

# 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](http://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.



Issued from 2 July 2010 onwards



Issued from 7 August 2009 to 1 August 2010



Issued from 6 August 2009 to 7 August 2009

