



## Responsible Serving of Alcohol (RSA) Course

This **course** is designed to provide liquor service staff with the knowledge and awareness necessary to **responsibly serve alcohol on licensed premises**.

The Responsible Serving of Alcohol (RSA) **program** is a half-day training workshop. The Australian Security Management Group offers professional training for all those serving or working in an environment where alcohol is sold.

### Who should attend?

- Any staff member involved in the supply or service of liquor will benefit from RSA training.
- Compulsory RSA training is often a condition for the granting or renewing of a liquor licence.
- It is also mandatory for anyone left in charge of a packaged liquor store.
- It may be a condition of employment in a licensed venue.
- For any person who is looking for employment in the hospitality industry.
- Suitable for Flight Attendants and Security Officers.

### What will you learn?

The RSA program covers:

- Problems associated with excessive consumption.
- Alcohol and the law.
- The question of whose responsibility is RSA.
- Facts about alcohol.
- Improving the atmosphere of your premises.
- Handling difficult customers.

### Benefits of training!

RSA training can be a sound investment in your staff and business. Requiring service staff to complete the training can help to:

- Foster a safer and more appealing atmosphere.
- Improve staff morale and reduce staff turnover.
- Minimise property damage.
- Reduce the risk of legal problems..
- Improve relationships with neighbours and police.
- Enhance the reputation of the premises and increase the likelihood of repeat business.

### How would you like to do your training?

The Australian Security Management Group offers a numbers of options of how you can complete this course.

- In Class: During the day or evening.
- Group Booking
- On – Site: Arrangements can be made for the workshop to be delivered at your licensed premises during the day or evening.

On successful completion of this course you will receive a Certificate (Statement of Attainment) in Provide Responsible Service of Alcohol.

**For Bookings and Enquiries please contact our staff on 1300 554 739**