LETIZIAS
TRAINING & DEVELOPMENT
LETIZIAS.COM.AU

See your consultant today!

RSA

Responsible Service of Alcohol (VIC)

- GET SKILLS
- GET QUALIFIED
- GET WORKING

Step into Hospitality, Bar & Retail with RSA Certification!







1 - DAY COURSE GET CERTIFIED START TODAY

BELIEVE . ACHIEVE . SUCCEED

Responsible Service of Alcohol
SITHFAB021

Provide Responsible Service of Alcohol (RSA)

RSA training is mandatory for licensees and staff who sell, offer or serve liquor in Victoria.

In this course you will learn the skills and knowledge to:

- Sell or serve alcohol responsibly.
- Assist customers to drink within limits.
- Assess alcohol-affected customers.
- Identify when service must be refused.

This training program is commonly referred to as “RSA” and is suitable for people who work in / are applying for work in alcohol sale or service roles. This can include bars, clubs, restaurants, functions, or packaged liquor sales.

This course is approved by Liquor Control Victoria (formerly VGCCC). Quality Service Skills is registered with the LCV to deliver this course,additional information CLICK HERE

The assessment includes a written test at the completion of the theory training (provided by the LCV and Quality Service Skills). It is a closed-book test and learners must achieve a minimum mark of 100% for successful completion.

Learners are also required to participate in role-play scenarios during class time.

There are no pre-requisite requirements to undertake this training program. All trainers delivering RSA in Victoria are approved by Liquor Control Victoria to do so.





RESPONSIBLE SERVICE OF ALCOHOL SITHFAB021

The Units of Competency SITHFAB0021 Provide responsible service of alcohol is Nationally Recognised Training
Please see our Nationally Recognised Training page for more information

CLICK HERE

Important RSA Information

New RSA Students - Victoria

From 1 December 2025, you must complete TWO parts to receive your Victorian RSA Certificate:

- **Part 1:** Complete your approved RSA course.
- **Part 2:** Complete the 60-minute online Sexual Harassment and Assault: Recognise, Prevent and Respond module.

IMPORTANT: You will receive an email with instructions to complete Part 2.

You cannot download your Victorian RSA Certificate until BOTH parts are completed.

RSA Refresher (Every 3 Years)

- Complete the 30-minute online RSA Refresher.
- Complete the 60-minute Sexual Harassment and Assault module.

Both parts must be completed to receive your updated RSA Certificate.
For more information, visit Liquor Control Victoria.

Training & Assessment is delivered in Partnership with Quality Service Skills RTO 90791