

Introduction

Welcome to
Queensland Hotels Association (QHA)
Provide Responsible Service of Alcohol
Training Program
SITHFAB009A

[Click here to get started.](#)

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Introduction

Please Note:

If you require auditory assistance to complete
this lesson:

Left Click ONCE on each area of writing on the
screen to hear the text read aloud, or use the
following symbol (found on 'links' pages).



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Introduction

MESSAGE FROM THE CHIEF EXECUTIVE

Welcome to the QHA's RSA online training site.

The consumption of alcohol is a central part of Australia's social culture and social fabric, with around 80% of Australians drinking an alcoholic beverage on a regular basis.

Because alcohol is a mind-altering drug, it's important that it be consumed and served in a controlled and responsible manner.

Within the hotel and wider hospitality industries, the Responsible Service of Alcohol (RSA) is an important basic step in promoting and improving a responsible drinking culture.



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MESSAGE FROM THE CHIEF EXECUTIVE (Continued)

This RSA Course will give you the basic knowledge and tools to enable you to meet your legal obligations to serve alcohol responsibly.

Thank you for taking this course, and for your interest in Queensland's hotel and hospitality industries.

Sincerely,

Justin O'Connor
Chief Executive
Queensland Hotels Association



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Introduction

Program Overview

This Responsible Service of Alcohol (RSA) Training Program was released by the Queensland Office of Liquor and Gaming Regulation (OLGR) on 1 February 2009 in response to mandatory training requirements of the *Liquor and Other Acts Amendment Act 2008*.

OLGR has Registered Training Organisations (RTO) throughout Queensland licensed to deliver the OLGR RSA training program.

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 (SITHFAB009A) from the nationally endorsed Tourism, Hospitality and Events Training Package SIT07.

An RTO that is registered with the appropriate scope can deliver RSA under the Australian Quality Training Framework (AQTF).

However, to meet the Queensland Office of Liquor and Gaming Regulation's (OLGR) mandatory RSA training requirement, only RSA certificates issued by an OLGR approved RTO will be accepted.

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Background

- RSA training is mandatory in Queensland for new employees from 1 January 2009 (within 30 days of employment), however; existing staff have until 30 June 2010 to complete the prescribed training.
- This RSA is nationally endorsed through the SIT07 training package as an element of competency for SITHFAB009A Provide Responsible Service of Alcohol.
- RSA statements of attainment issued from RTOs that are not contracted by the State Government (QLD) will not be recognised by the department as meeting the new requirement following the Liquor amendments.

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RSA Certificates Issued In Different States or Territories of Australia

A face-to-face and online RSA Bridging Module is available from the QHA for holders of a current RSA certificate issued outside of Queensland and/or by a Queensland non-OLGR approved training organisation.

Contact the QHA for details.

For further information, visit this website:
www.olgr.qld.gov.au



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Learning Process

The program focuses on content that will ensure the required performance criteria of the new SIT07 training package is met, including these elements of competency:

- Sell or serve alcohol responsibly
- Assist customers to drink within appropriate limits
- Assess alcohol affected customers and identify customers to whom sale or service must be refused
- 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** Provide accurate information to customers on alcoholic beverages according to enterprise or house policy and government legislation, including types, strengths, standard drinks and alcoholic percentages of a range of frequently sold alcoholic beverages.
- **1.3** Assist customers with information on the range of non-alcoholic beverages available for purchase.
- **1.4** 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.
- **2.2** Encourage customers to courteously and diplomatically 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 patrons for signs of intoxication and ill effects of illicit or other drug use.
- **2.5** Where appropriate, offer food and non-alcoholic beverages.
- **2.6** Politely decline requests for alcohol to be dispensed in a manner that is **irresponsible, or which encourages the rapid or excessive consumption of alcohol**, and advise customers on the reasons for refusal.

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

Performance Criteria:

- **3.1** Assess intoxication levels of customers using a number of methods including observing **changes in behaviour**, observing the emotional and physical state of customers, monitoring noise levels and monitoring drink purchases.
- **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, including minors, those purchasing on behalf of minors, intoxicated persons, and persons affected by the consumption of illicit and other drugs.
- **3.4** Where appropriate, request and obtain acceptable **proof of age** prior to sale or service.

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4. Refuse to Provide Alcohol

Performance Criteria:

- **4.1** Refuse service in a polite manner and state the reasons for the refusal.
- **4.2** Speak to **intoxicated** customers in a suitable and consistent manner, minimising confrontation and arguments and pointing out signage where relevant.
- **4.3** Provide **appropriate assistance** to customers when refusing service.
- **4.4** Where appropriate, give patrons a verbal warning or ask them to leave the premises in accordance with enterprise or house policy requirements; the specific situation; and provisions of state or territory legislation and regulations.
- **4.5** Use **appropriate communication and conflict resolution skills** in handling difficult situations.
- **4.6** Refer difficult situations beyond the scope of individual responsibility to the appropriate person.
- **4.7** 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 enterprise policy.

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Visit the NTIS website for the full course description:

www.ntis.gov.au



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Using Manners

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INSTRUCTIONS FOR COMPLETING THIS COURSE

This course consists of:

- 8 Lessons
- 4 RSA Question Sets (Assessment)

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.
- You can access a voice-over audio option to read aloud text in this course by left clicking on the text on the screen.

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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 a 'Letter of Course Completion' by clicking on the '**Certificate**' button on the QHA Online Training Centre screen.

This Letter may be used to provide proof to an employer that your course has been undertaken, but does NOT supercede or replace the OLGR Approved RSA Certificate.

An OLGR Approved RSA Certificate will be forwarded to you by mail within 10 working days of completing your course, provided you have:

- Provided your mailing address details
- Your course has been paid
- There are no grounds for suspicion of illegal activity in the completion of this course (eg cheating, or completion by a person other than the registered student).

Note: If your course has been paid for by an employer, and delivery instructions for certificates have been received from the employer, these instructions will be carried out.

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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: techsupport@qhatraining.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 - Lesson Download Link**
- Remember to download and/or print this lesson before attempting your assessment.
- **Office of Liquor and Gaming Regulation - www.olgr.qld.gov.au**
- **NTIS - www.ntis.gov.au**

Close Lesson



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