

SITHFAB021

Provide Responsible Service of Alcohol

Learner Guide Instructions

Who is this document for?

The learner.

What is in this document?

- Course information that matches the PowerPoint presentation.
- Review questions.
- Practical assessment instructions for learners.

What do you need to do before you use it for the first time?

1. Rebrand the document.
2. Review the document as part of your validation process.
3. Set the reading and test time limits that are highlighted in pink at the end of the document.

See the 'Read Me First' document for a complete set of instructions on how to use these resources.

LEARNER GUIDE

SITHFAB021 Provide Responsible Service of Alcohol

Learner Name:	
Learner ID:	
Learner Contact Number:	
Learner Email Address:	
Date Training Commenced:	

This Book Contains:

- Course Information.
- Review Questions.
- Practical Assessment overview and Instructions.

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Evaluation Copy Only

1.1 Introduction

These materials are based on the national unit of competency **SITHFAB021 Provide Responsible Service of Alcohol**.

You will learn about:

- ◆ Selling or serving alcohol responsibly.
- ◆ Assisting customers to drink within appropriate limits.
- ◆ Assessing alcohol affected customers and identifying those to whom sale or service must be refused.
- ◆ Refusing to provide alcohol.



1.1.1 Alcohol and the Body



Alcohol is primarily absorbed into the bloodstream through the intestines. The bloodstream carries the alcohol to the brain resulting in progressive impairment.

Blood Alcohol Concentration (BAC) is a measure of the amount of alcohol in the bloodstream. It is measured by the number of grams of alcohol per 100ml of blood. For example, a BAC of 0.05% means 0.05 grams of alcohol in every 100ml of blood.

The legal limit for BAC for fully licensed car drivers is below 0.05 (grams/100ml).

A BAC in excess of 0.15% can cause considerable impairment of the central nervous system.

Other drugs capable of impairing the central nervous system will increase the effects of alcohol in the brain.

You must be familiar with the legal driving limits as they apply to your state or territory. The following table provides details of legal driving limits for all drivers that do not fall under the 0.05 limit for each state/territory:

State/Territory	Limits
Western Australia	<p>A 0.00 limit applies to the following drivers:</p> <ul style="list-style-type: none"> ◆ Novice. ◆ Holders of extraordinary licences. ◆ Recently disqualified. ◆ Vehicles exceeding 22.5 tonne GCM. ◆ Vehicle carrying dangerous goods (when such goods are being carried). ◆ Buses (while carrying passengers where the vehicle is equipped to carry more than 12 adults including the driver). ◆ Small charter vehicles (when carrying passengers for hire or reward). ◆ Taxis (when carrying passengers for hire or reward).

State/Territory	Limits
Northern Territory	<p>A 0.00 limit applies to the following drivers:</p> <ul style="list-style-type: none"> ◆ Learner licence. ◆ Provisional licence. ◆ Full licence (car or rider) on Z condition. ◆ Approved driving instructors who are teaching. ◆ Public passenger vehicle – bus, taxi. ◆ Coach or heavy vehicle (over 15 tonnes GVM or GCM). ◆ Dangerous goods vehicle driver.
South Australia	<p>A 0.00 limit applies to the following drivers:</p> <ul style="list-style-type: none"> ◆ Learner licence. ◆ P Plate licence. ◆ Taxi. ◆ Bus. ◆ Truck.
Queensland	<p>A 0.00 limit applies to the following drivers:</p> <ul style="list-style-type: none"> ◆ Learner licence. ◆ Provisional licence. ◆ Probationary licence. ◆ Restricted licence. ◆ Licence holders learning to drive the next higher class of licence under the authority of their provisional, probationary or open licence. ◆ All class RE motorcycle licence holders for the first 12 months of holding their class RE motorcycle provisional, probationary, restricted or open licence. ◆ All licence holders when driving or in charge of a: <ul style="list-style-type: none"> ◇ Truck (any motor vehicle weighing over 4.5t). ◇ A bus (built or fitted to carry more than 12 adults, including driver). ◇ An articulated motor vehicle (e.g. B-double, or road train). ◇ A vehicle carrying a placard load of dangerous goods. ◇ A taxi, limousine, or public passenger vehicle. ◇ A tow truck, pilot vehicle or escort vehicle escorting an oversize vehicle. ◇ A vehicle being used by a driver trainer to give driver training. ◇ A specially constructed vehicle, including a tractor.
New South Wales	<p>A 0.02 limit applies to the following drivers:</p> <ul style="list-style-type: none"> ◆ Vehicles of “gross vehicle mass” greater than 13.9 tonnes. ◆ Drivers of vehicles carrying dangerous goods. ◆ Drivers of public vehicles such as taxi or bus drivers. <p>A 0.00 limit applies to the following drivers:</p> <ul style="list-style-type: none"> ◆ Learners licence. ◆ Provisional licence.

State/Territory	Limits
Australian Capital Territory	<p>A 0.00 limit applies to the following drivers:</p> <ul style="list-style-type: none"> ◆ Learners licence. ◆ Provisional licence. ◆ Probationary licence. ◆ Restricted licence. ◆ Foreign licence not recognised by Austroads as having licences that correspond to Australian licences. ◆ Public passenger vehicle including taxi, bus, hire car and restricted hire car. ◆ Dangerous good vehicle. ◆ Heavy vehicle that has a GVM or GCM of more than 15 tonnes. ◆ Learning to drive a heavy vehicle over 4.5 tonnes GVM. ◆ Driver trainers while they are engaged in driver training. ◆ Unlicensed.
Victoria	<p>A 0.00 limit applies to the following drivers:</p> <ul style="list-style-type: none"> ◆ Learners licence. ◆ Provisional licence. ◆ Restricted motorcycle. ◆ Professional driver (e.g. truck, bus or taxi).
Tasmania	<p>A 0.00 limit applies to the following drivers:</p> <ul style="list-style-type: none"> ◆ Learners licence. ◆ Provisional licence. ◆ Unlicensed. ◆ Vehicle with a gross mass exceeding 4.5 tonnes. ◆ A vehicle designed and constructed to carry 13 or more adult passengers, including the driver. ◆ Public passenger vehicle.

Definition of Intoxication

A person is in a state of intoxication if their speech, balance or co-ordination is noticeably affected and there are reasonable grounds for believing this is the result of the consumption of liquor.

As BAC increases, it can lead to unconsciousness.

In extreme circumstances, it can stop the part of your brain that controls breathing and eventually cause death.

Alcohol poisoning is death by suffocation. This can occur with a BAC greater than 0.40%.



1.1.2 State and Territory Liquor Licensing Legislation

Each State and Territory has specific requirements when it comes to serving alcohol. It is important to be aware of the information that is relevant to your role in a licensed venue.

Liquor licensing guidelines may include:
Legislative definition of intoxication; intoxicated person or unduly intoxicated.
Role of individual staff members and supervisors or managers in providing responsible service of alcohol, and seller or server duty of care and liability.
Content of RSA warning signs.
Requirements or practices relating to the remote sale and delivery of alcohol sales generated via the telephone, fax, email, internet or mail.
Requirements for proof of age under local legislation.
Provisions for retaining and reporting falsified proof of age documents.
Provisions for requiring someone to leave the premises.
Procedures for barring customers from premises.
Opening and closing hour provisions.
Requirements for monitoring noise and disturbances in and around licensed premises.
Personal requirements to maintain currency in RSA certification.
Products that are banned or undesirable when responsibly selling or serving alcohol.
Personal and business implications of breaching any laws or regulations.
Offences relating to the sale or service of alcohol and ramifications of non-compliance with the law and industry codes for the organisation, licensee and individual staff members.
Legal drink and drive limits customised to state or territory legislation.
Organisation specific policies and procedures for the responsible sale or service of alcohol.

1.1.3 Maintaining RSA Certification

The following tables provides a summary of the requirements for maintaining RSA in each state:

State	Refresher Course Requirement
Western Australia	None
Northern Territory	None
South Australia	None
Queensland	None
New South Wales	Every 5 years
Australian Capital Territory	Every 3 years
Victoria	Every 3 years
Tasmania	None

Your workplace will also be required to keep records of RSA certification of all staff.

1.1.4 Organisational Policies and Procedures



At all times while working you must follow your organisational policies and procedures as they apply to your work site or area.

It is important to be aware that policies and procedures vary between employers, work sites and work areas so you must make sure you are aware of them as they apply to your current job, role and work area.

You must be familiar with these documents, and also know where to locate them if you ever need to check anything.

If you are ever unsure about a policy or procedure, or you are concerned that it might breach responsible service of alcohol requirements, you should speak to your supervisor or manager.

Review Questions

1.	What is the legal drink and drive BAC limit for a fully licensed driver of a car?	<input type="checkbox"/>
2.	How can you identify an intoxicated person?	<input type="checkbox"/>

3.

How often are you required to complete a refresher training course for RSA in the state you are or will be working in?

4.

Why do you need to know where to locate organisational policies and procedures?

1.2 Guidelines for Serving Alcohol



There is a government and community interest in monitoring and controlling alcohol misuse and abuse in the interest of public safety.

Liquor licensing laws aim to minimise the negative impacts of alcohol consumption, such as alcohol impaired driving accidents, crime, public violence, family violence and anti-social behaviour, associated with alcohol abuse, by controlling the ways alcohol is served.

Liquor licensing laws exist to protect everybody by attempting to limit the negative effects of alcohol consumption on:

- ◆ The local neighbourhood and community.
- ◆ Hospitality venues and the liquor industry.
- ◆ Premises and staff.
- ◆ Other customers.
- ◆ Particular types of customers who are at heightened risk:
 - ◆ Aboriginal and Torres Strait Islander communities.
 - ◆ People affected by the consumption of illicit and other drugs.
 - ◆ Pregnant women.
 - ◆ Young people.
- ◆ The physical and mental health of individuals who drink to excess.
- ◆ The productivity of individuals who drink to excess.
- ◆ Those around the person drinking to excess:
 - ◆ Family.
 - ◆ Friends.
 - ◆ Colleagues.
- ◆ Government agencies:
 - ◆ Local police.
 - ◆ Health facilities.
 - ◆ Road authorities.
 - ◆ Local councils.



The RSA Certification is mandatory for anyone whose job requires them to sell of service alcohol. In some states or territories RSA certification may be a requirement for personnel in other job roles too.

The main purpose of completing RSA certification is to minimise problems associated with excessive or irresponsible alcohol provision and consumption.

Your workplace will also have policies and procedures to help reduce the harm associated with liquor abuse which you must follow.

A liquor licence outlines the details of how a licensed vendor may operate including:

- ◆ Hours of operation.
- ◆ The trading area (inside, outside).
- ◆ Guidelines on dining and entertainment areas.
- ◆ Guidelines on legal drinking ages.
- ◆ Guidelines on proof of age.
- ◆ Guidelines on intoxication.
- ◆ Requirements for monitoring noise and disturbances in and around licensed premises.
- ◆ Other specifics of patronage limitations and building size/area of operation.



A range of promotional and strategic community education campaigns have been developed by different agencies and industry groups.

These campaigns address the impact of alcohol abuse, early warning signs of alcoholism and substance abuse and the provision of support for persons suffering the effects of alcohol abuse.

Each state or territory will have their own key agencies and information can generally be sourced using the internet. Familiarise yourself with the key agencies that are relevant to you as well as their current promotional and strategic community education campaigns.

1.2.1 Duty of Care

The responsible service of alcohol aims to uphold a licensee's duty of care requirements. Duty of care is a broad ranging legal principle. Stated simply, it means that one must take reasonable steps to ensure their actions do not knowingly cause harm to another individual.

In such cases, the courts look to:

- ◆ The nature of the relationship between the parties.
- ◆ Whether the incident resulting in harm was reasonably foreseeable.
- ◆ The proximity or causal connection between one person's conduct and the other person's injury.



1.2.2 Liquor Licensing Signage

Signage must be on display in licensed venues to provide warning and guidance to staff and patrons. Signage varies between the States or Territories – always make sure you are aware of the particular requirements for the state/territory you are working in.

There are guidelines for the type of signs that must be displayed depending on the type of premises, for example a pub with a dedicated bar, versus a restaurant with no bar, and where the particular signs must be placed, for example behind the counter or at entrances and exits.

LIQUOR LICENSING LAW Liquor Control Reform Act 1998

**Under 18?
No entry***

It is against the law:

- for under 18s to be on licensed premises
Penalty exceeds \$8,000
- to produce false ID
Penalty exceeds \$2,000

Staff have the right to request ID

We accept the following ID:

<small>Australian driver licence</small>	<small>Victorian learner permit</small>	<small>Proof of age card</small>	<small>Keypass card</small>	<small>Australian or foreign passport</small>

*Exceptions apply

Victorian Commission for Gambling and Liquor Regulation www.vcglr.vic.gov.au Victoria

Do you know the following fines apply to anyone under 18 drinking alcohol on licensed premises?

You: \$2,750

Management: \$27,500

Staff: \$8,800

We can't afford that.

Can you?



1.2.3 Licensee Responsibilities

The Australian Government has put in place a range of requirements and regulations for venues serving alcohol.

These requirements and regulations have been designed to enhance the safety and wellbeing of people through the responsible sale and service of alcohol.

All licensed venues must take responsibility to find out the liquor licensing requirements and legislation for their particular State/Territory. This information can be found online or by contacting your local liquor licensing or workplace safety authority.

Below is a list of useful websites for each State/Territory:

State/Territory	Authority	Website
Western Australia	Department of Racing, Gaming and Liquor	http://www.rgl.wa.gov.au/home
Northern Territory	Northern Territory Government	https://nt.gov.au/industry/hospitality
South Australia	Consumer and Business Services	www.cbs.sa.gov.au/licensing-and-registration/liquor
Queensland	Queensland Government	www.business.qld.gov.au/industry/liquor-gaming/liquor
New South Wales	Liquor & Gaming NSW	www.liquorandgaming.justice.nsw.gov.au
Australian Capital Territory	Access Canberra	www.accesscanberra.act.gov.au/app/answers/detail/a_id/1654/~/liquor-licensing-and-permits#!tabs-1
Victoria	Victorian Commission for Gambling and Liquor Regulation	www.vcglr.vic.gov.au/home/liquor
Tasmania	The Department of Treasury and Finance – Liquor and Gaming	www.treasury.tas.gov.au/domino/DTF/DTF.nsf/v-liquor-and-gaming/home

Licensed venues also have a responsibility for ensuring they adhere to their relevant State/Territory requirements and legislation, as there are consequences for the individual and business for non-adherence.

A licensee:

- ◆ Must not supply liquor to:
 - ◆ Minors and those purchasing on behalf of minors.
 - ◆ A person in a state of intoxication.
 - ◆ Persons affected by the consumption of illicit and other drugs.
- ◆ Must not permit drunken or disorderly persons to be on the licensed premises.



A wide range of penalties apply to licensees, managers, staff members and patrons if the relevant State/Territory requirements and legislation are not adhered to. This includes on the spot fines as well as more severe penalties. You should familiarise yourself with the penalties that are applicable to your workplace and job role.



1.2.3.1 Provide Information and Assist Customers

There are countless types of alcoholic drinks available for purchase at most licensed venues.

Many of these drinks have a number of types, strengths and alcoholic percentages.

Bar and restaurant staff who are responsible for serving alcoholic drinks need to be aware of these differences.



A "type" of alcoholic drink refers to the variety. Different types of alcohol may include beer, cider, wine or various spirits.

The "strength" of an alcoholic drink refers to its alcoholic volume (e.g. a light beer as opposed to a full strength lager).

"Alcoholic percentage" refers to the volume of alcohol in the container. For example, if a wine label had 13% on the bottle, this means 13% of the total liquid in the bottle is alcohol.

Bar and restaurant staff can communicate this information to customers in the following ways:

- ◆ Verbally.
- ◆ Through mandatory signage.
- ◆ Through fact sheets and advertising material that comply with legislative requirements.
- ◆ Through their website.



In Australia all bottles, cans and casks of liquor must, by law, state the number of standard drinks they contain and the percentage of alcohol by volume in the container.

There are many customers who may be interested in purchasing non-alcoholic drinks.

This may include children, pregnant women and people who don't like the taste of alcohol or simply prefer not to consume alcoholic drinks.

It's important for staff in licensed venues to know the range of non-alcoholic drinks available for purchase (e.g. juices, soft drinks, coffee, tea).

1.2.4 Banned or Undesirable Products

Banned or undesirable products will be specific to the State/Territory you are working in, however generally speaking they include products that:

- Are not in the public interest.
- Encourage the rapid consumption of alcohol.
- Are indecent or offensive in name, design or packaging.
- Are likely to be attractive to minors.
- Have special appeal to minors.
- Are likely to be confused with soft drink or confectionery.

1.2.5 Delivery of Packaged Liquor

Particular requirements for the remote sale and delivery of alcohol and sales generated via the telephone, fax, email or mail need to be conducted based on the liquor licensing laws in your state/territory.

The following principles for the responsible delivery of packaged liquor must be followed:

- ◆ Provide adequate instruction to the person delivering the liquor.
- ◆ Seek proof that the delivery is being received by a person over the age of 18.
- ◆ Follow all procedures for delivering alcohol to an unoccupied premises.

Talk to your supervisor if these situations arise for guidance on how to proceed.



Review Questions

5.	<p>a) Who requires RSA certification?</p> <p>b) What do liquor licensing laws aim to minimise?</p>	<input type="checkbox"/>
<p>a)</p> <p>b)</p>		

6.

Where can you usually find information on key agencies in your state or territory that develop promotional and strategic community education campaigns in regards to alcohol abuse?

7.

What three (3) things do courts look at when determining duty of care requirements?

1.

2.

3.

8.

Why must signage be on display in all licensed venues?