurant Front of House) (Release 1) – *offered as a core unit*

Vocational Pathways:

- Heritage guide
- Historical guide
- Nature-based site guide
- Tour guide
- Winery guide
- Espresso coffee machine operator
- Food and beverage attendant
- Front desk receptionist
- Front office assistant
- Gaming attendant
- Guest Service agent
- Senior bar attendant
- Waiter

Training & Assessment

Duration: This RSA course will be delivered over 4.5 hours of face to face training

Delivery mode: Face to face delivery conducted in a classroom with a simulated workplace environment to demonstrate your practical skills and knowledge.

How much will this course cost?

Total Course Fee: Price available upon request.

You will receive all Learner Workbooks and Assessment Task Booklets per unit of competency for the course.

Student Support Services

We are committed to ensuring that you get all the support you need to be successful in your studies. You may not have studied for a while and or you might need help with study skills. You may also need assistance with skills such as reading, writing, and math.

We will conduct a pre-training review and a language, literacy and numeracy skills assessment during enrolment that will help us to identify any support you need. Based on the information you provide in and/or the results of your language, literacy and numeracy test, we will contact you to discuss your support needs. Please feel free to discuss with us any individual support needs and or personal requirements at any time during your time with us.

Services that we can offer to you include:

- One to one support from our trainers/assessors including providing you with their phone and contact details
- Classes to assist with study skills.
- Study groups where you can work with your fellow students.
- Referral to relevant external services.
- Specialist support services for students with a disability.

Skills & Jobs Australia will provide you with a TA2.11 *Individual Support Plan* should you require any special needs.

Contact us at 1300 136 975 to discuss your support needs.

How to enrol

Please contact our office by phone or email.

You will receive an email which outlines what you are required to bring to the enrolment session.

How to contact us

Phone: 1300 136 975

Email: info@sajaust.com.au

Post: Level 2, 326 Keilor Road Niddrie VIC 3042