

Mandatory responsible service of alcohol training

What is responsible service of alcohol training?

On 1 January 2009, it became mandatory for certain people involved in Queensland's liquor industry to have a current responsible service of alcohol (RSA) training course certificate issued for successful completion of the RSA training course conducted by an Office of Liquor and Gaming Regulation (OLGR) approved trainer.

Who must do RSA training?

All licensees must ensure the following people have a current RSA training course certificate:

- the licensee (if an individual)
- any member of staff of the licensed premises who is involved in the service or supply of liquor at the premises.

Staff members involved in the service or supply of liquor include approved managers, bartenders, glass collectors, floor staff and room service staff.

Where can I do the training course?

To obtain the RSA training course certificate you must complete your training with an OLGR approved trainer.

For a list of current OLGR approved trainers and their contact details, visit www.olgr.qld.gov.au

Please note: Not all trainers delivering RSA training around Australia have been approved by OLGR. Therefore, licensees or those organising training must ensure the trainer has been approved by OLGR to deliver the course in person and/or online.

When do I have to do the course?

All new employees involved in the service or supply of liquor have 30 days from the date of commencing employment to obtain their RSA training course certificate.

How long does the course take?

The course takes approximately four to five hours to complete either in person or online.

Certificate and statement of attainment

Approved trainers issue the RSA training course certificate for successful completion of the RSA training course. Depending on when you completed the course, you may have one of the following approved certificates.

This certificate is issued to _____ (First name) _____ (Last name) and identifies the person as having successfully completed the approved training course (Responsible Service of Alcohol) under the provisions of the Liquor Act 2009.

Date given to participant: _____

This certificate remains in force for three years after it is given to the person named above.

Office of Liquor and Gaming Regulation (OLGR) approved trainer: _____ (Name of OLGR approved trainer)

OLGR number: _____

Name: _____ (Name and address of the OLGR approved trainer)

Signature: _____ (Name and address of the OLGR approved trainer)

Certificate number: _____

This certificate does not represent an approval as an approved manager and is not intended to be used as a form of identification. An application to become an approved manager can be lodged online at www.olgr.qld.gov.au.

Queensland Government

Issued from 28 May 2012 onwards

This certificate is issued to _____ (First name) _____ (Last name) and identifies the person as having successfully completed the approved training course (Responsible Service of Alcohol) under the provisions of the Liquor Act 2009.

Date given to participant: _____

This certificate remains in force for three years after it is given to the person named above.

Office of Liquor and Gaming Regulation (OLGR) approved trainer: _____ (Name of OLGR approved trainer)

OLGR number: _____

Name: _____ (Name and address of the OLGR approved trainer)

Signature: _____ (Name and address of the OLGR approved trainer)

Certificate number: _____

This certificate does not represent an approval as an approved manager and is not intended to be used as a form of identification. An application to become an approved manager can be lodged online at www.olgr.qld.gov.au.

Queensland Government

Issued from 2 July 2010 to 30 June 2012

Office of Liquor and Gaming Regulation
Queensland
TRAINING COURSE CERTIFICATE
Provide Responsible Service of Alcohol (RSA)

Name: _____ (Name and address of the person who successfully completed the RSA approved training course)

Date: _____ (The certificate number is valid for three years after the person is granted this certificate)

Approved Trainer Name and OLGR Number: _____

Signature: _____ (Name and address of the OLGR approved trainer)

Certificate Number: _____

This certificate does not represent an approval as an approved manager and is not intended to be used as a form of identification. An application to become an approved manager can be lodged online at www.olgr.qld.gov.au.

Queensland Government

Issued from 7 August 2009 to 1 August 2010

Only the above certificates are acceptable, providing they are current. You must ensure you complete the RSA course again prior to the certificate expiring.

If you find a certificate that you believe is not in the correct format, please call 13 QGOV (13 74 68).



When will my certificate expire?

The RSA training course certificate and approved statement of attainment will expire three years after the date it is given to you.

You must renew your RSA training with an OLGR approved trainer prior to this time.

Are volunteers required to do the training?

Volunteers serving or supplying alcohol will not be required to hold a current RSA training course certificate if performing duties under one of the following licence categories:

- community club licence
- community other licence
- community liquor permit
- restricted liquor permit.

In these instances, the licensee or permit holder must take reasonable steps to ensure there is a person with current RSA training to supervise the volunteers.

Recognition of prior training

Queensland recognises prior training for people who have already completed the national RSA course.

This applies to people who have been issued with a statement of attainment in the national competency 'SITHFAB009A Provide responsible service of alcohol' in any state or territory.

Such people are eligible to complete an RSA bridging module with an OLGR approved trainer. This will provide the person with an approved RSA certificate upon successful completion of the course.

Please contact an approved trainer for details on which courses they provide.

Training register

All licensees are required to keep an up-to-date training register that contains:

- copies of current training course certificates for staff
- the expiry date of all current training course certificates
- information relating to training staff involved in the service or supply of liquor at the licensed premises.

The register must be made available at the premises for inspection by an OLGR investigator.

There are penalties for licensees who do not ensure all staff involved in the service or supply of liquor have a current RSA certificate issued by an OLGR-approved trainer.

More information

For more information, please call OLGR on 13 QGOV (13 74 68) or visit www.olgr.qld.gov.au