



## Enrolment

Students are required to complete an enrolment application form, available from Reception or Course Co-ordinator.

## Further Information

Please contact reception or Co-ordinator.

Telephone +61 3 9309 0059  
Facsimile +61 3 9309 0059  
Email [info@advancetraining.com.au](mailto:info@advancetraining.com.au)

Technical Advanced Training  
Suite 15, 11 - 17  
Pearcedale Parade  
BROADMEADOWS VIC 3047

All Company policies, procedures  
and documentation are available online at:  
[www.advancetraining.com.au](http://www.advancetraining.com.au)



TOID #: 22274

Training Provider in:

Security ~ Screening ~ Early Childhood ~ First Aid ~  
Training & Assessment ~ R.S.

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Registered Provider No. 22274

# Responsible Serving of Alcohol



Version 2: 20200430



Victorian Commission for  
Gambling and Liquor Regulation

APPROVED PROVIDER



## Course Aims & Objectives

### The Responsible Serving of Alcohol Program

The Responsible Serving of Alcohol Program aims to provide liquor service staff with the knowledge and awareness necessary to responsibly serve alcohol in licensed premises.

### Entry Requirements & Prerequisites

Students can apply if they are able to follow simple routine instructions and protocols from Liquor Licensing. Students will also be asked to complete a written test. All prospective students must be able to read and write.

You will be required to complete an "Application for Enrolment" form which can be obtained from the reception or website. You will be placed depending on the vacancy.

### Work Outcome

The Responsible Serving of Alcohol certificate provides the skills and knowledge necessary to apply for any jobs related to liquor sales and service. For example, bar attendance, waiter and/ or waitress.

Students will comply with the relevant licensing requirements in the State of Victoria. Detailed information can be obtained from:



Victorian Commission for  
Gambling and Liquor Regulation

Email: [contact@vcglr.vic.gov.au](mailto:contact@vcglr.vic.gov.au)

Tel: 1300 182 457

### Resources & Facilities

Applicants will be provided with the required workbooks and equipments. Classes will be conducted as required in an appropriate learning environment.

## Completion Requirements

To achieve this qualification the student must have demonstrated competency in the following units listed below.

The units of competence for completion are as follows:

- Problems associated with excessive consumption
- Alcohol and the law
- Whose responsibility is responsible serving of alcohol?
- Facts about alcohol
- Improved atmosphere
- Handling difficult customers

### Assessment and Duration

Students will be required to be assessed in this program, to show that they have achieved the skills and knowledge set out in the competency units. The pass rate is 70% out of 100.

Assessment includes a variety of approaches e.g. demonstration, written work and case studies.

Course Duration is 4 hours face to face delivery.

### Articulation & Pathways

Prospective Security students completing this program will have met the requirements for the Responsible Serving of Alcohol Certificate.

### Recognition of Prior Learning

Not Applicable.

### RPL Fees & Charges

Not Applicable.

## Course Fees & Charges

The course will cost \$100.00 including all workbooks. A minimum payment of \$50.00 is required prior to course commencement for administration and enrolment fee. All cancellation requests made prior to course commencement date will incur a \$50.00 administration and enrolment fee. Once courses have commenced, the organisation will not approve refunds or transfers under any circumstances.

Technical Advanced Training reserves the rights to cancel or postpone the course commencement date with low enrolment numbers up to two days prior to the course commencement date. Should a course be cancelled or postponed, you will be notified either by mail, telephone or email. Cancellation of a program by Technical Advanced Training will result in a full refund.

### Complaints

Students may access the Complaints Policy through the course Coordinator/ Director or visit our website, [www.advancetraining.com.au](http://www.advancetraining.com.au)

