

Licensee: **CFT QLD, PO BOX 21, PALM BEACH QLD 4221**
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Responsible Service of Alcohol (RSA) OLGR Approved

SITHFAB009A - Responsible Service of Alcohol

This course is designed for all people working in a licensed venue or applying to be a Licensee.

Training is available in class or online at www.cftqld.com.au

Course content:

- Facts about alcohol - standard drinks, BAC, effects of alcohol;
- Better business practices - preventing intoxication, preventing underage drinking, refusing service while maintaining excellent customer service;
- Alcohol and the law - Who is responsible?
- Possible fines that can be incurred by staff and venues;
- Strategies for responsible service - house policies;
- Monitoring your bar area - handling difficult customers.

Students' completing the course online receive a Nationally Recognised Statement of Attainment and an OLGR approved RSA training certificate.

Students attending classes receive an OLGR approved RSA training certificate.

Each State in Australia has a separate State Government Regulator for RSA and also has different requirements.

- Both New South Wales and Tasmania **do not** accept online courses; you will need to attend classes in both of these States;
- Victoria, South Australia will accept online courses *with conditions*;
- ACT, Northern Territory and Western Australia all accept online RSA courses;
- Queensland accepts the OLGR approved RSA and OLGR approved RSA Bridging courses offered by CFT

Bridging Course ONLINE: CFT has been approved to provide an OLGR approved RSA course for students who have a national unit RSA or a current other State and Territory certificate. Students need to provide evidence prior to commencing by fax/email or mail of their previous certificate. Upon successful completion of the bridging course you will receive an OLGR approved RSA training certificate.

Links to your state government authority can be found on our website or contact us on qld@cft.com.au for more information.

Email: qld@cft.com.au **Phone:** 1300 665 633 **Web:** www.cftqld.com.au **Fax:** 07 5677 0622