



RESPONSIBLE SERVING OF ALCOHOL

This official Victorian Liquor Licensing Commission program designed to give participants the skills and knowledge necessary to ensure a safe environment in licensed premises

Undertaking an approved Responsible Service of Alcohol (RSA) program gives participants the skills and knowledge necessary to contribute to a safe, enjoyable environment in licensed premises.

Face-to-face RSA training is mandatory for licensees and staff selling, offering or serving liquor for general, on premises, late night and packaged liquor licences. Licensees and staff subject to mandatory RSA requirements have one month from the date on which they first sell, offer for sale or serve liquor on the licensed premises to complete an RSA program. In order to ensure your RSA Certificate remains current, you will then need to complete the approved RSA online refresher course within three years of completing this RSA program.

The RSA program covers a range of topics including: -

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



Please note – *Minimum and maximum numbers apply*

Commences: 21st November, 2018
Day: Wednesday
Time: 6pm to 10pm
Fee: \$85.00

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