



# Eagle Training Services NT

*Making training fun, easy and worthwhile for everyone!*

## Provide Responsible Service of Alcohol SITHFAB002

### Course Outline

Responsible practices must be undertaken wherever alcohol is sold or served.

The unit applies to all levels of sales personnel involved in the sale, service and promotional service of alcohol in licensed premises. Those selling or serving alcohol may include food and beverage attendants; packaged liquor sales persons selling in person, over the phone or online; winery, brewery and distillery cellar door staff; and supplier sales representatives. The unit also applies to security staff who monitor customer behaviour and to the licensee who is ultimately responsible for responsible service of alcohol (RSA) management.

You must get a certificate within seven days of starting work at a licensed premises.

### Course Subjects

- Sell or serve alcohol responsibly
- Assist customers to drink within appropriate limits
- Assess alcohol affected customers and identify those to whom sale or service must be refused
- Refuse to provide alcohol

### Course Delivery & Duration

Classes commence at 8:30am and finish at 12.30pm on. All students are required to be present 15 minutes before course commencement time. Late arrivals may be refused from the course as a failure to attend.

Training occurs at Eagle Training Services NT training facilities located in Darwin & Alice Springs. Participants undertake the course in comfortable, air-conditioned classrooms with the latest IT and audio-visual capabilities. Students are supported through the provision of high quality learning materials and resources.

### Course Assessment

Course assessment will consist of a theory assessment as well as practical scenarios. Students will have access to the most up to date information, documentation and industry requirements.

### Welfare and Support Services

Eagle Training Services NT provides welfare and support services within its professional capacity. Clients should identify existing needs prior to enrolment so that appropriate arrangements are made. Where additional support is required, the client will be referred to a specialist agency to access appropriate support. Eagle Training Services NT has a documented policy regarding access and equity.

### Course Fees

\$90 per student. Payment in full, or provision of a purchase order is required to secure a place on a course. Course fee is fully refundable only if course is cancelled. This price includes all study manuals and materials.

### Confirmation of Enrolment

Payment in full, or provision of a purchase order is required to secure a place on a course. Positions are limited so confirmed enrolments only will be able to attend. For cancellations/refunds, a minimum of 3 business days notice must be provided to Eagle Training Services NT prior to the commencement of the scheduled course to enable re-allocation of your place to another participant, otherwise the full course fee will be payable. Replacements are allowed provided they have Eagle Training Services NT approval before the start of training and course prerequisites are met.

### Location

Darwin or Alice Springs

**FOR ENROLMENTS contact us or book online:**

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