

Responsible Service of Alcohol (RSA)

This course covers the skills and knowledge required to responsibly sell or serve alcohol including:

- problems associated with excessive consumption
- alcohol and the law
- the question of who is responsible for RSA
- facts about alcohol
- improving the atmosphere of your premises
- handling difficult customers.

Those selling or serving alcohol may include food and beverage attendants; packaged liquor sales persons selling in person, over the phone or online; winery, brewery and distillery cellar door staff; and supplier sales representatives. The course also applies to security staff who monitor customer behaviour and to the licensee who is ultimately responsible for responsible service of alcohol (RSA) management.

Course Units

(RSA) Responsible Service of Alcohol

Upcoming Courses

December 2018

| Date | Course | Start time | Finish time | Location |
|--------|--------------------------------------|------------|-------------|------------------------------|
| Fri 07 | Responsible Service of Alcohol (RSA) | 9:30AM | 1:30PM | Sunshine |
| Wed 19 | Responsible Service of Alcohol (RSA) | 9:00AM | 4:30PM | genU BARWON - 18th Amendment |