

Guidelines for RSA Online

Guidelines and recommendations for Registered Training Organisations in the delivery of RSA training online in Tasmania

Under S46A of the *Liquor Licensing Act 1990*, a licensee must not allow a person to serve liquor on licensed premises unless that person has successfully completed an approved course. An approved course means a course of instruction or training in the service of liquor approved by the Commissioner for Licensing.

A Registered Training Organisation (RTO) delivering online training, must meet the Commissioner's requirements in relation to the delivery of RSA training generally. In addition RTOs are expected to comply with the specific best practice guidelines for online training.

General Requirements

The Commissioner will recognise courses that deliver the national competency **SITHFAB009A- Provide responsible service of alcohol** conducted by a RTO. In addition, the RTO must meet the requirements of the Australian Quality Training Framework (AQTF) in relation to continuing registration. The relevant sections of these requirements are highlighted and set out in more detail below.

SITHFAB009A- Provide responsible service of alcohol

Unit Descriptor:

Those developing training to support this unit **must consult the relevant state or territory liquor licensing authority** to determine any accreditation arrangements for courses, trainers and assessors.

Required Skills and Knowledge:

- Knowledge and understanding of liquor laws and regulations at a depth relevant to the scope of job responsibility within licensed premises,

including the following list that expresses general statements about requirements of liquor legislation and information that **must be customised for each state or territory**.

- Legal restrictions on alcohol use *customised to state or territory legislation*, including intoxication provisions of liquor licensing laws.

Evidence Guide:

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential –

- Working knowledge and understanding of the *relevant state or territory liquor legislation and industry codes and the ramifications of non-compliance for the enterprise and individual staff members*.

Methods of assessment

A range of assessment methods that comply with *assessment requirements set by the relevant state or territory liquor licensing authority* should be used to assess the practical skills and knowledge required to sell or serve alcohol responsibly.

AQTF – Essential Conditions and Standards for Continuing Registration

1.5 Assessment including Recognition of Prior Learning (RPL):

- (a) meets the requirements of the relevant Training Package
- (b) is conducted in accordance with the principles of assessment and the rules of evidence
- (c) meets workplace and, where relevant, regulatory requirements
- (d) is systematically validated.

Best Practice Guidelines

RTOs delivering RSA training online are expected to meet the best practice guidelines set out in the table below.

An important aspect of these guidelines is the VET e-learning technical content standards, which can be accessed at: <http://e-standards.flexiblelearning.net.au/index.htm>

RSA Online Courses—suggested best practice	
Usability	The course contains an introduction page describing the purpose and content of the course.
	The navigation structure is clear and consistent, allowing the user to access information easily.
Course Content	Is appropriate and meets the needs of online learners, taking into consideration cultural diversity and different learning styles.
	Must comprehensively cover the information in the “Responsible Serving of Alcohol” resource book, published by the Department of Treasury and Finance.
	Multimedia rich, engaging, interactive - such as animation, video, online quiz, podcasts etc.
Content formats	All content has been created in the recommended formats (e.g. pdf, jpg, etc) All media elements (graphics, audio and video) have been optimised for smallest file size and download time. See http://e-standards.flexiblelearning.net.au/topics/formats.htm for detailed guidelines.
Accessibility	The Australian Government is a signatory to the W3C Web Content Accessibility Guidelines (WCAG) guidelines that ensure online content is accessible to people with disabilities. WCAG2.0 was recently approved however in the transition phase WCAG 1.0 Guidelines will continue to be

	observed. Refer: http://e-standards.flexiblelearning.net.au/topics/accessibility.htm
Testing	All content has been tested to work on the recommended minimum client platforms (operating systems and browsers). See: http://e-standards.flexiblelearning.net.au/topics/platforms.htm
	Course has been tested on most commonly used browsers.
	All links checked manually to ensure that link locations are correct and link wording is relevant.
LMS	Course should preferably be delivered using a Learning Management System (LMS), to allow student tracking, provide reporting tools and support student interactions.
Copy-right	All content is either to be owned by the RTO or has been licensed for this use.
Support	Students have access to ongoing IT support throughout their studies.

Important:

RTOs **must** have 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.

Contact Details:

Commissioner for Licensing
Email: licensing@treasury.tas.gov.au
Phone: 03 6336 2380
Web: www.treasury.tas.gov.au