



**Australian Government**

# **Assessment Requirements for SITHFAB002 Provide responsible service of alcohol**

**Release: 1**

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## Modification History

Not applicable.

## Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- interpret the legal requirements for responsible sale or service of alcohol for the local state or territory law
- document organisational policies and procedures that must be followed for the responsible sale or service of alcohol
- identify at least three early indicators of intoxication and identify suitable intervention strategies to prevent intoxication
- demonstrate procedure to refuse sale or service of alcohol and assist each of the following groups of intoxicated customers:
  - those in emotional or physical distress
  - those with no food consumption during extended service of alcohol
  - those who appear to be under the effect of illicit substances or other drugs
- demonstrate organisational or house requirements and use effective communication and conflict-resolution skills when asking the following different intoxicated customers to leave the premises:
  - one compliant customer
  - one difficult customer refusing to leave.

## Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- public interest reasons for implementing responsible service of alcohol (RSA) practices:
  - government and community concern with alcohol misuse and abuse
  - alcohol-impaired driving accidents, crime, public violence, family violence and anti social behaviour associated with alcohol abuse
- ways of assessing intoxication:
  - observing changes in behaviour
  - observing emotional and physical state
  - monitoring noise levels and drink purchases
- customers to whom sale or service must be refused according to state and territory legislation:

- minors and those purchasing on behalf of minors
- intoxicated persons
- persons affected by the consumption of illicit and other drugs
- impact of excessive drinking on:
  - local neighbourhood and community
  - the night-time economy
  - premises and staff
  - customers
  - particular types of customers who are at heightened risk:
    - Aboriginal and Torres Strait Islanders
    - minors
    - people affected by the consumption of illicit and other drugs
    - women, particularly pregnant women
    - young people
  - physical and mental health of individuals who drink to excess
  - 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
- key agencies and how to source relevant information on laws, regulations and codes of practice or conduct
- methods of supplying information on responsible sale or service of alcohol to customers:
  - use of fact sheets and advertising material that comply with legislative requirements
  - use of mandatory signage
  - verbally
  - websites
- current promotional and strategic community education campaigns developed and conducted by agencies and industry groups
- effects of alcohol on:
  - emotional state
  - health
  - physical alertness
- factors that affect individual responses to alcohol:
  - food consumption

- gender
- general health
- rate of consumption
- other substances taken
- weight
- time for effects of alcohol to be registered
- what constitutes a standard drink for different beverage types and acceptable measures of alcohol:
  - types and strengths of standard drinks
  - alcoholic percentages of a range of frequently sold alcoholic beverages
- indicators of erratic drinking patterns:
  - mixing a wide range of drink types
  - drinking quickly and asking for more immediately
  - ordering more than one drink for own consumption
  - mixing alcohol consumption with consumption of prescription or illicit drugs
  - consistently returning to the tasting site to request more samples
  - ordering multiple samples
  - ordering large samples
  - ordering 'triple shots' or extra-large drinks
- ways of assessing customers affected by the consumption of illicit and other drugs
- communications methods used when refusing service:
  - using open and non-aggressive body language
  - using a number of strategies to defuse a situation:
    - taking the person away from an audience
    - blaming the refusal on 'the law'
  - monitoring the reactions of other customers
  - picking early warning signs and intervening before the person is intoxicated
  - not using physical touch or body language
  - remaining calm and using tactful language
- appropriate means of assistance to be offered when refusing service:
  - assisting the customer to connect with their designated driver
  - offering alternatives to alcohol:
    - food
    - non-alcoholic drinks
  - organising transport for customers wishing to leave
  - providing information on taxis
- principles of responsible delivery of packaged liquor:
  - ensuring adequate instruction to person delivering liquor
  - seeking proof that the delivery is being received by a person over the age of 18
  - procedures for delivering alcohol to an unoccupied premises

- principles of responsible service of alcohol, and their purpose and benefits
- principles of harm minimisation and community safety described in the jurisdiction's liquor legislation
- strategies to minimise the harm associated with liquor abuse:
  - those laid down in legislation and codes of conduct developed by government agencies and industry groups
  - organisational policies that are designed to reduce the harm associated with liquor abuse
- key provisions of liquor laws and regulations at a depth relevant to the scope of job responsibility in licensed premises and the following general requirements of liquor legislation and information that must be customised for each State or Territory:
  - legislative definition of intoxication; intoxicated person and 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
  - requirement to adopt and use statutory signage on the premises for the entire range of circumstances applicable to the organisation
  - requirements for mandatory content of warning signs and wording in advertising or promotional material of any form
  - requirements relating to the remote sale and delivery of alcohol sales generated via the telephone, fax, email, internet or mail
  - requirements for proof of age and obligations to minors under local legislation
  - provisions for retaining and reporting falsified proof of age documents
  - provisions for requiring someone to leave the premises
  - transportation options for customers who have been removed from the premises
  - procedures for barring customers from premises
  - opening and closing hour provisions
  - requirements for monitoring noise and disturbances in and around licensed premises
  - requirements described by an in house policy, standard or code of practice or conduct for patrons and RSA staff in regard to responsible serving principles adopted by venue management
  - organisational training and training record keeping 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, regulations, government or industry-driven codes of practice or conduct
  - 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 restrictions on alcohol use customised to state or territory legislation
- intoxication provisions of liquor licensing laws
- legal drink and drive limits customised to state or territory legislation
- organisation specific policies and procedures for the responsible sale or service of alcohol.

## Assessment Conditions

Skills must be demonstrated in an operational hospitality environment. This can be:

- an industry workplace
- a simulated industry environment.

Assessment must ensure access to:

- measures used to serve standard drinks or samples
- organisation specifications:
  - signage:
    - signs that comply with wording required by legislation
    - standard promotional signs issued by the relevant state or territory licensing authority
    - warning notices within any form of advertising
  - information and plain English fact sheets distributed by government regulators and industry bodies
  - contact information on taxis and available transport options for intoxicated customers
- industry-realistic range of customers to whom alcohol is sold or served; these can be:
  - customers in an industry workplace during the assessment process; or
  - individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors; and:

- have worked in industry for at least three years where they have applied the skills and knowledge of this unit of competency.

## Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899df092694>