



**Central
Regional**



Course

Pre-Enrolment Guide

Training Area:

Hospitality

Training Product:

Insert National ID

Insert Qualification Name



Your Future. Your Choice. Your TAFE.

Central Regional TAFE spans four regions and around 57% of Western Australia, with nine campuses delivering training that reflects the industries driving our state's economy. From the Midwest and Wheatbelt to the Gascoyne and Goldfields, our footprint is vast – and so are the opportunities.

Studying regionally connects you directly with the jobs that matter. With most agricultural, health, and construction roles based in regional WA, training close to home ensures you build skills where the demand is.

Each campus is shaped by its community and industries. Whether it's aquaculture on the coast, mining in the Goldfields, or agriculture in the Wheatbelt, we work hand-in-hand with employers to make sure your training is current, practical, and linked to real apprenticeships and work placements.

Wherever you live, your local campus is ready to help you succeed – while keeping skills, jobs, and opportunities right here in regional WA.





Your Campus. Your Training. Your Career.

At Central Regional TAFE, it's all about you. We're here to help you shape the future you want, with the right support every step of the way.

Learn from industry experts who bring real-world knowledge into the classroom and gain the confidence and skills employers are looking for. With over 300 nationally recognised courses – from Certificate I through to Advanced Diploma – plus a wide range of short courses, there's a pathway for every ambition.

We know life is busy, so our flexible and online study options help you balance training with work, family, and everything else you've got going on. Add to that payment plans and tailored support, and achieving your goals has never been easier.

Whether you're leaving school, changing careers, or upskilling, you'll find a place at TAFE – and a pathway to a future that works for you.

Train where you live. Build real skills. Shape a future that works – with Central Regional TAFE.

Course Information

SITSS00071 Responsible service of Alcohol

Release number	2
Required number of units for course completion	SITHFAB021 – Responsible Service of Alcohol
Duration	20 hours
Location	Central Regional TAFE Northam
Delivery mode	Self-paced External

IS THIS COURSE RIGHT FOR ME?

Before you choose this course, it's a good idea to think about the skills and knowledge you might need. The information below will help you decide if the course is a good fit for you, or if there are areas where you might need some extra support.

Information you need to know about the course

Physical requirements

- Light physical activity only.
- You may be required to stand during simulated service roleplays (either in person or online).
- No heavy lifting, hazardous environments, or high-risk physical tasks.

Emotional and mental requirements

- You will discuss real-world scenarios involving alcohol-related harm, refusal of service, and conflict-management situations.
- You need to be comfortable communicating clearly and assertively during simulated customer interactions.

Environmental requirements

- If attending Northam campus for roleplay, you may work in a training room set up to simulate a bar or licensed venue.
- Online simulations require a quiet space with reliable internet.

Cultural and personal considerations

- Discussions and simulated scenarios may involve people who are affected by alcohol and situations related to alcohol misuse, refusal of service, and cultural attitudes toward alcohol.

- The unit does not require you to handle or consume alcohol at any stage. It focuses on recognising signs of intoxication and applying responsible sale and service practices in line with WA legislation.

Workplace and licensing requirements

- To legally serve or sell alcohol in WA, you must hold a valid RSA certificate issued on completion of this unit.
- No additional checks (WWCC, police clearance, or vaccinations) are required for this course.

Technical requirements

- Basic knowledge of computers and ability to access internet to submit work
- Knowledge of and ability to use learning management systems like Blackboard and Microsoft Teams.

Course Pathways

This course aims to help you develop skills and knowledge that may support entry into a range of job roles or further study. This unit helps you build the skills and knowledge required to work responsibly with alcohol in licensed premises. Completing this training may support entry into roles such as:

- Bar attendant
- Food and beverage attendant
- Cellar door host
- Bottle shop/package liquor sales assistant
- Event or function staff involved in alcohol service

It also provides a pathway into further hospitality training, including:

- SIT20322 Certificate II in Hospitality
- SIT30622 Certificate III in Hospitality
- Other hospitality short courses and skill sets in customer service, food safety, and beverage service

Further details can be found on our website [here](#).

National Course Entry Requirements

There is no formal national entry requirements for SITSS00071 Responsible service of Alcohol skill set.

Learners will complete a short language, literacy, numeracy and digital (LLND) review to ensure they have the foundation skills needed to undertake the training and assessment successfully.

Central Regional TAFE (CR TAFE) Entry Requirements

You must have a Unique Student Identifier (USI) to enrol in and complete any nationally recognised training in Australia. If you do not have a USI or need help getting one, we can assist you with the process.

For enrolment at CR TAFE, the following requirements apply:

- You must be 18 years or older to enrol in this unit.
- No prior hospitality experience is required.
- You will need a Unique Student Identifier (USI) to enrol in nationally recognised training in Australia. If you don't have a USI yet, our staff can help you create one.
- No prior experience is required. You can enrol in this course without previous hospitality or RSA training.

Before you enrol, CR TAFE is required to review your language, literacy, numeracy and digital (LLND) skills to help you decide if the course is right for you, identify any support you might need, or whether other learning options may be better suited to you at this time.

For this course, the method of LLND review will be reviewed through a short online LLND quiz completed before enrolment. This helps us confirm the course is suitable for you and identify any learning support you may need to succeed.

If the quiz shows you may benefit from extra support, a lecturer will discuss available options with you before you continue with enrolment.

Fees and Payments

Whether you are enrolling in individual units and/or full qualifications at CR TAFE, you are responsible for paying the enrolment fee for each unit you enrol in.

You will find detailed information about your course costs and how they are calculated on our website [here](#).

You can also check the drop-down box for FEES on your course page on the website which has details about the course fees.

Further information on:

- key payment terms and conditions
- availability of any relevant government training entitlements and subsidies
- our withdrawal and refund requirements

is available under the Fees and Payment Options section in the Student Handbook on our website [here](#).

Our Student Business Systems team can help if you are unsure about any fee information. Please refer to the Contacts section, on how to contact us.

Learning Resources

You will need the following learning resources for your course:

- Access to a computer or laptop with internet
- Access to Microsoft Teams for online simulations and observations

- Basic digital skills to access online learning materials

Textbooks

Central Regional TAFE supplies your Learner Guide and assessment resources at no additional cost.

Online learning materials

All online learning materials for this unit are provided through CR TAFE's online systems, which you will have access to for the full duration of your enrolment period (4 weeks).

You will be given access to:

- The Learner Guide
- Assessment documents and instructions
- Videos, scenarios and support materials for RSA

To access your learning, you will need:

- Your CR TAFE student email account
- Your CR TAFE OneDrive to download, save and upload assessment files
- A computer or laptop with reliable internet
- Access to Microsoft Teams for online roleplay assessments

Learning materials are available immediately once your enrolment is activated and remain accessible for the full 4-week course period.

Resources and equipment you need to bring

You are required to provide (at your own expense) the following list of resources/equipment:

You are required to provide (at your own expense) the following list of resources/equipment:

As this is a self-paced online course, you are not required to purchase uniforms, PPE, toolkits, or specialist hospitality equipment.

To complete this unit successfully, you will need to provide (at your own expense):

- A computer or laptop with reliable internet access
- Access to your CR TAFE student email
- Access to your CR TAFE OneDrive to download, save and upload assessments
- Access to Microsoft Teams for your online practical observation
- A quiet space suitable for completing online learning and role plays

All learning materials are supplied by CR TAFE at no additional cost, including:

- The Learner Guide
- Knowledge assessments
- Role-play instructions
- Links to RSA legislation and official government resources

- Access to Microsoft 365 applications (Word, PowerPoint, Excel, Teams)

There are no additional fees, and no requirements such as a Working with Children Check, First Aid certificate, uniforms, or hospitality equipment.

If you choose to complete your role play on campus, CR TAFE will provide access to a simulated bar environment, computer facilities, and any equipment required for assessment.

CR TAFE online library resources

Our online library has a wide range of electronic resources useful to your course. You can find our online library on the CR TAFE website [here](#). Library staff are available to assist you as required.

For additional information about self-paced study options at all our campuses, please check the courses pages on our website [here](#).

My Portal

There is a variety of information available to students on our website under [Current Students](#). Once you are enrolled, the Student Portal will allow you to view the following:

- My application - view the status of your application to study
- My payments - view your payment history and instalment plan details (if relevant)
- My study - view your course details, units and academic records
- My details - view and update your personal information
- My tasks - view any notices from Central Regional TAFE
- Blackboard - links directly to the Blackboard e-learning platform

Recognition of Prior Learning

Recognition of prior learning (RPL) means an assessment process that involves assessment of an individual's relevant prior learning and experience (including skills and knowledge obtained through formal and informal learning) to determine the extent to which the individual meets requirements specified in the training product. If you think you have existing knowledge and skills in one or more of your units of study, you may apply for RPL. Should you apply for RPL, you will be supported through the process by a lecturer. For further information visit our website [here](#).

This is a short-duration course structured around hands-on practical training, with assessments conducted through direct observation of skill demonstrations. In this context, Recognition of Prior Learning (RPL) would not be a suitable option.

Credit

Credit can be given if you have successfully completed a unit or module that has the same code or is deemed equivalent to one in your current course. You may have completed this unit/module at a Registered Training Organisation or at an alternate authorised organisation such as a university.

You will have to provide some evidence you have successfully completed the unit or module. This might include authenticated VET transcripts or other AQF certification documents like Statements of Attainment, Records of Results etc.

You won't be charged for credit. If you think this might apply to you, contact your lecturer to discuss eligibility, the application process and the evidence you need to provide.

Note: CR TAFE will not issue an Award or Statement of Attainment that is achieved wholly through crediting units completed at another RTO.

Appeals and Feedback

CR TAFE values student feedback and recognises that opportunities to improve products and services arise from the effective handling of student complaints. Complaints are processed in a way that balances the interests of students and CR TAFE while making sure the process is fair for everyone.

Students are supported to [provide feedback and make complaints](#). Students have the right to appeal decisions made by the lecturer/assessor and CR TAFE. For example, if you have concerns about your assessment results, please approach your lecturer to discuss the issue and/or refer to our website for details [here](#).

Student Support Services

CR TAFE aims to provide a supportive learning environment for all students. If you have any support needs, either before you enrol or during your course, we encourage you to speak with your lecturer or the Student Support Services team. CR TAFE will provide, or help you access, the support that can assist you in your studies.

Training Support:

You are encouraged to identify any training support that you may need before you enrol and at any point during your learning journey. This may include but not limited to:

- Study Skills
- Accessing and using technology
- Assessments
- Disability support
- Aboriginal and Torres Strait Islander support

Wellbeing Support:

CR TAFE is dedicated to supporting students and to providing a safe and inclusive learning environment for all students including a culturally safe learning environment for Aboriginal people. CR TAFE recognises that student wellbeing is important for a successful learning journey and may provide, or support access to, appropriate services where needed. Wellbeing support may include, but not limited to:

- Counselling and mental health resources (external)
- Career Services and Guidance (internal)
- Financial (fee and debt payment options, scholarships) (internal)
- Abuse, harassment, bullying (internal and external)
- Crisis and Support Lines (external)
- Support for Aboriginal students (internal and external)
- Aboriginal Counselling Support (external)
- Support for students with disability (internal and external)
- Support for international students (internal)

For confidential, no obligation contact information for wellbeing support, please contact our Student Support Services team who can help you with more information on how to access these support services, or go to our [website](#).

Contacts:**Lecturer contact details:**

Name: Jane Seeley

Phone number: 0427495247 Office: 96226707

Email: Jane.seeley@crtafe.wa.edu.au

Building: The Barn

Availability: Monday-Friday 8 am- 2 pm

To speak to our Student Business System Team, Student Support Services Team, our Technical Support Team, Aboriginal Support Services or your local Access and Equity Inclusion Officer, contact: 1800 672 700 or enquiries@crtafe.wa.edu.au.

Alternatively, you can complete an online enquiry form <https://www.centralregional-tafe.wa.edu.au/contact-us>.

For help with all things career, training and employment, contact our Jobs and Skills Centres at either our Geraldton, Kalgoorlie or Northam campuses, or call 13 64 64 or go to www.jobsand-skills.wa.gov.au.

Award

Upon successful completion of this course, you are entitled to an Award and a Record of Achievement. Should you not have successfully completed all the units of competency required for the Award, you are entitled to a Statement of Attainment for the individual units for which you have been assessed as competent.

Licensing/Registration Requirements that Apply on Completion

On successful completion of this unit, you will receive a Responsible Service of Alcohol (RSA) certificate issued by Central Regional TAFE.

This certificate meets the Western Australian legal requirement for all people involved in the sale, service, or supply of alcohol in licensed venues.

In WA, RSA training is regulated by the Department of Local Government, Sport and Cultural Industries (DLGSC) under the Liquor Control Act 1988. You may be required to present your RSA certificate to an employer or authorised officer when working in a licensed venue.

For more information about RSA requirements in Western Australia, click [here](#).

Further Resources and Information

More information can be found in our Student Handbook, available for download off our website [here](#).

Notification of Changes to the Course

You will be informed in writing by your lecturer of any changes that affect your course after enrolment. You will be supported throughout the change to ensure there is minimal disruption to your learning journey.

Timetable and Training Hours

This course is delivered as a self-paced online program, so there is no set timetable and no scheduled classroom attendance.

You can complete the learning and assessments at any time during your 4-week enrolment period.

A lecturer is available to support you throughout your study. You can contact your lecturer by email or phone if you need assistance, clarification, or help accessing online materials

Assessment Methods

For this course, assessments may include the following:

- Knowledge questions: This involves answering questions, either orally or in writing relating to the unit of competency.
- Observations: This involves your assessor or a third party (workplace supervisor) observing you perform tasks in the workplace and/or simulated workplace to check that you have the knowledge and skills required for the unit of competency.
- Project: This involves completing tasks or activities in the workplace and/or simulated workplace to show that you can apply the knowledge and skills required for the unit of competency.
- Portfolio: This is a collection of evidence you put together, such as documents, examples of your work, or completed activities, to show that you have the knowledge and skills required for the unit of competency.

Note: The specific assessments required for each unit of competency will be outlined in the Training and Assessment Plan (TAP) for that unit. You will receive a copy of the TAP for each unit when you enrol.

Overview of Training Hours

The table below outlines the units you need to complete. It shows the types of training you are required to do and approximately how much time they should take. This will help you understand how much time you will need to set aside for each unit you are enrolled in.



Training and Assessment Strategy

TAS-CRT-SKILL-SITSS00071-R1.00-M2M7Y5 | Published

SITSS00071 - Responsible service of alcohol - R1.00

NOR 2026 SPE (RSA) NCK

Stage	National ID	Unit Of Competency	Face to Face	Workshops	Work Placement	Structured Out Of Class Activities	Tutorial Study Support	Total	Assessment	Delivery Mode	Core / Elective	Pre-Requisites National Code/s
	SITHFAB021	Provide responsible service of alcohol [OEA84]				15.00	5.00	20.00	20.00	Flexible/Online	Elective	
		Total	0.00	0.00	0.00	15.00	5.00	20.00	20.00			
Cluster	Unit Of Competency										Core / Elective	



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