

RSA course content guidelines

Liquor Control Victoria (LCV) approves registered training organisations (RTOs) to deliver a nationally recognised unit of competency – SITHFAB021 Provide responsible service of alcohol. This document will assist RTOs in developing content for the training program.

Ensure you read these guidelines before applying and developing course content to deliver the Responsible Service of Alcohol (RSA) program in Victoria. If you have any questions, please contact [lcv.education@liquor.vic.gov.au](mailto:lcv.education@liquor.vic.gov.au)

# Introduction

The Victorian Liquor Commission, under Section 26C of the *Liquor Control Reform Act 1998* (the Act), approves the delivery of RSA training programs to persons working in licensed premises in Victoria.

It is a requirement that anyone employed in the supply of alcohol on a premises with the following licence types must hold a valid RSA certificate:

* general
* on-premises
* late night
* packaged liquor.

RSA training may also be compulsory in other situations, such as where there is a condition on the liquor licence.

LCV intends that all students, upon completing your course, have a strong understanding of how to serve alcohol responsibly, which can assist in reducing alcohol-related harm in the community. LCV inspectors accept only approved RSA training provider-issued Certificate of Completion as a valid RSA certificate.

# Registration and scope of training

RTOs must be registered with the Australian Skills Quality Authority or the Victorian Regulations and Qualifications Authority.

RTOs must have the unit of competency SITHFAB021 Provide responsible service of alcohol listed as part of their scope of training on [training.gov.au](https://training.gov.au/)

# Duration of training course and class size

The in-person course must take at least 6 hours, excluding breaks. For in-person training, a class must contain at most 25 students.

The online course is self-paced, allowing students to work through it at their own pace.

# Course and content

Course content and assessment must:

* reflect the elements, performance, and assessment requirements of the [SITHFAB021 Provide](https://training.gov.au/Training/Details/SITHFAB021) [responsible service of alcohol](https://training.gov.au/Training/Details/SITHFAB021).
* include a robust and recurrent message on the student’s role in harm minimisation.
* include information specific to Victorian law, the *Liquor Control Reform Act 1998,* and the Liquor Control Reform Regulations 2023.
* be engaging and interactive using various training activities such as, but not limited to, role plays, scenarios, videos, break-out groups, or industry experiences.
* consider the needs of the learners and different learning styles.
* be written in plain English.

**The Victorian-specific content to be included:**

* Reference to the *Liquor Control Reform Act 1998*, specifically
  + Section 3, Definitions
  + Section 3A and 3AA, Amenity
  + Section 3AB, Intoxication
  + Section 4, Purpose of the Act
  + Part 2, Licence categories (overview)
  + Section 18C, off-premises request
  + Part 7A, Barring orders
  + Part 8, Offences and enforcement
* Reference to LCV’s website, specifically
  + [Responsible service of alcohol training](https://www.vic.gov.au/responsible-service-alcohol-training)
  + [Managing intoxicated patrons](https://www.vic.gov.au/managing-intoxicated-patrons)
  + [Drink spiking](https://www.vic.gov.au/drink-spiking-information-liquor-licensees)
  + [Under-18 patrons on licensed premises](https://www.vic.gov.au/under-18-patrons-licensed-premises)
  + [Acceptable forms of identification](https://www.vic.gov.au/acceptable-forms-identification-for-licensed-premises)
  + [Supplying liquor to a person who makes an off-premises request](https://www.vic.gov.au/supplying-liquor-person-who-makes-premises-request)
  + [Responsible alcohol advertising and promotions](https://www.vic.gov.au/responsible-alcohol-advertising-and-promotions)
  + [Liquor fees and fines](https://www.vic.gov.au/liquor-fees-and-fines)
  + [Print my liquor signage](https://www.vic.gov.au/print-my-liquor-signage)

Please see Appendix 1 for a complete list of the course content.

Upon course completion, students are provided with an evaluation form, which includes a free text option enabling students to comment on course delivery.

# Video content

Over the years, LCV has produced several videos to deliver RSA training. The links to these videos are below. You can use other videos if they support the obligations in the Victorian liquor law and regulations.

[Liquor industry video](https://www.youtube.com/watch?v=s2W0Gw8D6Eg) [Stages of intoxication](https://youtu.be/zSKsSrXXj7E) [Signs of intoxication](https://youtu.be/kXtQnznckB8)

[Refusal of service – worst practice](https://www.youtube.com/watch?v=QzQL0mbb4mU) [Refusal of service – best practice](https://www.youtube.com/watch?v=z_nHfeMHzJY)

# Online content training requirements

If applying to deliver RSA training through an online learning management system or similar, the following content requirements must be met in addition to the above:

* course has a straightforward navigation structure
* course contains an introductory page setting out the purpose, content of the course, assessment requirements, certification gained, and how to seek assistance if required
* the course is broken into sections
* questions/scenarios are randomly generated, ensuring students do not complete the same assessment if required to retake the course
* content is contextualised to meet the requirements of industry and workplaces
* include real-time support, including telephone and email support.

# Trainer qualification and experience

Trainers must hold the relevant training and assessment qualifications. The RTO must employ trainers to provide responsible service of alcohol training.

In this document, the trainer refers to the person who delivers the training unit and the person assessing students' competency in completing the training unit.

The table below outlines trainer requirements.

Table 1 RSA trainer requirements

|  |  |
| --- | --- |
| **Training or experience required** | **Evidence required**  (once you are an approved RTO, the following evidence is required to add trainers to our database) |
| **Completion of Certificate IV in Training and Assessment or equivalent** | A copy of the certificate that the trainer has completed one of the following:   * TAE40116/TAE40122 Certificate IV in Training and Assessment (or its successor)   **or**   * TAE40110 Certificate in Training and Assessment plus the following units: * TAELLN411 (or its successor) or TAELLN401A, and * TAEASS502 (or its successor) or TAEASS502A or TAEASS502B   **or**   * hold a diploma or higher-level qualification in adult education  **or** * a credential issued by a higher education provider (as defined by section 16-1 of the *Higher Education Support Act 2003*) which would enable the individual to satisfy the academic requirements for registration as a secondary school teacher in accordance with the registration requirements in at least one State or Territory and one of the following credentials or the successor to one of the following credentials: * TAESS00011/TAESS00019 Assessor Skill Set or * TAESS00024 VET Delivered to School Students Teacher Enhancement Skill Set. |
| **Completion of SITHFAB021** | **A copy of the current RSA certificate** can be:   * Statement of attainment which is currently valid (if it hasn’t been more than 3 years since completion)   **or**   * current LCV Certificate of Completion (initial training)   **or**   * current LCV Certificate of Completion (refresher training), this can be obtained by completing the [RSA refresher course](https://liquor.vcglr.vic.gov.au/rsa_refresher/). |
| **Industry experience** | **A statement by the trainer** indicating the period during which they have had:   * industry experience in a role involving the responsible service of alcohol (including in which role and what type of liquor licensed venue)   **or**   * liquor licensing enforcement activity (identifying which agency).   Please note that a copy of the trainer’s resume instead of a statement is   acceptable. |

# Appendix 1: Responsible Service of Alcohol Proposed Course Content

Please ensure your course aligns with [SITHFAB021 Provide responsible service of alcohol](https://training.gov.au/Training/Details/SITHFAB021) unit requirements. The course can be delivered in a different order. Table 1 below is only a suggested order of the unit content.

Table 2: A proposed Victorian RSA course structure

| **Content includes** |
| --- |
| **Introduction** |
| Purpose of the training |
| Benefits of RSA training (for staff, customers, community, business) |
| Victorian RSA requirements |
| **Module 1: Liquor laws** |
| Impact of alcohol supply in Victoria   * alcohol consumption and the industry * impact on the community * impact on government agencies (Victoria Police, health services, road services and local government) * impact of excessive drinking (premises, staff, other customers, family, friends, colleagues, local community) |
| Victorian liquor laws   * *Liquor Control Reform Act 1998*   + main objectives of the Act   + key obligations (minors, intoxicated, drunk or disorderly)   + offences and non-compliance with regulation * Liquor Control Regulations 2023 * Liquor Control Reform (Prohibited Supply) Regulations 2015 |
| Liquor licence   * liquor licences overview * understanding a liquor licence * trading hours * amenity (monitoring noise and disturbance in and around licensed premises) |
| Victorian liquor regulators   * Liquor Control Victoria * Victoria Police * Local government |
| **Module 2: Consuming alcohol (effects and impact)** |
| How alcohol enters and leaves the body |
| Blood Alcohol Concentration (BAC)   * Drink driving limits |
| Effects of alcohol on a person   * emotional impact * physical alertness * health |
| Impact of excessive drinking on an individual |
| Customers at heightened risk from alcohol use |
| **Module 3: Intoxication** |
| Definition – what is intoxication?   * penalties linked to intoxication and drunk |
| Preventing intoxication   * know what you are serving (standard drink) * provide information to customers * products that are banned or undesirable when responsibly selling or serving alcohol * visual and verbal reminders * observe and engage with customers * non-alcohol and low-alcohol drink options * free drinking water * food options * slow down the supply of alcohol * refuse multiple shots |
| Signs of intoxication   * physical signs of intoxication * reasonable belief * recognising other drugs, conditions, and medications can mimic signs such as intoxication * early indicators – erratic drinking |
| Drink spiking |
| Monitor patterns of purchase – bottle shop |
| Recognising signs of intoxication in a bottle shop |
| **Module 4: Refusal of Service** |
| Procedure for refusing service: T-A-K-E-C-A-R-E or another approach must list communication and conflict resolution skills |
| Seeking assistance when refusing service |
| Recording refusal of service |
| Responding to a mental health episode (LCV can provide content) |
| Customer safety when refusing service or entry |
| Refusing entry to licensed venues (seeking assistance from other team members): venues right, barring and banning |
| Barring process |
| **Module 5: Underage (minors)** |
| Laws relating to minors and penalties |
| Impact of alcohol on young people |
| Minors on licensed premises |
| Responsible adult |
| Secondary supply |
| Proof of age requirements |
| Checking ID |
| Victorian digital licence |
| Secondary supply |
| **Module 6: Alcohol delivery** |
| Laws relating to the online delivery of alcohol and offences |
| Restrictions on the supply of online alcohol delivery |
| Obligations of online alcohol delivery |
| Instructions to delivery persons |
| **Module 6: Harm minimisation** |
| Principles of harm minimisation |
| Strategies to assist responsible service of alcohol |
| House policies/procedures |
| Venue management plan |
| Liquor forums |
| Responsible alcohol advertising and promotions |
| Current promotional and strategic community education campaigns |