



Australian Training Institute

(RTO # 30200)

Shop 7, 51 Brighton Rd, Sandgate, QLD 4017
www.atiaustralia.edu.au

Phone: 07 3269 5005
admin@atiaustralia.edu.au



SITHFAB021 Responsible Service of Alcohol & SITHGAM022 Provide Responsible Gambling Services

Overview:

This course is for participants wishing to gain employment in the QLD hospitality industry where service or selling of alcohol is required. This includes all types of hospitality venues (restaurants, bars, clubs etc), retail liquor outlets (and mobile salespersons), and wineries, breweries, and distilleries. Licensees of liquor-licensed venues are responsible for ensuring that all staff that serve or supply alcohol have RSA certification. This includes managers, bartenders, glass collectors, floor staff, crowd controllers and security officers, room service staff, and any other staff working at licensed venues.

Participants will gain the skills and knowledge required to responsibly sell or serve alcohol, understand, and meet their legal obligations, be able to identify to whom alcohol may be refused and professionally refuse service, and assist alcohol-affected customers.

This course is also for participants wishing to gain employment in the QLD gaming industry. People who carry out gaming duties or gaming tasks within licensed venues (such as hotels, motels, clubs, pubs, and casinos) must complete Responsible Service of Gambling (RSG) training. Participants will gain the skills and knowledge required to provide responsible gambling services, and to assist those customers who may be at risk of or are already experiencing harm from gambling.

Job roles for this accreditation may include:

- Gaming and table gaming attendants
- Multi-skilled food/beverage attendants

Pre-requisites:

This course is only suitable for those wishing to work in **Queensland**.

Participants must have access to a computer with reliable internet, email access and a method of filming themselves where they can be seen and heard clearly. Participants must have basic computer skills to complete this course. Mobile phones and tablets cannot be used to complete the theory (learning module and exam) portion of this online course.

Licence & Regulatory Requirements:

Each state in Australia has its own legislation governing liquor licensing and responsible service of alcohol. Your RSA & RSG Statement of Attainments do **NOT** expire. Click [HERE](#) & [HERE](#) for more information.

Units of Competency:

On successful completion participants will be issued with a statement of attainment with the following units:

SITHFAB021 Provide responsible service of alcohol

SITHGAM022 Provide responsible gambling services

Please note that you must complete and be marked competent for both the RSA and RSG components of this course to be issued with your statement of attainment. Units cannot be issued separately.

Delivery method:

Online/self-paced training (approximately 12-16 hours depending on the individual student and their personal circumstances and other commitments) this training involves reading, activities and exams. You will also be required to submit a video assessment, demonstrating your competency in response to video scenarios. Students have **3 months** to complete.

Support for this online training is done via email with an assessor.

You can start your online training as soon as you complete payment for the course.

Cost:

\$40

Fees include all assessments and resources provided online.

Refund, Cancellation and Transfer Policy

Please take the time to familiarise yourself with our refund and cancellation policy on page 8 & 9 of our Student Handbook <https://atiaustralia.edu.au/student-handbook>. This handbook also includes more details on training and support services, as well as our terms and conditions.