

Guidelines for registered training organisations seeking approval to conduct Responsible Service of Alcohol training

Introduction

The General Code of Practice under the *Liquor Licensing Act 1997* (Code) was amended on 18 November 2019.

Clause 7 of the Code requires licensees to ensure that all those engaged by the licensee (paid staff and volunteers) that sell, offer for sale or serve alcohol have successfully completed nationally accredited responsible service of alcohol (RSA) training by a Registered Training Organisation (RTO) approved by the Liquor and Gambling Commissioner (Commissioner) and published on a website maintained by the Commissioner.

RSA training must be completed no later than three months after the commencement of the engagement.

The following licence categories do not require staff to undertake RSA training:

- a liquor production and sales licence that does not authorise the sale or supply of liquor for consumption on licensed premises;
- a packaged liquor sales licence that only authorises the licensee to sell liquor through direct sales transactions;
- a short term licence unless this clause is applied in relation to the licence by a licence condition imposed by the licensing authority, taking into account the nature and extent of the operations conducted under the licence;
- the sale or supply of liquor to a resident for consumption on licensed premises;
- an interstate direct sales licence.

All licensees must ensure that all security personnel engaged by the licensee have completed nationally accredited RSA training by an RTO approved by the Commissioner and published on a website maintained by the Commissioner, prior to their engagement.

These guidelines set out the requirements for RTOs to be approved to conduct RSA training for licensing purposes. Failure to comply with these guidelines may result in revocation of approval.

1. Registration and Scope of Training

- 1.1 RTOs must be registered with the Australian Skills Quality Authority (ASQA)
- 1.2 RTOs must have the unit of competency SITHFAB021 *Provide Responsible Service of Alcohol* listed as part of their scope of training.

2. Qualifications and Experience of Trainers

- 2.1 All trainers must have completed:
 - 2.1.1 nationally accredited Certificate IV in Training and Assessment; or
 - 2.1.2 a Diploma or higher level qualification in adult education.



- 2.2 All trainers must have attained competency in the nationally accredited unit SITHFAB002 *Provide Responsible Service of Alcohol* or an equivalent unit.
 - 2.3 All trainers must have at least two years' experience in a role involving the responsible service of alcohol or liquor licensing enforcement activity.
 - 2.4 Trainers must be employed by the RTO to provide responsible service of alcohol training.
3. Duration of Training Course
 - 3.1 The course must take at least 3 hours to complete, not including assessment.
4. Maximum Class Size for Face to Face Training
 - 4.1 For face to face training, a class must contain no more than 25 students.
5. Course Content and Assessment
 - 5.1 Course content and assessment should reflect the elements, performance requirements and assessment requirements of the unit of competency SITHFAB021 Provide responsible service of alcohol.
 - 5.2 The course content should include information specific to South Australian law: the General Code of Practice and provisions of the Liquor Licensing Act and Regulations set out in the Liquor General Code of Practice Guidelines. There should also be an explanation of liquor management plans, including their implementation and use. Discussion should include:
 - The objects of the Act;
 - Employee responsibilities in relation to responsible service of alcohol;
 - Identification and management of intoxicated patrons;
 - Offences relating to service of liquor.
 - 5.3 Presentation of program content should be engaging and interactive through use of mechanisms such as role plays, scenarios on DVD or hands on experience.
 - 5.4 Presentation and Assessment mechanisms should take into account the needs of those from diverse backgrounds and with differing learning styles.
6. Requirements for Online Training
 - 6.1 These requirements are in addition to those listed above in clauses 1, 2, 3 and 5.
 - 6.2 Online training should:
 - Be engaging and interactive, e.g, games, animation, quizzes, discussion forums and is multimedia rich (videos, pod casts)
 - Use authentic learning contexts.
 - Have a navigation structure that is clear and consistent;
 - Use Plain English and explain all legal terms;
 - Meet the needs of online learners taking into account cultural diversity and different learning styles;
 - Be contextualised to meet the requirements of specific industry sectors and workplaces.
 - Have Content created in recommended formats (pdf, jpg, etc.);
 - Have Media elements (graphics, audio, and video) optimised for smallest file size and download time.

- 6.3 The course should contain an introduction page setting out the purpose and content of the course.
 - 6.4 The unit descriptor should be provided in its entirety.
 - 6.5 The course should be divided into sections and a participant must pass each section before progressing on to the next.
 - 6.6 Each section should end with a quiz. If the answers to the quiz questions are multiple choice, the students should have the ability to change their answers while taking the quiz. However, they should not be advised whether their answers are correct or otherwise until they have completed the quiz. Once the quiz is completed the student should submit all the answers at once. If the student does not pass the quiz, they must go back to the beginning of that section of the course.
 - 6.7 When assessing a student's understanding of appropriate behaviour in a scenario, multiple choice answers may be used, provided the answers available include several actions that could be taken and the student is required to identify the correct actions and to put them in the correct order. For example, take the scenario of a person who looks about 15 years old entering a licensed premises and asking for a glass of wine. The choice of answers should include all the steps for checking proof of age. They should also include procedures that have nothing to do with checking proof of age. The student needs to choose the steps required to check proof of age and put them in order.
 - 6.8 Online content should comply with the Australian Accessible ICT standard: EN 301 549:2016, or the current equivalent standard, which supports access to information, communication and technology (ICT) for people with disability.
 - 6.9 Before students elect whether to take the course they must be advised of any requirements such as the necessary technology, and use of their webcam or some other video conferencing mechanism to interact face to face with a trainer or other students.
 - 6.10 All content is either to be owned by the RTO or has been licensed for this purpose.
 - 6.11 Before the course is offered it should be tested on most commonly used browsers. All links should be checked to ensure location is correct and wording is appropriate.
 - 6.12 The Course should be delivered using a Learning Management System (LMS), to allow student tracking, provide reporting tools and support student interactions.
 - 6.13 There must be a mechanism in place for students to seek timely assistance from trainers with respect to the content of the material and support with any technical issues.
 - 6.14 There must be measures in place to verify the identity of the student enrolled in the course and that the student undertaking the assessment is the student enrolled in the course.
7. Provision of Courses by Approved RTOs
- 7.1 An approved RTO must provide training in the unit of competency SITHFAB021 *Provide Responsible Service of Alcohol* using the content, forms of presentation and assessment that were submitted for approval by the Commissioner.
 - 7.2 RTOs do not need to seek further approval for simply updating the content, presentation and assessment mechanisms in line with changes to liquor licensing laws and applicable training and technical standards.

- 7.3 RTOs must allow Consumer and Business Services' inspectors to observe the delivery of face to face courses without prior notice. Inspectors will show identification in these circumstances.
- 7.4 RTOs delivering online courses must provide log in details to Consumer and Business Services upon request, for the purpose of checking the course content and presentation.

Applications

To apply for approval, RTOs should provide the following material:

- Proof of registration with the ASQA;
- Proof that the unit SITHFAB021 *Provide Responsible Service of Alcohol* is listed as part of the scope of training;
- Written confirmation that all trainers conducting the training have attained competency in **Certificate IV in Training and Assessment or a Diploma or higher qualification in adult education**, have attained competency in the unit SITHFAB002 *Provide Responsible Service of Alcohol* or an equivalent unit, have at least two years' experience in a role involving responsible service of alcohol or liquor licensing enforcement activity, and are employed by the registered training organisation to provide responsible service of alcohol training; and
- Copy of all course material: workbooks, handouts, presentations, assessments; and Description of Program content and presentation.

If the course is to be provided online, the following must also be provided:

- Written confirmation that the Online content complies with the Australian Accessible ICT standard: EN 301 549:2016 or current equivalent standard for accessibility, or the action plan to meet this requirement
- Written confirmation that the course will be delivered using a LMS to allow student tracking, provide reporting tools and support student interactions
- Written confirmation that there is a mechanism in place for students to seek timely assistance from trainers with respect to the content of the material and support with any technical issues.
- Written confirmation of measures in place to verify the identity of the student enrolled in the course and that the student undertaking the assessment is the student enrolled in the course.

Applications should be emailed to Consumer and Business Services, Regulatory Services, via email: CBSRegServices@sa.gov.au.