



**Australian Government**

# **Assessment Requirements for SITHFAB021 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 relevant legal requirements for responsible sale or service of alcohol for the local state or territory law
- source and explain two organisational or house policies and procedures that must be followed for the responsible sale or service of alcohol
- outline at least three early indicators of intoxication and outline suitable intervention strategies to prevent intoxication
- outline the 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
- interpret organisational or house requirements and outline appropriate communication and conflict-resolution skills to be used 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:
  - alcohol related harms and the benefits of RSA for the wider community
- ways of assessing intoxication:
  - observing changes in behaviour
  - observing emotional and physical state
  - monitoring drink purchases
- customers to whom sale or service should be refused according to house policy and state and territory legislation:
  - minors and those purchasing on behalf of minors
  - intoxicated persons

- impact of excessive drinking on:
  - local neighbourhood and community
  - hospitality venues and the liquor industry
  - premises and staff
  - other customers
  - particular groups of customers who are at heightened risk:
    - Aboriginal and Torres Strait Islander communities
    - people affected by the consumption of illicit and other drugs
    - 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 signage
  - verbally
  - websites
- current promotional and strategic community education campaigns developed and conducted by agencies and industry groups
- effects of alcohol on:
  - emotional behaviour
  - 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:
  - alcoholic percentages and standard drinks in a range of frequently sold alcoholic beverages and vessels
- indicators of erratic drinking patterns:
  - mixing a wide range of drink types
  - drinking quickly and in quick succession
  - ordering more than one drink for own consumption
  - consistently returning to the tasting site to request more samples
  - ordering multiple or large samples
  - ordering 'triple shots' or extra-large drinks
- 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 aggressive 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 or companions
  - offering alternatives to alcohol including food or non-alcoholic drinks
  - organising or providing relevant information on transport for customers wishing to leave
- 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 unoccupied premises
- purpose and benefits of RSA
- principles of harm minimisation
- strategies to minimise the harm associated with liquor abuse:
  - those laid down in legislation or codes of conduct
  - organisational policies designed to reduce alcohol-related harm in the community
- key provisions of liquor laws, regulations or house policies at a depth relevant to entry-level roles in licensed premises and the following general requirements and information that must be considered for the relevant State or Territory:
  - legislative definition of intoxication; intoxicated person or 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

- content of RSA warning signs
- requirements or practices relating to the remote sale and delivery of alcohol sales generated via the telephone, fax, email, internet or mail
- requirements for proof of age under local legislation
- provisions for retaining and reporting falsified proof of age documents
- provisions for requiring someone to leave the premises
- procedures for barring customers from premises
- opening and closing hour provisions
- requirements for monitoring noise and disturbances in and around licensed premises
- personal 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 or regulations
- 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 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

Assessment must be conducted in a safe environment where evidence gathered demonstrates competency in the unit outcomes.

Assessment must ensure access to:

- template organisational policies and procedures for the responsible sale, service or supply of alcohol
- signage:
  - signs that comply with wording required by legislation
  - standard promotional signs issued by the relevant state or territory licensing authority
- information or plain English fact sheets distributed by government regulators or industry bodies

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.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899dff092694>