



**SITHFAB002**  
**SITSS00055**

# **Responsible Service of Alcohol**

**1300 555 748**

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# Course overview

This certificate is currently being offered as part of the SITSS00055 Responsible Service of Alcohol Skill Set or as full fee for service.

The Responsible Service of Alcohol Certificate is a necessity for anyone looking to work in restaurants or bars serving alcohol. An RSA in Melbourne offers you the skills you need to serve alcohol in a responsible fashion, and to provide an environment within an establishment that is safe and enjoyable for every patron.

The RSA course teaches you about the dangers of alcohol, and methods you can use to identify patrons who are intoxicated. It will help you to safely and responsibly execute your new job in hospitality.

## Duration & delivery

Assessment which includes:

- Online – 20 questions multiple choice test
- Online – Short answer questions
- Scenarios
- Oral Questions

Online: Your trainer will call you after the session to conduct scenarios and oral questions.

## Tuition fees

Skills First Funded: **\$0**

Fee for Service **\$60**



## Course Structure

The course includes:

- The law, fines, demerit points and star rating
- Facts about alcohol
- Strategies to refuse service
- Good serving practices
- How to promote/advertise legally
- Unacceptable service practices





# Further information

## Eligibility for funding

The course fees and costs depend upon whether you are eligible for a Government subsidy, with funds made available by the Victorian and Commonwealth Governments. Using a government-funded place can affect future eligibility for funded courses. For more details, visit [www.serveitup.com.au](http://www.serveitup.com.au) and check 'Eligibility Requirements', or contact our office by phone or email. For further information, refer to the statement of fees and charges that can be found on our website.

## Student Handbook

View our student handbook on our website for information about; your rights & obligations, fees, payment terms, cancellations, refunds, complaints, support services and much more.

## Recognition of Prior Learning (RPL)

You can ask for your relevant existing skills, qualifications and experience to be assessed and taken into account when your level of competency is being assessed. There will be a cost associated, refer to our statement of fees and charges. RPL is not covered by government funding.

## Credit Transfer (CT)

If you have previously completed any of the units that feature in your Serve It Up course, we can give you credit and you will not have to repeat the unit. There is no associated cost but you will need to complete a credit transfer application.





# Further information

## Assessments

There will be assessments for each module, these will be completed online via our learning management system CANVAS. Assessors will conduct observations in the workplace. Students must have access to computers, email and the internet.

## Entry requirements

To complete this skill set students will need:

- Access to a computer and the internet
- Digital skills to complete online assessments and upload files
- Complete a language, literacy and numeracy assessment as part of enrolment to ensure they are capable of completing course requirements, ability to read and comprehend food safety manuals and complete basic documentation

## Pathways

On completing this qualification students may progress onto a Certificate IV in Hospitality.

## Support Services

We have educational support services available to meet the needs of many different students. This includes specialists that can provide one-on-one support. If you think you require additional support please let us know at enrolment. Or, if during the course you find you need extra help, please talk to your trainer or the office and we will work with you to find the best support options. We recommend that once students have attended all the required sessions they schedule a one-on-one with our Student Support Officer to assist with completing any outstanding assessments.

## Referrals

Third parties may be used to refer students to this course. Registered third parties include: Hospo HR. Third parties cannot confirm enrolment or pre-training reviews or conduct any training or assessment; this is always completed by Serve It Up. If you would like to check their credentials or make a complaint please call the head office on 1300 555 748.

