

Mandatory responsible service of alcohol training

What is mandatory responsible service of alcohol (RSA) training?

On 1 January 2009, it became mandatory for certain persons involved in Queensland's liquor industry to have a current RSA training course certificate issued for successful completion of the RSA training course conducted by an Office of Liquor and Gaming Regulation (OLGR) approved trainer.

Who must do RSA training?

All licensees must ensure the following persons have a current training course certificate in RSA:

- the licensee (if an individual)
- a member of staff of the licensed premises who is involved in the service or supply of liquor at the premises.

Staff members involved in the service or supply of liquor include approved managers, bartenders, glass collectors, floor hostesses and room service staff.

Where can I do the OLGR approved RSA training course?

To obtain the required RSA training course certificate you must complete your training with an OLGR-approved trainer.

For a list of current OLGR approved trainers, and contact details, follow the 'RSA/RMLV training' link on OLGR's home page at www.olgr.qld.gov.au

Please note: not all trainers delivering RSA training around Australia have been approved by OLGR. Therefore, licensees or those organising training must ensure the trainer has been approved by OLGR for face-to-face and/or online delivery.

When do I have to do the approved RSA training course?

From 1 January 2009, all new employees have 30 days from the date of commencing employment to obtain their RSA training course certificate.

What if I was employed before 1 January 2009?

Staff members employed prior to 1 January 2009 have until 30 June 2010 to complete the required training.

However, a staff member who has a statement of attainment issued to them by a registered training organisation between 1 January 2006 and 1 January 2009 will be deemed to have RSA certification for three years from the date of issue and will then be required to redo the RSA approved training course with an approved trainer.

Please note that any untrained staff member who was employed prior to 1 January 2009 and leaves that employer is then required to complete RSA training within 30 days of commencing employment in the new licensed premises.

How long does the RSA training course take?

The course takes approximately four to five hours to complete either face-to-face or online.

Training course certificate and statement of attainment

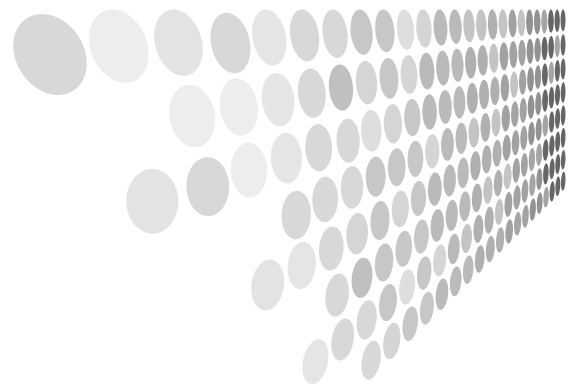
From August 2009 approved trainers commenced issuing the new 'training course certificate' for successful completion of the approved RSA course. Prior to this, the approved trainers issued a 'statement of attainment' in the approved form.

Both display the Queensland Government logo and are accepted as evidence of successful completion of the approved RSA training course provided the training was completed with an OLGR approved trainer.

For further information, please contact the Office of Liquor and Gaming Regulation on 13 13 04 or visit www.olgr.qld.gov.au

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When will my RSA certificate expire?

The RSA training course certificate and approved statement of attainment will expire three years after the date it is given to you.

You must renew your RSA training with an OLGR-approved trainer prior to this time.

Are volunteers required to undertake RSA training?

Volunteers serving or supplying alcohol will not be required to hold a current RSA training course certificate if performing duties under one of the following licence categories:

- community club licence
- community other licence
- community liquor permit
- restricted liquor permit.

In these instances, the licensee/permittee must take reasonable steps to ensure there is a person with current RSA training to supervise the volunteers.

Recognition of prior learning

Queensland provides recognition of prior learning for people who have already completed the national RSA course.

This applies to people who have been issued with a statement of attainment in the national competency SITHFAB009A 'Provide responsible service of alcohol' in any state or territory.

Such people are eligible to complete an approved RSA bridging module with an OLGR approved trainer. This will provide the person with an OLGR approved RSA certificate upon successful completion of the course.

Please contact an approved trainer for details on which courses they provide.

Training register

All licensees are required to keep an up-to-date training register which contains:

- copies of current training course certificates of staff
- matters relating to training persons involved in the service or supply of liquor at the licensed premises.

The register must be made available at the premises for inspection by an OLGR investigator.

It is the responsibility of licensees to ensure that:

- staff members maintain currency of their training course certificates—current for three years
- RSA training was obtained from an OLGR approved trainer
- training course certificates are in the OLGR approved form.