



Responsible Service of **Alcohol (RSA)**

Short course

SITHFABM021(Release 2)

ELEVATE YOUR CAREER IN THE HOSPITALITY INDUSTRY

Overview

This essential one-day course provides you with the knowledge and skills to responsibly sell, serve, and supply alcohol in any licensed premises in NSW. It covers the legal requirements and best practices for promoting responsible alcohol consumption and minimising harm.

Who is this course for

This course is essential for anyone working or planning to work in a role where they sell, serve, or supply alcohol in NSW.

This includes:

- Food and beverage attendants
- Packaged liquor salespersons (in-person, phone, or online)
- Winery, brewery, and distillery staff
- Delivery drivers
- Security staff
- Licensees

What will you learn

- NSW liquor licensing laws and RSA guidelines
- Identifying and preventing intoxication
- Managing difficult customers and refusing service
- Creating a safe and enjoyable environment for patrons

Duration of Course: 1 Day

Available States: NSW

Certification: Statement of Attainment

Course cost: \$175

Delivery Mode: Face-to-face and Virtual classroom



Face to Face



Virtual Classroom

INDUSTRY
SIT - HOSPITALITY



Existing worker



Job seeker

By completing this course, you will be able to:

- Follow the principles of responsible service of alcohol.
- Assist customers to drink within appropriate limits.
- Assess alcohol-affected customers and identify those to whom sale or service must be refused.
- Confidently refuse to provide alcohol.

Entry requirements:

- Understand and communicate in English (verbal and written exercises).
- Basic numeracy skills for measurements.
- Have a USI (Unique Student Identifier) or create one [here](#)



Study pathways:

Take your study further with other courses offered at NTO:

- **Full Qualifications:**
 - Gain a broader understanding of the hospitality industry with a [Certificate III in Hospitality \(SIT30622\)](#)
 - Further your career with a Certificate IV in Hospitality or a Diploma of Hospitality Management.
- **Specialised Skills:**
 - Develop your skills in specific areas such as bar operations, cocktail making, or customer service with relevant short courses.
- **Short Courses and Skill Sets:**
 - **Gain essential workplace skills:** Acquire valuable skills in first aid (HLTAID011) and workplace health and safety (TLIF0025, CPCWHS1001) to enhance your employability and workplace safety awareness.
 - **Explore specialised areas:** If you're interested in specific industries, consider our short courses in retail makeup (SHBBMUP009, SHBBMUP008), nail services (SHBBNLS007), or civil construction equipment operation (RIIMPO320F, RIIMPO318F).

Note:

Your certificates, transcripts and other entry requirement evidence must be certified through a Justice of the Peace or other authorising officer. NTO can provide this service if required.



Fees and Payment Information

At NTO, we are committed to ensuring the financial protection and transparency of all students and corporate clients in line with Australian regulations. Below, you will find detailed information regarding course fees, payment terms, and options available to you.

Fee Information:

- **Course Fee:** \$175
- **Deposit and Prepaid Fees:** No more than \$1,500 in prepaid fees prior to course commencement.
- **Payment Plans:** Flexible options to pay in full or on a payment plan.
- **Buy Now, Pay Later (BNPL):** Available for short courses.
- **Invoice Payments:** Available for corporate clients.

For detailed information on payment plans, BNPL, and invoicing, please reach out to our team nto@nto.com.au

Learner Rights and Refunds

- **Cooling-off Period:** You are entitled to a statutory cooling-off period.
- **Refunds:** NTO offers refunds if the arrangement is terminated early or services are not provided as agreed.
- **Refund Requests:** Can be submitted in writing and will be addressed per NTO's refund policy.



Gain the essential skills and knowledge to serve alcohol responsibly with the [SITHFAB021 Provide Responsible Service of Alcohol \(RSA\)](#) short course.

Fulfil your legal obligations, contribute to a safe and enjoyable environment, and enhance your career prospects in the hospitality industry.

Why Choose



- **Industry-Relevant Curriculum:** Our programs are designed in collaboration with industry experts, ensuring you gain the practical skills and knowledge employers demand.
- **Experienced Mentors:** Learn from seasoned professionals who will guide you on your journey, providing valuable insights and support.
- **Supportive Learning Environment:** Our small class sizes and dedicated staff foster a sense of community and personalised attention, empowering you to reach your full potential.
- **Nationally Recognised Qualifications:** Graduate with qualifications that open doors to opportunities worldwide, allowing you to shape your future wherever your path may lead.



**For more information about our
courses call 1300 132 213
or visit [nto.com.au](https://www.ato.com.au)**