



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **THHBF09B Provide responsible service of alcohol**

**Release: 1**

## **THHBFB09B Provide responsible service of alcohol**

### **Modification History**

Not applicable.

### **Unit Descriptor**

This unit deals with the skills and knowledge required to satisfy the requirements for responsible service of alcohol under State/Territory legislation. All persons undertaking training as part of a National Certificate in the service of alcohol must complete this unit. All elements are undertaken in accordance with legal provisions of the relevant liquor legislation. Evidence of competence must include demonstrated knowledge of legislation as detailed throughout the unit and in the Evidence Guide. It must also include knowledge of the underpinning reasons for and benefits of responsible service of alcohol reforms. Those developing training to support this unit must undertake consultation with the relevant State/Territory licensing authority.

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### **Application of the Unit**

Not applicable.

### **Licensing/Regulatory Information**

Refer to Unit Descriptor

### **Pre-Requisites**

Not applicable.

### **Employability Skills Information**

Not applicable.

## Elements and Performance Criteria Pre-Content

Not applicable.

## Elements and Performance Criteria

### Elements and Performance Criteria

Element	Performance Criteria
1 Identify customers to whom service may be refused	1.1 Identify customers to whom service may be refused in accordance with State/Territory legislation, including minors and intoxicated persons.
	1.2 Where appropriate, request and obtain acceptable proof of age prior to service.
	1.3 Refuse service in a polite manner and state reasons for the refusal.
2 Prepare and serve alcoholic beverages responsibly	2.1 Serve alcohol in accordance with provisions of relevant State/Territory legislation, licensing requirements and responsible service of alcohol principles.
	2.2 Prepare and serve standard drinks in accordance with industry requirements.
	2.3 When requested, give accurate information to customers on alcoholic beverages in accordance with enterprise/house policy and government regulation, including: ; types ; strengths ; standard drinks
	2.4 alcoholic percentages of a range of frequently served drinks.
	2.5 Identify issues regarding service of alcohol to different types of customers and incorporate them into service.
3 Assist customers to drink within appropriate limits	3.1 Encourage customers courteously and diplomatically to drink within appropriate limits.
	3.2 Recognise erratic drinking patterns as an early sign of possible intoxication and take appropriate action.
	3.3 Monitor the emotional and physical state of patrons

for signs of intoxication.

- 3.4 Where appropriate, offer food and non-alcoholic beverages.
  - 3.5 Politely decline requests for drinks to be dispensed in a manner which is irresponsible, or which encourages the rapid or excessive consumption of alcohol, and advise customers on the reasons for the refusal where appropriate.
  - 3.6 Refuse service to intoxicated customers in a suitable and consistent manner, minimising confrontation and arguments and pointing out signage where relevant.
- 4 Assist alcohol affected customers
- 4.1 Assess intoxication levels of customers using a number of methods including: ; observation of changes in behaviour ; observation of emotional and physical state of customers ; monitoring noise levels ; monitoring drink orders.
  - 4.2 When assessing intoxication, take into account factors which affect individual responses to alcohol including:
    - 4.3 gender
    - 4.4 weight
    - 4.5 general health
    - 4.6 rate of consumption
    - 4.7 food intake
    - 4.8 other substances taken.
  - 4.9 Politely make offers of assistance to intoxicated customers as appropriate including:
    - 4.1 organising transport for customers wishing to leave  
0
    - 4.1 offering non-alcoholic drinks  
1
    - 4.1 assisting customers to leave  
2

- 4.1 offering alternatives to alcohol such as food.  
3
- 4.1 Where appropriate, give patrons a verbal warning  
4 or ask them to leave the premises in accordance  
with enterprise/house requirements, the specific  
situation and provisions of State/Territory  
legislation/regulations.
- 4.1 Use appropriate communication and conflict  
5 resolution skills in handling difficult situations.
- 4.1 Refer difficult situations beyond the scope of  
6 individual responsibility to the appropriate person.
- 4.1 Promptly identify situations, which pose a threat to  
7 safety or security of colleagues, customers or  
property, and seek assistance from appropriate  
colleagues according to enterprise policy.

## **Required Skills and Knowledge**

Not applicable.

## Evidence Guide

### Essential Knowledge and Skills to be Assessed

The following knowledge and skills must be assessed as part of this unit:

Please note that the following includes general statements about requirements of liquor legislation, and this should be customised for each State/Territory.

role of individual staff members and supervisors/managers in providing responsible service of alcohol including server liability/duty of care/requirements for house policy/signage/record keeping/penalties for non-compliance

legislative framework including:

harm minimisation and public interest

intoxication provisions

minors and evidence of age

offences

premises standards

statutory and other required signage

strategies to reduce the harm associated with liquor abuse

promotional and patron education campaigns conducted by agencies and industry groups

roles of government and industry in enforcing liquor laws and regulating the industry

reasons for implementation of responsible service of alcohol reforms including:

alcohol abuse and crime

violence and anti-social behaviour associated with alcohol abuse

impact on stakeholders of alcohol abuse including individual enterprises, the local community, customers and government agencies

benefits of responsible service of alcohol reforms for the community and the enterprise including:

improved patronage

increased profits

safer premises

reduced government intervention (police, liquor authorities, local council)

satisfied staff and patrons

reduced community complaints

improved image of premises

reduced operational costs (e.g. security, legal, repairs)

improved attitudes and approaches to alcohol consumption

better health status

benefits and profitability of food and non-alcoholic drink service

benefits of self audit of trading practices

issues relating to service of alcohol to different types of customers (for example young people, pregnant women)

knowledge of standard drinks/acceptable measures of alcohol

factors that affect individual responses to alcohol including:

gender

weight

general health

rate of consumption  
food intake  
other substances taken  
effects of alcohol on:  
emotional state  
health  
physical alertness

times for effects of alcohol to be registered  
restrictions on use including legal drink and drive limits  
ways of assessing intoxication of customers  
provisions for requiring someone to leave the premises and transportation options  
barring procedures, where applicable  
requirements for responsible advertising where applicable and within scope of job  
responsibility  
requirements for monitoring noise and disturbances in and around licensed premises  
according to State/Territory licensing requirements and within scope of job responsibility.

### **Linkages to Other Units**

This unit relates to all other units relating to the service of alcoholic beverages. While combined training and assessment may be appropriate, determination of competency for this unit must focus on the understanding and implementation of responsible service of alcohol reforms within State/Territory legislation.

### **Critical Aspects of Assessment**

Evidence of the following is critical:

knowledge and understanding of the State/Territory Liquor legislation and the principles of responsible service of alcohol and the ramifications of non-compliance on the enterprise and individual staff members  
ability to apply knowledge of responsible service of alcohol and harm minimisation to beverage service situations.

### **Context of Assessment and Resource Implications**

Assessment must ensure:

ability to apply of requirements of Responsible Service of Alcohol legislation to beverage service situations.

### **Assessment Methods**

Methods must be chosen to ensure that application of knowledge to specific beverage service situations can be practically demonstrated. Methods must include assessment of knowledge as well as assessment of practical skills. Because of the nature of this unit, it would be inappropriate, in a training or assessment situation, to demonstrate the practical aspects of this competence in the workplace or in a realistic simulation, therefore role plays or case studies are recommended.

The following examples are appropriate for this unit:

tests or questions to assess knowledge of legislation and knowledge components of competency  
role play by candidate to demonstrate ability to deal with intoxicated persons or refuse drinks  
case studies and problem solving activities  
review of portfolios of evidence.

In some States/Territories training and assessment of competence in this unit may be conducted by organisations approved by the relevant licensing authority.

**Key Competencies in this Unit**

Key Competencies are an integral part of all workplace competencies. The table below describes those applicable to this unit. Trainers and assessors should ensure that they are addressed in training and assessment:

Level 1 = Perform      Level 2 = Administer and Manage      Level 3 = Design and Evaluate

**Key Competencies****Collecting, Organising and Analysing Information**

For example:

Reading and analysing information on legislative requirements and enterprise policy on responsible service of alcohol (1)

**Communicating Ideas and Information**

For example:

Providing advice to customers on drinks and legislative requirements, informing customers where they may be refused service, communicating with management or other staff on change of shift, filling out shift logs (2)

**Planning and Organising Activities**

For example:

Organising transport for customers (1)

**Working with Others and in Teams**

For example:

Working with other bar staff and customers (2)

**Using Mathematical Ideas and Techniques**

For example:

Calculating alcohol content in various drinks (1)

**Solving Problems**

For example:

Dealing with inebriated customers, handling awkward customers or under-aged persons (2)

**Using Technology**

For example:

Using dispensing equipment to serve standard drinks (1)

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reasons for implementation of responsible service of alcohol reforms including:  
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violence and anti-social behaviour associated with alcohol abuse

impact on stakeholders of alcohol abuse including individual enterprises, the local community, customers and government agencies  
benefits of responsible service of alcohol reforms for the community and the enterprise including:  
improved patronage  
increased profits  
safer premises  
reduced government intervention (police, liquor authorities, local council)  
satisfied staff and patrons  
reduced community complaints  
improved image of premises  
reduced operational costs (e.g. security, legal, repairs)  
improved attitudes and approaches to alcohol consumption  
better health status

benefits and profitability of food and non-alcoholic drink service  
benefits of self audit of trading practices  
issues relating to service of alcohol to different types of customers (for example young people, pregnant women)  
knowledge of standard drinks/acceptable measures of alcohol  
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## Range Statement

This unit applies to all enterprises where alcoholic beverages are served. It is a required unit for all staff serving alcoholic beverages. The following explanations identify how this unit may be applied in different workplaces and circumstances.

The focus of training delivery and assessment for this unit will vary according to the level of responsibility of the person involved in serving alcohol.

Assessment/training in this unit may also be based around specific strategies developed by State/Territory governments such as 'Take Care'.

Standard drinks should be measure using appropriately nip measures or electronic dispensing/measuring devices.

**Examples of requests for drinks to be dispensed in a manner which is irresponsible for encouraging the rapid or excessive consumption of liquor may include:**

test tubes

yard glasses

laybacks

jugs of spirits and mixers

shooters.

**Issues related to service of alcohol to different types of customers may include:**

familiarity with specific customers

physical stature

demeanour and mood

social context

perceived health status.

The term "intoxicated" is used to denote those to whom service may be refused due to excess consumption of alcohol. The terms "unduly intoxicated" may also be used in some State/Territory legislation.

**Erratic drinking patterns may include:**

mixing a wide range of drink types

drinking quickly and asking for more immediately

ordering more than one drink for the same person

ordering "triple shots" or extra large drinks.

**Action taken, with respect to customers who are intoxicated or who are contravening enterprise/house policy, is dependent upon:**

enterprise procedures/venue house policy

the level of responsibility of individual staff members

legislative requirements.

**Appropriate communication and conflict resolution skills for dealing with intoxicated patrons may include:**

using open and not aggressive body language

blaming the refusal on the "Law"

taking the person away from an audience

monitoring the rest of the crowd

picking early warning signs and intervening before the person is intoxicated

not using physical touch or body language

remaining calm and using tactful language.

**Proof of age according to State/Territory liquor legislation includes:**

current driving licence

proof of age card  
passport.

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## **Unit Sector(s)**

Not applicable.