MAWA EVENTS

Address: No. 857, Block A2. Leisure Commerce Square - No 9., 46150 Petaling Jaya, Selangor, Malaysia

Phone: +601116373203 | **Email:** info@mawaevents.net

RESPONSIBLE SERVICE OF ALCOHOL

"Serve safely, stay compliant – Learn the principles of responsible alcohol service."

Schedule

Venue (InHouse)	Fees
At Your Organization Premises	Ask For The Quotation

► **Available delivery methods:** In-House Training

Introduction

The Responsible Service of Alcohol (RSA) course is designed to equip individuals working in licensed venues with the essential skills and legal knowledge required to serve alcohol responsibly. The training focuses on the prevention of alcohol-related harm, understanding of relevant legislation, and practical strategies to manage difficult situations, underage patrons, and intoxicated individuals. Completion of this nationally accredited course is mandatory for alcohol-serving staff in many jurisdictions.

Objectives

By the end of this course, participants will be able to:

- Understand legal obligations relating to alcohol service.
- Identify signs of intoxication and underage drinking.
- Implement harm minimisation strategies and venue policies.
- Refuse service to minors and intoxicated individuals safely and legally.
- Maintain a safe and responsible drinking environment for all patrons.

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Why Attend

- Mandatory requirement for employment in licensed venues.
- Prevent alcohol-related incidents and protect your license.
- Learn how to handle difficult situations confidently and lawfully.
- Promote a safe social environment and reduce public liability risks.

Target Audience

- Bartenders and Hospitality Staff
- Waiters and Food & Beverage Attendants
- Venue Managers and Supervisors
- Event Coordinators and Festival Staff
- Security Staff in Licensed Premises

Individual Benefits

- Earn a government-approved RSA certificate.
- Increase job eligibility and career mobility.
- Gain legal and customer service skills.
- Enhance personal safety and professionalism on the job.

Organizational Benefits

- Ensure compliance with state licensing laws.
- Reduce incidents and liability associated with alcohol misuse.
- Build a responsible and reputable team culture.
- Improve customer experience and reduce security incidents.

Instructional Methodology

- Trainer-led Interactive Sessions
- Group Activities & Scenario Roleplays
- State/Territory-Specific Legislation Review
- Visual Case Studies and Practice Refusals
- Knowledge Quiz and Competency Assessment

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Course Outline

DETAILED 5-DAY COURSE OUTLINE (CUSTOMIZABLE)

Training Hours: 7:30 AM – 3:30 PM **Daily Format:** 3–4 Learning Modules per Day **Coffee Breaks:** 09:30 & 11:15 | **Lunch Buffet:** 01:00 – 02:00

Day 1: Introduction to RSA Legislation

- Module 1: Overview of Responsible Alcohol Service (07:30 – 09:30)
- What RSA means and why it's important
- Alcohol-related harm statistics
- Module 2: Key Legal Frameworks by State/Territory (09:45 – 11:15)
- Liquor Acts, license types, penalties
- Module 3: Roles & Responsibilities of Licensees and Staff (11:30 – 01:00)
- Duty of care, obligations, and offences
- Module 4: Legal Consequences & Enforcement Authorities (02:00 – 03:30)

Day 2: Understanding Alcohol and Its Effects

- Module 1: What is Standard Drink & BAC Explained (07:30 – 09:30)
- Alcohol strength, metabolism, body weight
- Module 2: Signs of Intoxication and Assessment Techniques (09:45 – 11:15)
- Speech, balance, behavior, physical signs
- Module 3: Health Risks and Impacts of Overconsumption (11:30 – 01:00)
- Short- and long-term effects
- Module 4: Workshop – Recognising Intoxication Roleplay (02:00 – 03:30)

Day 3: Refusal of Service & Handling Conflict

- Module 1: Refusal of Service – Legal Procedures & Phrasing (07:30 – 09:30)
- When and how to refuse safely
- Module 2: De-escalation Techniques and Body Language (09:45 – 11:15)
- Module 3: Case Studies – Problem Patron Scenarios (11:30 – 01:00)
- Module 4: Roleplay Simulation – Difficult Conversations (02:00 – 03:30)

Day 4: Youth, ID Checks & House Policies

- Module 1: Identifying Minors and Checking ID Legally (07:30 – 09:30)
- Acceptable ID types, spotting fakes
- Module 2: Responsible Promotion and Alcohol Advertising (09:45 – 11:15)
- What's prohibited under liquor laws
- Module 3: RSA Policies, Logs, and Incident Documentation (11:30 – 01:00)
- Module 4: Group Exercise – Develop Your Own House RSA Policy (02:00 – 03:30)

Day 5: Review, Assessment & Certification

- Module 1: RSA Concepts Review & Summary Activity (07:30 – 09:30)
- Module 2: Knowledge Quiz (Open Book) (09:45 – 11:15)
- Module 3: Practical Assessment – Refusals & Scenarios (11:30 – 01:00)
- Module 4: Wrap-Up, Feedback, Certificate Distribution (02:00 – 03:30)

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Certification

Participants who successfully complete the course will receive: Nationally Recognized Statement of Attainment in:

Responsible Service of Alcohol (RSA) Valid Across: Most Australian states/territories (Can be tailored per local laws) Refresher Required: As per jurisdiction (usually every 3-5 years or upon regulation updates)

Why Choose MAWA Events

- **Global Expertise:** More than 17 years of experience in professional training and consulting.
- **Industry-Leading Faculty:** Courses delivered by seasoned professionals with hands-on experience.
- **Practical Insights:** Learn to turn theory into actionable strategies for real-world business impact.
- **Client-Focused Solutions:** Customized programs designed to achieve your organisation's unique goals.

In-House / Customized Training Interested in running this course for your team? Please contact us:	TEL: **+601116373203**	EMAIL: **info@mawaevents.net**

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