

SITHFAB021 PROVIDE RESPONSIBLE SERVICE OF ALCOHOL (RSA)



COURSE OVERVIEW

1. COURSE SUMMARY

- Course title:
- SITHFAB021 Provide responsible service of alcohol (RSA)
- Course overview:
- Responsible practices must be undertaken wherever alcohol is sold or served. This unit aims to provide liquor service staff with the knowledge and awareness necessary to responsibly serve alcohol in licenced premises or sell liquor in outlets and wineries, breweries, and distilleries.
 - Also included in this course is a unit from FSK10219 Certificate I in Skills for Vocational Pathways
 - FSKRDG007 Read and respond to simple workplace information.
- Entry requirements:
- There are no qualification or pathway prerequisites to undertake this course.
- Recommended skills:
- Sound basic reading and writing skills are needed. If you have any reading or writing support needs, please discuss with us at enrolment.
- Required materials and Equipment
- Access to computer, laptop or device. Access to the internet.
 - For best performance, you should access Canvas (our eLearning platform) with a computer that supports the most recent browser versions. It is recommended to use a computer five years old or newer with at least 1GB of RAM. For more information on recommended settings, supported browsers and mobile specifications, please visit: <https://community.canvaslms.com/t5/Canvas-Basics-Guide/What-are-the-browser-and-computer-requirements-for-Canvas/ta-p/66>

2. COURSE COMPONENTS

To successfully complete the course, two units of competency must be completed.

- Core units (2):
- The core units of this course are compulsory for all learners:

1. SITHFAB021	Provide responsible service of alcohol
2. FSKRDG007	Read and respond to simple workplace information

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ASSESSMENT

3. ASSESSMENT REQUIREMENTS

- Assessment tasks:
- Your competency (knowledge and skills) will be assessed through Completion for Written Questions and Answers; and Practical demonstration of skills.
- Task submission:
- Assessment tasks must be submitted by the due date unless an extension has been granted. Students are entitled to two re-submissions per item following an initially inadequate assessment.

INDUCTION AND SUPPORT

4. INDUCTION AND SUPPORT

- Pre-enrolment:
- By completing pre-enrolment assessment prior to enrolling in this course, you will be assisting us to evaluate your suitability for the course and to tailor support services to meet your individual needs. A Student Support Officer will review your pre-enrolment information and, if appropriate, contact you to discuss options to assist you to participate productively in the course.
- Course induction:
- An induction session to be held at the outset of the course comprises an overview of the industry, including relevant legislation, and covers course content, delivery and assessment arrangements and course completion requirements. A general orientation to college facilities, rules and safety procedures is also provided.
 - Orientation to our online learning management system will also be provided by the trainer.
- Individual support:
- Your trainer can provide email and telephone support throughout the course. All enrolled students also have access to a Student Support Officer who can provide advice and assistance or facilitate external support.

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CERTIFICATION ARRANGEMENTS

5. AWARDS ISSUANCE

- Course completion:
- A Statement of Attainment will be issued by ACE Community Colleges upon successful completion of course requirements, provided that all administrative requirements have been met and course fees are paid in full. In these circumstances, certificates will be issued within 30 days.
- Partial completion:
- Where a student does not complete all components, a statement of attainment listing units successfully achieved will be issued by ACE Community Colleges within 30 days of course completion as long as all outstanding fees have been paid.

ENROLMENT INFORMATION

6. ENROLMENT APPLICATION

- Application:
- Enrolment is contingent upon your application being accepted. Factors considered in the evaluation of enrolment applications include eligibility, pre-requisite fulfilment, payment of fees and acceptance of the terms of enrolment.
- Unique student identifier (USI):
- It is a condition of enrolment in any nationally recognised training (accredited) programme that you supply us with your unique student identifier (USI). If you don't already have one you can apply for one online at www.usi.gov.au. Further information on the national USI system is available from college administration.
- Confirmation:
- Enrolment is confirmed upon payment of fees (where applicable).

7. FEES AND SUBSIDIES

- Full fee:
- \$200
- Additional charges:
- N/A
- Subsidies available:
- Yes – see box below for details

- Programme:
- Adult and Community Education (ACE) Program. Applicants eligible for enrolment under the *ACE Program* to note that this training is subsidised by the New South Wales government.

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Eligibility criteria:

- You must be at least 15 years old and no longer at school
- You must be living or working in NSW (or be an Aboriginal or Torres Strait Islander person living in specific NSW border areas)
- You must be an Australian citizen, permanent resident, humanitarian visa holder or New Zealand citizen

Fees payable:

- \$0 if you fulfil eligibility criteria and receive an eligible benefit or are a dependent child, spouse or partner of a person receiving a specified Commonwealth Government welfare benefit or allowance
- \$0 (fee exempt) if you identify as Aboriginal or Torres Strait Islander or are receiving a Disability Support Pension or are a dependent child, spouse or partner of a person receiving a Disability Support Pension.

About fees:

- The course fees specified above are fully inclusive of all textbooks, learning materials, tuition costs and support services for the advertised duration of the course.

CANCELLATIONS AND REFUNDS

8. CANCELLATIONS AND REFUNDS

Course cancellation:

- Students are entitled to a full refund, without deduction, if a course is cancelled by us for any reason prior to its commencement.
- If ACE Community Colleges, closes or ceases to deliver any part of the course in which you are enrolled we will work with you to refund the part of the course yet to be delivered, transfer you to another similar course acceptable to you at no cost, find options for your transfer to another provider.

Student withdrawal:

- Fees paid will be refunded where written notice of withdrawal is provided at least five working days prior to course commencement. Note that \$50 will be deducted from the refund amount to cover administration costs.
- Students wishing to cancel fewer than five working days prior to their course commencing, or at any time after commencement, are not entitled to a refund although a partial refund may be paid at the discretion of the local college manager where exceptional circumstances can be demonstrated. All such requests must be in writing.

Changes:

- If there are any changes to your enrolment or to the information under which you were enrolled that affect you, we will advise you as soon as possible. This includes changes to the ownership of the College, or to any training delivery arrangement such as a third-party or other services.

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FURTHER INFORMATION

9. ACE STUDENT HANDBOOK

Student handbook:

- Our *Student Handbook* is available to all prospective students and may be obtained at or prior to enrolment from any of our colleges or downloaded from our website. The *Student Handbook* reflects our policies and contains information on the enrolment process, skills recognition, participation in training and assessment, support services, fees and refunds, rules and regulations and a range of general information.
- While our Student Handbook also contains the specific details of the our complaints and appeals process, it can also be accessed on our website at <https://www.acecolleges.edu.au/students/>



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DELIVERY

10. DELIVERY ARRANGEMENTS

Course Duration

Maximum duration: 1 day

Face to Face:

Component	Total Course
Face to Face workshops	7 hours
Practical	In class

Mode of delivery

Stage 1: Face to face, classroom delivery + Canvas.

Face to face, classroom training will be delivered for each unit. Learning and assessment components are accessed via our eLearning platform Canvas.