



SITHFAB021

Provide Responsible Service of Alcohol

1300 555 748

courses@serveitup.com.au

39 / 617 - 643 Spencer St, West Melbourne Vic 3003

RTO: 22542

Course overview



In Victoria, you need an RSA Certificate of Completion to work in many licensed venues. To receive your RSA Certificate of Completion, you must complete the following:

1. an LCV-approved RSA course (this course)
2. Sexual Harassment and Assault: Recognise, Prevent and Respond (additional online module delivered by the LCV)

An RSA 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.

On completion, we will issue you a statement of attainment for the unit SITHFAB021 Provide responsible service of alcohol. You will then receive an email asking you to create an account on the LCV Learning Hub, where you can complete the next part of the training. Once complete, download your official RSA certificate from the LCV.

Refreshing your RSA

You will need to refresh your Victorian RSA Certificate every 3 years, do this for free online with the Liquor Commission Victorian.

Delivery

6 Hours Class (Online or Face-to-face)

Assessment which includes:

- Online – 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.

Course Content

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

Entry Requirements

- Able to use a computer and complete online assessment
- Online classes: Must have a camera and microphone
- Meet minimum language, literacy and numeracy requirements
- Participate in role plays

Tuition fees **\$65**

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.

