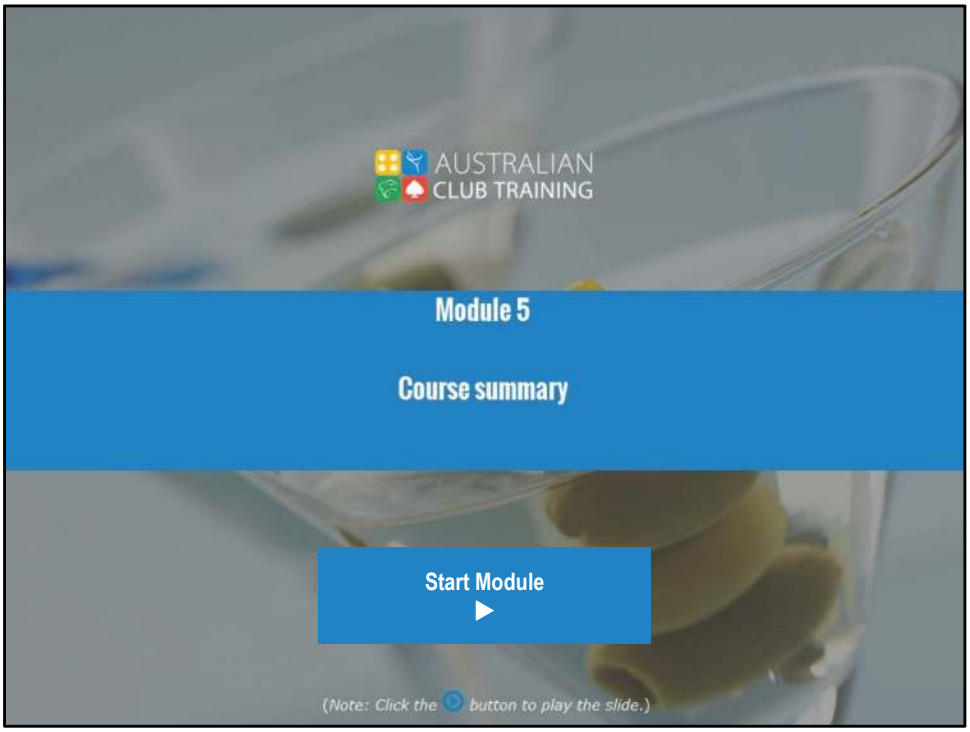
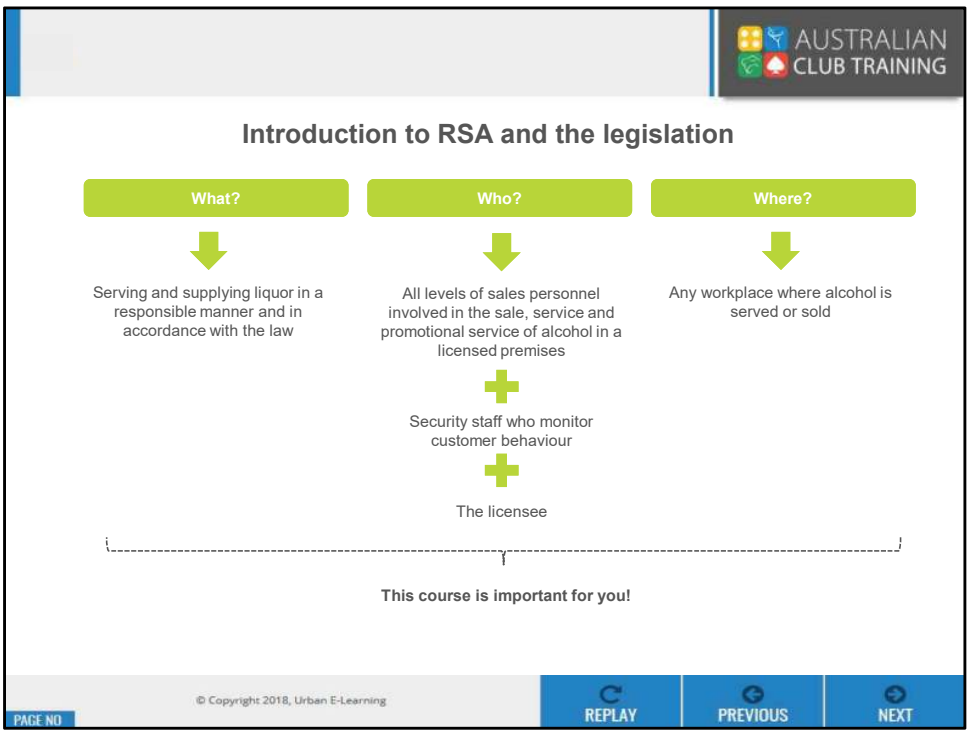

AUSTRALIAN
CLUB TRAINING
Module 5
Course summary
Start Module
(Note: Click the button to play the slide.)

**Voiceover:**
Congratulations! You have completed the four modules in your Responsible Service of Alcohol course. The last module is the course summary, which will re-visit the key learning points that you covered throughout the course.

**Voiceover:**
Now that you have completed the modules, you should be able to:

- Sell or serve alcohol responsibly
- Assist customers to drink within appropriate limits
- Assess alcohol-affected customers
- Identify customers who must be refused alcohol, and
- Refuse to provide alcohol

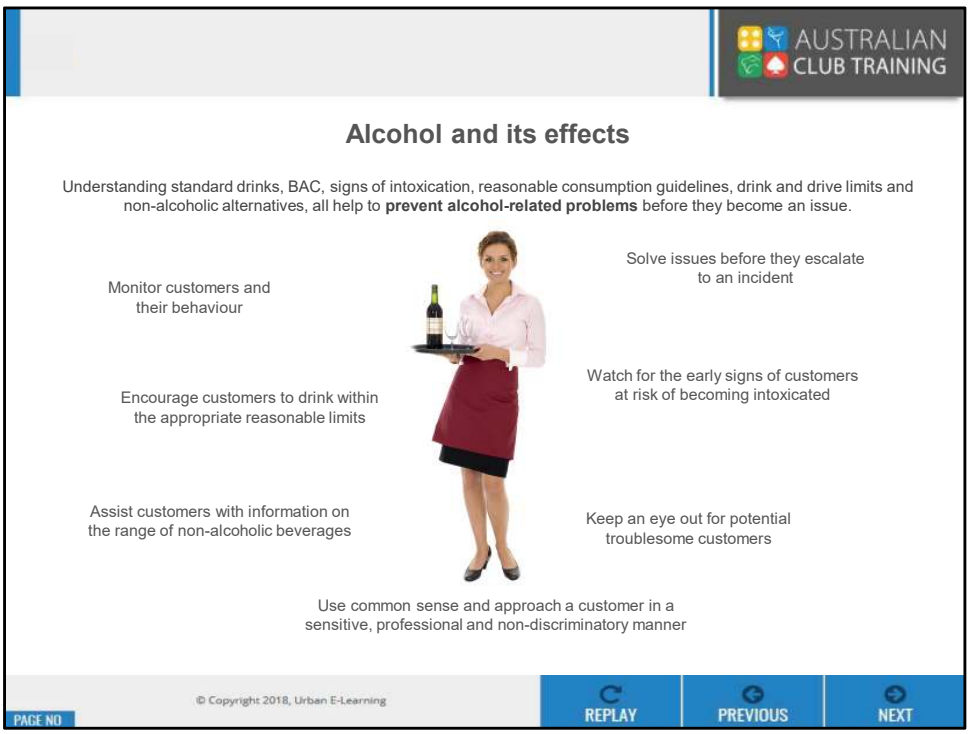



**Voiceover:**
The Responsible Service of Alcohol (or RSA) means serving and supplying liquor in a responsible manner and in accordance with the law.

It applies to all levels of sales personnel involved in the sale, service and promotional service of alcohol in a licensed premises, such as bartenders, food and beverage attendants, retail liquor sales persons, winery, brewery and distillery cellar door staff and supplier sales representatives. It also applies to security staff who monitor customer behaviour and the licensee who is ultimately responsible for RSA management.

It applies to any workplace where alcohol is served or sold, including all types of hospitality venues, retail liquor outlets and wineries, breweries and distilleries.

If you work in any of these roles, in any of these workplaces, then this course is important for you.




**Voiceover:**
Understanding standard drinks, signs of intoxication, reasonable consumption guidelines, drink and drive limits and non-alcoholic alternatives, all help to prevent alcohol-related problems before they become an issue.

It is important to:

- monitor customers and their behaviour
- watch for the early signs of customers at risk of becoming intoxicated
- keep an eye out for potential troublesome customers
- encourage customers to drink within the appropriate reasonable limits
- assist customers with information on the range of non-alcoholic beverages available
- solve issues before they escalate to an incident, and
- use common sense and approach a customer in a sensitive, professional and non-discriminatory manner to determine the reason for their signs of intoxication

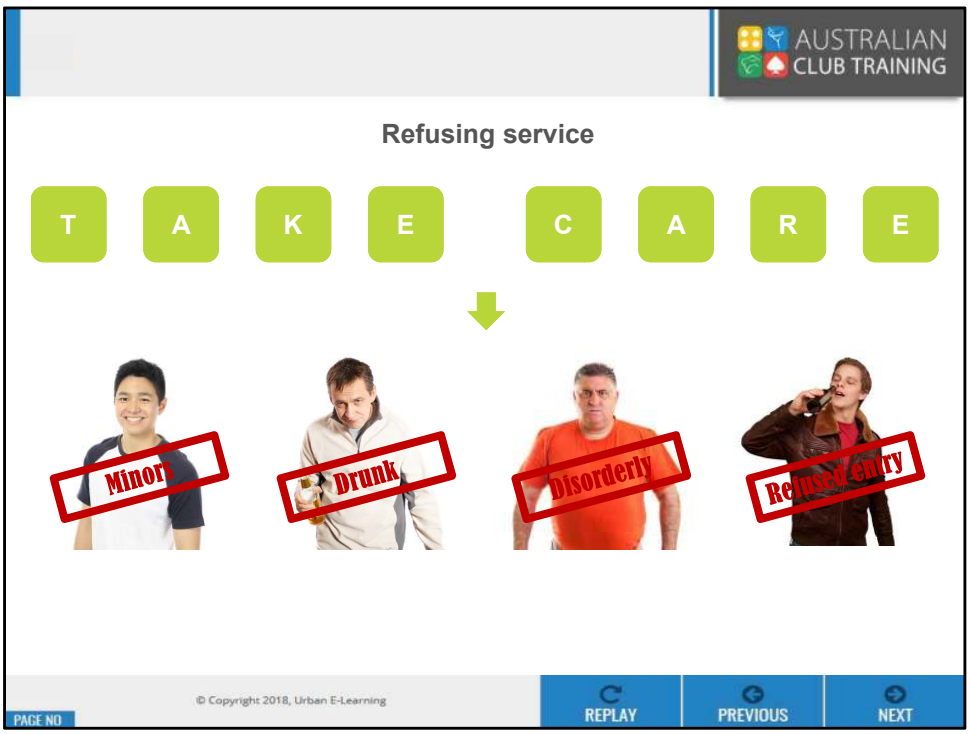
**Voiceover**

There are a wide range of responsible hospitality practices. We have grouped them into 15 key practices, that include:

- Providing staff training
- Following required signage
- Providing accurate information
- Encouraging responsible drinking within appropriate limits
- Ensuring responsible promotions
- Monitoring and refusing service to unduly intoxicated and disorderly customers
- Preventing underage drinking by minors
- Providing security
- Reporting incidents
- Adhering to hours of operation
- Ensuring a safe departure from the premise
- Managing noise and amenity impacts on the community
- Consulting with stakeholders
- Managing indigenous considerations, and
- Ensuring responsible remote sale and delivery of alcohol.

All of these practices are supported by effective teamwork between all venue staff members – working together to implement responsible hospitality practices.

This module will explore each practice in more detail. Let’s get started with staff training.




**Voiceover:**
Use the 'Take Care' method to refuse service to:

- Minors, suspected minors without valid identification, minors who show fake ID and anyone who you suspect may be purchasing alcohol on behalf of a minor.
- Customers who are unduly intoxicated or drunk.
- Customers who are showing disorderly or aggressive behaviour, and
- Customers who have been refused entry to the premises.

**Voiceover**
Now that you have completed the modules, the next step is to complete your final assessments. These include:

- A Knowledge Assessment, where you will need to answer questions about the principles of RSA and New South Wales legislation, and
- A Case Study Assessment, where you will review the case study and then answer the questions

You will also be required to call our assessors for a short verbal assessment.

If you have any questions about the assessments, you can call our Assessment Hotline and speak to one of our Assessors, who will be more than happy to answer your questions.