Mid North Coast Community College Ltd.

Nationally Recognised Training

SITHFAB002 Provide responsible service of alcohol Plus Difficult Conversations

One day course: 9am to 5pm: Please arrive by 8.45am

Introduction

Mid North Coast Community College (MNCCC) is a Registered Training Organisation (RTO number 45596) registered with the Australian Skills Quality Authority. MNCCC is proud to offer training in the unit of competency:

SITHFAB002 Provide responsible service of alcohol.

Following industry consultation we have included an additional segment to focus on skills required to have difficult conversations.

Course Description

To sell, serve or supply alcohol in NSW, you must complete an RSA training course provided by an approved provider such as MNCCC. If you are new to the liquor industry or your RSA competency training took place more than five years ago, you need to complete a full training course.

The RSA course includes the national unit of competency SITHFAB002 Provide responsible service of alcohol and NSW specific elements, covering a range of topics including:

- NSW liquor laws and selling serving or supplying alcohol responsibly
- Intoxication, including assisting customers to drink within appropriate limits, assessing alcohol affected customers and refusing service
- Minors, including ID checks and secondary sales/supply
- Harm minimisation strategies
- Compliance and enforcement

The unit incorporates the knowledge requirements, under state and territory liquor licensing law, for employees engaged in the sale or service of alcohol.

Difficult Conversations is an additional segment that will tackle one of the most challenging aspects of the role – how to refuse service or diffuse poor behaviour.

Mode of Delivery

Delivery of this course will be trainer led and delivered over one, 7.5 hour day, a pre-course online survey and a face-to-face training workshop in a classroom setting or via video link combined with skills practice and assessment.

Assessment Summary

The assessment in support of the unit of competency requires the learner to complete a written knowledge assessment and participation in a face to face discussion.

The assessment in support of the Difficult Conversations unit will require an online pre-course survey completion (may be printed and submitted in hard copy at the workshop) and participation in a face to face discussion

Interim Certificates

Upon successful completion of an RSA accredited course, you will receive an interim certificate. This certificate is valid for 90 days and allows you to work immediately.

Competency cards

To obtain a NSW RSA competency card, present your interim certificate to a Service NSW centre and complete a 100 point identification check. Service NSW will send your card to your nominated address via mail. Please allow up to one month for its delivery.

National recognition

On successfully completing the training and assessment you will be issued a Statement of Attainment issuing you the unit of competency:

SITHFAB002 Provide responsible service of alcohol.

This unit covers the RSA skill and knowledge requirements common to all States and Territories. Some legislative requirements and knowledge will differ across borders. In some cases after completion of this unit, state and territory liquor authorities require candidates to complete a bridging course to address these specific differences.

Course Commencement Dates

Courses dates and times do vary. Please contact us for scheduled course dates. Call on: 02 6583 7288
Or visit our website www.mnccc.edu.au

Course Duration and Location

The course is delivered over one day. Training is delivered in numerous locations across the Mid North Coast including:

- 77 Hastings River Drive, Mid North Coast
- 4-5 Albert Circuit, Mid North Coast
- Wauchope Country Club
  24 King Street, Wauchope
- 78 Wynter Street, Taree
- Kempsey Showground
  Sea Street Kempsey

Course Materials

Learner training is supported through the provision of quality learning materials and resources.

Learners should attend the course in comfortable appropriate clothing and closed in shoes. All equipment and consumables are supplied as part of the course.

Pre-Requisites/Entry Requirements

- Minimum age 17 years, however you cannot serve or supply alcohol until you are 18.

MNCCC does require learners to meet the following local entry requirements:

- Photo Identification is required to be sighted prior to course commencement
- Language, literacy and numeracy skills required to meet the requirements of the course, however students requiring assistance with LLN will be supported.

Fees and Charges

Information about fees and charges is provided on our website www.skilslink.edu.au. The basic course fee is:

This combined One Day Course - $195 per person which includes the NSW Photo Competency Card.

Concessions may be available for eligible students

Please refer to the website for information about our refund policy.

Confirmations

A learner's position on the course will only be confirmed upon a completed enrolment form and the payment of your basic course fee. Numbers are limited, so confirmed enrolments will only be able to attend on the day of training.

Responsibility for Training

Mid North Coast Community College is responsible under the National Vocational Education and Training Regulator Act 2011 for the quality of the training and assessment being delivered in this course and for the issuance of all AQF certificates. Please refer to the Student Handbook for further information on all student rights and obligations.