

Queensland Responsible Service of Alcohol Reference Material

Participant Workbook

QLD OFFICE OF LIQUOR AND GAMING REGULATION

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Introductory Questions

While waiting for the program to commence please complete the three questions that follow.

1. Where and when did you undertake your RSA training?

2. Why is it important for you to successfully complete RSA training? List at least two reasons.

3. What outcomes do you want from today?

Program Overview

Background

The Responsible Service of Alcohol (RSA) Training Program was introduced by the Queensland Office of Liquor and Gaming Regulation (OLGR) on 1 February 2009 in response to the mandatory training requirements of the *Liquor and Other Acts Amendment Act 2008*. OLGR approved trainers are the only trainers able to deliver the RSA approved training course and issue the approved RSA Training Course Certificate.

A list of current OLGR approved trainers can be viewed on OLGR's website at: www.olgr.qld.gov.au/resources/liquorDocs/RMLVApprovedTrainers.pdf

RSA is an element of competency (SITHFAB009A) from the nationally endorsed Tourism, Hospitality and Events Training Package SIT07.

From 1 July 2009, the required training in RSA will be available online with trainers who have OLGR online approval. A list of these trainers is also available at the above website.

Learning Process

This course will involve lecture, group and individual questioning and discussion, group and individual activities, and individual written assessment. During the course you may also have the opportunity to view practical video scenarios.

The program focuses on the legislative content that will ensure the required performance criteria from the RSA element of competency (SITHFAB009A) is met. These are:

1. Sell or serve alcohol responsibly
2. Assist customers to drink within appropriate limits
3. Assess alcohol affected customers and identify customers to whom sale or service must be refused
4. Refuse to provide alcohol.

Responsible Service of Alcohol Training Course Certificate

To receive a Responsible Service of Alcohol Training Course Certificate you will be required to:

- actively participate in the group discussions and activities
- complete the participant workbook activities, as directed by the facilitator
- complete an open-book written exam and attain 100%.

OLGR approved trainers are professionals and will work with you to ensure you can achieve this standard.

Upon successful completion of the RSA approved course, you will be issued with a Responsible Service of Alcohol Training Course Certificate by the approved trainer.

Note: There is a three-year currency period for this training.

Penalties

What legislation regulates the sale and supply of liquor in Queensland and determines related penalties?

Answer: _____

Maximum Fines for Licensee, and Managers

Supplying liquor to a minor	\$25,000
Supplying liquor to a person who is unduly intoxicated	\$50,000
Supplying liquor to a person who is disorderly	\$50,000
Not ensuring that minors are not on the premises	\$10,000
Licensee failing to remove minor on licensed premises	\$10,000
Sale of liquor after authorised trading hours	\$10,000
Allowing liquor to be consumed on premises after authorised hours	\$10,000
Allowing liquor to be removed from premises after authorised hours	\$10,000
Failure to confiscate fake ID and give to an investigator	\$ 2,500
Failure to give or give false name, age or address	\$ 2,500
Failure to answer questions asked by an investigator	\$10,000
Obstructing an investigator	\$20,000
Contravening a condition of a license or permit	\$ 4,000
Make a false or misleading statement	\$10,000

Maximum Fines for Bar/Security and Other Staff

Supplying liquor to a minor	\$ 8,000
Supplying liquor to a person who is unduly intoxicated	\$ 8,000
Supplying liquor to a person who is disorderly	\$ 8,000
Allowing a minor to enter the premises	\$10,000
Failure to confiscate fake ID and give to an investigator	\$ 2,500
Failure to give or give false name, age or address	\$ 2,500
Failure to answer other questions asked by an investigator	\$10,000
Obstructing an investigator	\$20,000
Make a false or misleading statement	\$10,000

Maximum Fines for Patrons

Non-exempt minor on licensed premises	\$ 2,500
Minor consuming or possessing liquor on a licensed premises	\$ 2,500
Minor falsely representing himself or herself to be of age	\$ 2,500
Supplying liquor to a minor	\$ 8,000
Supplying liquor to a person who is unduly intoxicated	\$ 8,000
Supplying liquor to a person who is disorderly	\$ 8,000
Giving 'acceptable evidence of age' to another person	\$ 4,000
Defacing or interfering with 'acceptable evidence of age'	\$ 4,000
Drunk or disorderly on licensed premises	\$ 2,500
Person resisting eviction by a licensee	\$ 2,500
Hindrance of a licensee	\$10,000
Failure to give or give false name, age or address	\$ 2,500
Failure to answer other questions asked by an investigator	\$10,000
Obstructing an investigator	\$20,000
Make a false or misleading statement	\$10,000

1. Responsible Service of Alcohol

Take a few minutes to consider the following questions and record your responses.

1. True or false? Circle your response.

a. The rules which control who is able to sell liquor and who is able to consume it in Queensland are contained in the <i>Liquor Act 1992</i> and the <i>Liquor Regulation 2002</i> .	True	False
b. Each State or Territory has it's own laws with regards to liquor.	True	False

2. Why do we need legislation to control who is able to sell liquor and who is able to consume it?

3. What is RSA? _____

4. List three types of information contained in the licence document for each licensed premises and why it is important that you understand it.

i. _____

ii. _____

iii. _____

2. Minors

1. Who is considered a minor in Queensland?

2. Why are minors considered a target group at risk when it comes to liquor?

Optional Video Scene—“Expensive Afternoon (Part 1)” or other practical activity

This video scene looks at the consequences for minors being served and consuming alcohol on licensed premises. As you watch the scene, answer the questions below.

- i. What steps should a bar attendant have taken when the patrons approached the bar?

- ii. What should the management do to prevent this situation from occurring?

- iii. In this situation, what could have been the maximum fine issued?

To the patron: \$ _____

To the licensee: \$ _____

To the bar attendant: \$ _____

3. When is a minor permitted on licensed premises?

4. Who is considered a responsible adult for a minor?

5. What specific forms of personal ID can be used by licensees, staff and security to check a person's age?

- i. _____
- ii. _____
- iii. _____
- iv. _____
- v. _____

6. What should you do if you believe that an ID presented to you is fake or is a genuine ID being used by another person? _____

7. What should you do when a patron you believe may be a minor is unable to produce ID upon request? _____

3. Unduly Intoxicated and Disorderly

Group A—complete the following

1. Unduly intoxicated means... _____

2. Some obvious signs of undue intoxication include... _____

Group B—complete the following:

1. A patron could be deemed disorderly when... _____

2. Some outward signs of a disorderly patron would be... _____

Are the following statements true or false? Circle your responses.

1. The best way for licensees and staff to determine if a person is unduly intoxicated is to count drinks consumed.	True	False
2. The most effective way for licensees and staff to determine if a person is unduly intoxicated is to observe behaviour and signs of changing behaviour.	True	False
3. It is an offence to sell liquor, supply liquor or allow supply of liquor to a person who is unduly intoxicated.	True	False
4. It is an offence to sell liquor, supply liquor or allow supply of liquor to a person who is disorderly.	True	False
5. It is an offence for the licensee if the unduly intoxicated person remains on the licensed premises for any period of time.	True	False

Optional Video Scene—“Time to Go” or other practical activity

This video scene looks at a situation involving an unduly intoxicated patron. As you watch the scene answer the questions below.

i. List at least five behavioural signs that provided indication that the patron was unduly intoxicated.

- a) _____ e) _____
- b) _____ f) _____
- c) _____ g) _____
- d) _____ h) _____

ii. List the positive steps that the staff member followed when dealing with the unduly intoxicated patron?

iii. If the unduly intoxicated patron continued to be supplied with alcohol, who could have faced breaches under the *Liquor Act 1992*?

iv. How could the staff on duty have better dealt with the refusal of service to this patron?

4. Practices and Promotions

Are the following statements true or false? Circle your responses.

1. It is an acceptable practice to serve liquor in test tubes.	True	False
2. It is an offence to sell liquor, supply liquor or allow supply of liquor to a person who is unduly intoxicated.	True	False
3. It is an offence to sell liquor, supply liquor or allow supply of liquor to a person who is disorderly.	True	False
4. It is an offence for the licensee if the unduly intoxicated person remains on the licensed premises for any period of time.	True	False

Progressive Content Review

Briefly look back over your notes and record a new learning or what you consider key information for each of the topics tabled below.

Topic Title	New Learning and/or Key Information
Legislation and Penalties	
Minors	
Unduly Intoxicated and Disorderly	
Practices and Promotions	

