

Guidelines for RSA Training

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

Under section 46A 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 training must meet the Commissioner's requirements in relation to the delivery of RSA training (online or face-to-face). RTOs are expected to comply with the specific best practice guidelines for training.

General Requirements

The Commissioner will recognise courses that deliver the national competency **SITHFAB002 - Provide responsible service of alcohol** conducted by an RTO.

SITHFAB002 - Provide responsible service of alcohol

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

- The course content **must** cover legislative requirements in states and territories on the service of alcohol, relevant to the unit, including commonalities, differences, information about penalties, under age servers, etc.
- Legal restrictions on alcohol use, including intoxication provisions of liquor licensing laws, **must** be customised to state or territory legislation.

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.

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 set out below.

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 are expected to meet the best practice guidelines set out below.

| RSA Online Courses – suggested best practice for delivery and assessment | |
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| National coverage & standards | The course covers RSA skills and knowledge common to all states and territories and states where additional coverage is state specific or Australia wide. |
| Usability | The course contains an introduction page describing the purpose and content of the course. |
| | The structure (and if online navigation) is clear and consistent, allowing the user to access information easily. |
| | Plain English is used throughout and legal terms are explained. |
| | Unit descriptor is provided in its entirety. |
| Course content | Must comprehensively cover the information in the “ Responsible Serving of Alcohol Tasmania ” workbook, published by the Department of Treasury and Finance. |
| | Is appropriate and meets the needs of online learners, taking into consideration cultural diversity and different learning styles. |
| | Multimedia-rich, engaging, interactive - including elements such as animation, video, quizzes, podcasts etc - and uses authentic learning contexts. |
| Content formats | All content has been created in the recommended formats (e. pdf, jpeg, etc). |
| | All media elements (graphics, audio and video) have been optimised for smallest file size and download time. |
| Accessibility (online delivery) | 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. WCAG2.2 Guidelines are to be observed. Refer: https://www.w3.org/TR/WCAG21/ |
| | 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. |
| Learning Management System | Course should preferably be delivered using a Learning Management System, to allow student tracking, provide reporting tools and support student interactions. |
| Copyright | All content is either to be owned by the RTO or has been licensed for this use. |
| Support (online delivery) | Students have access to ongoing IT support throughout their studies. |
| | Students are provided with information about places to connect and share RSA experiences. |
| Assessment | 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. |
| Assessment online delivery | RTOs must make it straight forward for students to upload videos of assessment tasks. |
| | Upon successful completion, RTOs should issue a certificate of competency to the student within seven working days of course completion. |

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