

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.

Upcoming Courses

January 2019

Date	Course	Start time	Finish time	Location
Thu 31	Responsible Service of Alcohol (RSA)	9:30AM	1:30PM	Sunshine

February 2019

Date	Course	Start time	Finish time	Location
Wed 06	Responsible Service of Alcohol (RSA)	9:30AM	1:30PM	Ballarat
Wed 20	Responsible Service of Alcohol (RSA)	9:00AM	1:00PM	genU BARWON - Manhattan Bar
Wed 20	Responsible Service of Alcohol (RSA)	9:30AM	1:30PM	Ballarat
Thu 28	Responsible Service of Alcohol (RSA)	9:30AM	1:30PM	Sunshine

March 2019

Date	Course	Start time	Finish time	Location
Wed 06	Responsible Service of Alcohol (RSA)	9:30AM	1:30PM	Ballarat
Wed 20	Responsible Service of Alcohol (RSA)	9:30AM	1:30PM	Ballarat

April 2019

Date	Course	Start time	Finish time	Location
Wed 03	Responsible Service of Alcohol (RSA)	9:30AM	1:30PM	Ballarat

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For further information
and bookings please contact

training@ genu.org.au or
1300 KTCOURSE (1300 582 687)