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Registered Training Organisation: 45218



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SITHEAB002 –

**Provide responsible
service of alcohol**



About HINSW

At The Hospitality Institute of NSW we Aim HIGH in delivering quality education..... that inspires excellence.

The Hospitality Institute of NSW was created to bring Hospitality learning excellence and nationally recognised qualifications to Sydney's North West. If you want to empower your hospitality career, then you owe it to yourself to look over our course offerings and facilities.

At the Hospitality Institute of NSW we aim to inspire with our innovative learning approach and dynamic course offerings. Upon graduation we aim to deliver outstanding career opportunities to help you reach your goals, no matter how far and wide they may seem. The Hospitality Institute of NSW encourages students of all levels to learn as part of a thriving community and develop the skills they need to advance in their careers. We are 100% committed to delivering a first class learning experience which is evidenced in our state-of-the-art facilities and expert team of trainers.

The future of leading edge training starts now, and it's on your doorstep.

Aim HIGH



Course Details

This unit describes the performance outcomes, skills and knowledge required to responsibly sell or serve alcohol.

Responsible practices must be undertaken wherever alcohol is sold or served, including where alcohol samples are served during on-site product tastings. This unit, therefore, applies to any workplace where alcohol is sold or served, including all types of hospitality venues, packaged liquor outlets and wineries, breweries and distilleries.

The unit applies to all levels of sales personnel involved in the sale, service and promotional service of alcohol in licensed premises. 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 unit 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 Enrolment

Mode of Delivery:

Self-Paced – Students will be required to undertake activities outside of the classroom environment such pre-reading and pre-course work book which form part of the course requirements.

Classroom – training will be delivered face to face within a classroom, following a session plan.

Course Fees:

\$155 per student/employee, payable upon enrolment and prior to course commencement.

Additional Fees:

Upon successful completion of this unit of competency, you will be issued with a Statement of Attainment and an Interim certificate (valid for 90 days). The interim certificate is used to obtain the Photo Competency Card.

You can apply for the Photo Competency Card at participating Service NSW outlets when you present your interim certificate and 100 points of identification.

The card cost of \$30 is included in the course cost. For more information about applying for the Photo Competency Card, please go to <http://www.liquorandgaming.nsw.gov.au/Pages/liquor/serving-alcohol-responsibly/competency-cards.aspx>

Delivery Structure:

This training product will be delivered as follows:

Location: 17 Lexington Drive, Bella Vista NSW 2153

No of students per class – 10-15

Self-Paced: 2 hours of pre-course work (students read the learner guide and complete the review questions)

Classroom: 1 session of 6 hours, plus 40 minutes of breaks

Total Hours: 8 hours



Assessment

Observation /Practical Skills:

A range of observation techniques have been included in the assessment tools to help identify the students' ability to demonstrate their competence against the performance criteria and assessment conditions. The assessor utilises the Observation Checklist to identify observable skills either during a practical assessment or the student demonstrates the skills on the job.

Written:

A written assessment tool is provided to the student to gather evidence using a range of methods, these could include short answer questions, long answer questions, scenario based questions, or multiple choice.



Pre-Requisites

Existing Skills and Knowledge:

Students are required to have the following skills and knowledge prior to enrolment:

- Reading and writing - a learner will be able to read, comprehend and write a range of texts within a variety of contexts.
- Oral communication - a learner will be able to use and respond to spoken language including some unfamiliar material within a variety of contexts.
- Numeracy and mathematics - a learner will be able to recognise and use a variety of conventions and symbolism of formal mathematics.
- Learning skills - a learner will be able to source relevant information on laws, regulations and codes of practice relating to the responsible services of alcohol and keep that knowledge updated
- Teamwork skills - a learner will be able to communicate with team members to ensure proper responsible service of alcohol practices within their work environment
- Self-management skills - a learner will be able to deal with hostile and uncooperative customers in a professional manner and in line with organisational procedures

Selection Criteria

The Hospitality Institute of NSW has identified that clients will need to meet the following entry requirements prior to course commencement.

- Must be over the age of 18
- Willing to undertake an LLN Assessment upon enrolment and prior to course commencement
- Must hold a current Drivers Licence



Certification

Once a competent mark is awarded, learners will be issued with a Statement of Attainment for SITHFAB002 – Provide responsible service of alcohol. This Unit of Competency is Nationally Recognised Training from Health Training Package Certificates are emailed to students however hard copy is available for additional fee.

Student will also be provided with a temporary / interim certificate issued by Liquor and Gaming NSW. This can be used to commence work and is valid for 90 days. After 90 days, a competency card must be presented to work in any licensed premise.

To obtain the competency card, the interim certificate is to be taken to a registered Services NSW office to apply.