



Responsible Service of Alcohol (RSA) Course

Approved by the Queensland Office of Liquor & Gaming Regulation

The *Liquor Act 1992* (Queensland) now requires the Licensee (if an individual), all Approved Managers, and all staff involved in the service or supply of liquor at licensed premises, commercial events and supervisors of volunteers at community clubs and events to have completed a course in the Responsible Service of Alcohol (RSA).

Staff members required to hold RSA certificates include not only bar staff but glassies, wait staff, room service staff and any other staff involved in the service or supply of liquor. New staff are required to complete the training within 30 days of commencing employment. Crowd Controllers at licensed premises approved to trade after 1am in Brisbane have been required to hold an RSA Certificate prior to commencing their first shift since 2005 and this continues to apply.

The RSA Course offered by RSA Liquor Professionals does not just meet the minimum standard but offers specialist face to face training delivered by a former Principal Investigator with Liquor Licensing who has expert knowledge of both liquor compliance and hospitality management. Why sit a staff member in front of a computer and receive minimum standard training when for **only \$70** per student you can employ highly trained staff with detailed knowledge of their obligations. Individual or Hotel Group Licensees or Liquor Accords wishing to train multiple staff can contact RSA Liquor Professionals to arrange a suitable bulk training fee. RSA Liquor Professionals also offer regional and remote training on request with sufficient student numbers, please don't hesitate to call.

RSA Liquor Professionals conducts regular monthly courses in the Brisbane CBD and other areas or can conduct training at a venue suitable to your staff upon request. The cost of this 4 hour session includes all handouts, enrolment fees and the issue of an OLGR approved training course certificate.

It is important to note that not all trainers delivering RSA training in Queensland have been approved by OLGR. These courses must be provided by a Registered Training Organisation (RTO) approved by the Queensland Office of Liquor & Gaming Regulation (OLGR). Our training is conducted by Russell Steele, an approved trainer with BARS Training Australia, who are an OLGR approved RTO (National Provider Number 32061) responsible for issuing the OLGR Approved Training Course Certificate.

The training course certificate remains current for three years and students must complete the course every three years to continue employment involving the service and supply of liquor.

Training Registers

All licensees are required to keep a training register which contains copies of current RSA Certificates and other training matters for persons involved in the service or supply of liquor at licensed premises.

This register must be made available at the premises for inspection by an investigator or Police Officer. It is the responsibility of the licensee to ensure training is current for all relevant staff members and to update the register accordingly. Fully compliant training registers are available for purchase through RSA Liquor Professionals as part of our Compliance Starter Kit for only \$150.00 including GST.

Pre-requisites

All participants should have basic language, literacy and numeracy skills and are required to identify if they require language, literacy and numeracy support prior to enrolment by contacting RSA Liquor Professionals. Participants can also ask for language, literacy and numeracy support during training delivery if they find they are experiencing difficulties.

Enrolments

Students are enrolled in the course through our RTO Partner, BARS Training Australia. All students will be required to complete an enrolment form at the start of the training course.

Regular scheduled course dates are available on our website at www.rsapro.com.au. Students wishing to confirm attendance at one of our courses can simply email your name, address, course date and contact number to russell@rsapro.com.au then show up on the day to complete necessary enrolment forms. Casual attendance is available however advance notice of your attendance assists us in ensuring you receive the best training package available.

Payment

Course fees must be paid prior to commencement of the course or on arrival on the day. An online payment portal for credit card payments and details of our direct debit, BPAY and other payment options are available at www.rsapro.com.au. Cash payments are available on the day with all training venues having ATM facilities. Cheque payments by licensees can be made by prior arrangement only. Tax receipts will be issued in all cases upon payment.

Note - Participants are responsible for reading all relevant materials provided on the website including the BARS Training Australia Student Handbook and the information about courses prior to enrolment. Once participants have entered their details it will be accepted by all parties that they have read the Student Handbook and agree with all the Terms and Conditions prior to commencing their training.

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