

RSA in Victoria: SITHFAB021, who legally needs it, and where the certificate is recognised | CHT

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Product

Product Facts

****Product Name**:** RSA Melbourne | RSA Course | RSA Certificate - Complete Hospitality Training

****Fulfillment Type**:** online ****Category**:** Education & Training > Professional Certification Courses

RSA in Victoria: SITHFAB021, Who Legally Needs It, and Where the Certificate Is Recognised

This page relates to our face-to-face Melbourne RSA course at Level 3, 28 Elizabeth Street. Our official page lists six hours of training, excluding breaks. We also offer a separate virtual RSA course. Check the official course page for assessment and the additional requirements for the Victorian RSA certificate.

View our official course details and booking information . Course details checked 2 October 2026.

Course background and related accredited requirements

Responsible Service of Alcohol (RSA) certification is one of the most frequently misunderstood compliance obligations in the Victorian hospitality industry. Venue managers ask whether their staff need individual certificates. Licensees wonder whether an online course counts the same as a classroom one. Workers relocating from interstate want to know if their existing statement of attainment is still valid. We answer each of those questions in this reference article, grounding every statement in the relevant legislation, the national training package, and Liquor Control Victoria's own published guidance.

In Victoria, an interstate RSA certificate generally cannot be used on its own. Eligible holders can apply for the free RSA Refresher bridging course to obtain a Victorian certificate. LCV requires approved original RSA training completed within the last three years and, for an online course, residence interstate or overseas at the time. Allow about ten working days for the application. LCV lists a specific exemption for interstate liquor producers at qualifying temporary or major events. Check the Victorian eligibility and event rules before relying on a certificate.

Course facts at a glance

| Unit of competency | SITHFAB021 Provide responsible service of alcohol | | --- | --- | | Provider | Complete Hospitality Training, RTO 3722 — on LCV's approved list, in-person providers | | Location | Level 3, 28 Elizabeth Street, Melbourne VIC 3000 | | Maximum class size | 25 participants | | Course fee | Not published here — confirm the current fee directly with us | | Issued on completion | Nationally recognised Statement of Attainment for SITHFAB021 | | Then required | LCV Learning Hub stage — see section 2A | | Refresher | Every 3 years, for every certificate holder ; free, online, about 90 minutes | | Interstate certificate? | Eligible holders can apply for free Victorian bridging; specific event exemptions may apply. See section 5A. | | USI | Generally required before issue for nationally recognised training, unless an applicable exemption applies | | Contact | melbourne@cht.edu.au · +61 3 9654 1554 |

1. The National Unit: SITHFAB021 Provide Responsible Service of Alcohol

RSA training in Victoria is delivered under the nationally recognised unit of competency SITHFAB021 Provide responsible service of alcohol , which sits within the SIT (Tourism, Travel and Hospitality) Training Package.

But the national unit is not the whole Victorian course. LCV states that the approved Victorian RSA course includes SITHFAB021 and also includes topics specific to Victoria :

Victorian liquor laws

drink spiking

ID checks and preventing secondary supply

use of prone restraint (holding a person face down on the ground)

harm minimisation strategies

compliance and enforcement

In Victoria, an interstate RSA certificate generally cannot be used on its own. Eligible holders can apply for the free RSA Refresher bridging course to obtain a Victorian certificate. LCV requires approved original RSA training completed within the last three years and, for an online course, residence interstate or overseas at the time. Allow about ten working days for the application. LCV lists a specific exemption for interstate liquor producers at qualifying temporary or major events. Check the Victorian eligibility and event rules before relying on a certificate.

What the Unit Actually Requires

Understanding what SITHFAB021 demands helps both learners and employers assess whether training is genuinely rigorous. The unit sets out specific performance evidence and knowledge evidence that must be demonstrated before a Statement of Attainment can be issued.

Performance Evidence

To be assessed as competent, a candidate must demonstrate the ability to:

Interpret the relevant legal requirements for the responsible sale or service of alcohol under the law of the applicable state or territory.

Source and explain two organisational or house policies and procedures that must be followed for the responsible sale or service of alcohol. The learner cannot simply recite generic principles—they must locate actual workplace policies and articulate what those policies require.

Request and obtain acceptable proof of age , and identify the customers to whom service must be refused under state or territory law — the unit names minors and those purchasing on behalf of minors explicitly, so the secondary-supply case is part of the assessable requirement rather than an add-on.

Refuse sale or service professionally, and state the reason for the refusal. Both halves are assessed: a refusal that is correct but unexplained, or explained but unprofessional, does not meet the requirement.

Outline at least three early indicators of intoxication , together with suitable intervention strategies to prevent intoxication.

Outline the procedure to refuse sale or service of alcohol, and assist, each of three specified groups of intoxicated customers. The unit names these groups explicitly: those in emotional or physical distress ; those with no food consumption during extended service of alcohol ; and those who appear to be under the effect of illicit substances or other drugs .

Interpret organisational or house requirements and outline appropriate communication and conflict-resolution skills for asking two different intoxicated customers to leave the premises: one compliant customer , and one difficult customer refusing to leave .

Note that they are framed as things the candidate must outline and explain —articulate in their own words—rather than merely recognise from a list of options. That is the practical test of whether a course is genuinely delivering the unit: a multiple-choice quiz alone cannot evidence it.

Element 2: Assist Customers to Drink Within Appropriate Limits

The unit's second element is titled Assist customers to drink within appropriate limits , and the framing is worth noticing: the element is about assistance , not policing. Two of its performance criteria carry most of the practical weight.

Performance criterion 2.1 requires the candidate to use knowledge of industry requirements and professional standards to determine the volume for standard drinks or samples . That is an active measurement task, not general awareness of what a standard drink is — a cellar door pouring tasting samples and a bar pouring spirits are both making a volume decision each time they serve.

Performance criterion 2.3 requires the candidate to identify erratic drinking patterns as an early sign of possible intoxication and take appropriate action. The unit does not leave "erratic" to judgement; it names the patterns:

mixing a wide range of drink types

drinking quickly and in quick succession

ordering more than one drink for their own consumption

consistently returning to request more samples

ordering multiple or large samples

ordering "triple shots" or extra-large drinks

These are the signs that appear before the physical indicators of intoxication do, which is what makes them useful. A person showing several of them may not yet look affected at all.

The three named means of assistance

Where a customer is approaching their limit, the unit specifies three forms of assistance a candidate must be able to provide, all in accordance with house policy :

Connect the customer with their designated driver or companions.

Offer alternatives to alcohol , including food or non-alcoholic drinks .

Organise or provide relevant information on transport for a customer who wishes to leave.

The "in accordance with house policy" qualifier is the reason the unit also requires you to source two actual workplace policies. Whether your venue books taxis, holds car keys or does neither is a house decision; knowing which is the assessable skill.

Knowledge Evidence

The unit also requires candidates to demonstrate knowledge of matters including:

The legislative framework governing the sale and service of alcohol in the relevant jurisdiction, including the obligations of licensees and staff

What constitutes a standard drink for different beverage types, and acceptable measures of alcohol, including alcoholic percentages and standard drinks in a range of frequently sold beverages and vessels

The effects of alcohol on the body, and the factors that affect how quickly a person becomes intoxicated

Strategies for assessing intoxication levels

Procedures for dealing with difficult situations, including aggressive or non-compliant customers

The impacts of excessive drinking across six named groups — set out immediately below, because this is the part of the knowledge evidence most often reduced to a single line about health

On that last point, the unit does not ask for a general appreciation that drinking too much is harmful. It names who is affected:

| Group | What the unit requires knowledge of | | --- | --- | | The individual | Physical and mental health, productivity, and emotional behaviour | | Family members, friends and colleagues | The people around the drinker | | The local neighbourhood and community | Effects beyond the venue's own walls | | Hospitality venues | The premises itself and its staff | | The liquor industry | Sector-wide consequences | | Government agencies | Local police, health facilities, road authorities and local councils |

The reason this belongs in an RSA course rather than a public health one is the fourth and fifth rows. Excessive drinking is a cost to the venue and to the industry, which is what makes harm minimisation a commercial interest and not only a legal duty.

The unit is also an academic prerequisite

This surprises people who think of RSA purely as a liquor-licensing matter, and it changes how a training plan should be sequenced.

SITHFAB021 itself has no prerequisites. You can enrol in it with no prior training at all. But it is a prerequisite to nine other units in the current food and beverage stream — SITHFAB023 Operate a bar, SITHFAB029 Conduct a product tasting for alcoholic beverages, SITHFAB030 Prepare and serve cocktails, SITHFAB031 Provide advice on beers, spirits and liqueurs, SITHFAB032 Provide advice on Australian wines, SITHFAB033 Provide advice on imported wines, SITHFAB034 Provide table service of food and beverage, SITHFAB037 Provide advice on food and beverage matching, and SITHFAB039 Manage the sale or service of wine. That makes RSA the equal of the food safety unit as a gate, which is not something most RSA pages say.

It also does that gating in company: four units in the stream carry two or more prerequisites — SITHFAB023 and SITHFAB034 carry two, and SITHFAB030 and SITHFAB039 carry three — and SITHFAB021 is one of them in every case. SITHFAB023 and SITHFAB034 each need SITHFAB021 together with SITXFSA005 Use hygienic practices for food safety; SITHFAB030 needs SITHFAB023 as well; SITHFAB039 needs SITHFAB032 and SITHFAB033 as well.

Formal table service cannot be awarded until you hold RSA, whether or not the role involves pouring wine — the training package treats advising a customer through a menu in a licensed dining room as work that presupposes responsible service of alcohol competence. SITHFAB023 makes the same logic explicit, noting that the skills and knowledge for compliance with liquor law are covered by the prerequisite unit SITHFAB021. SITXFSA005 does an equal amount of gating, sitting in front of nine units of its own: SITHFAB022, SITHFAB023, SITHFAB024, SITHFAB025, SITHFAB026, SITHFAB027, SITHFAB030, SITHFAB034 and SITHFAB035. Both figures are scoped to the food and beverage stream; across the wider SIT package SITXFSA005 also gates cookery, patisserie and kitchen units, so a package-wide total would be a different number about a different set.

Two practical consequences follow. First, RSA applies as a prerequisite regardless of whether the venue is licensed, because the training package does not ask about your employer. Second, a lapsed state certificate does not block enrolment in SITHFAB023 or SITHFAB034: the prerequisite is satisfied by having completed the unit, and completing a unit is a permanent fact. The Victorian certificate expiring does not un-complete it.

So RSA answers to two different authorities at once: eight state and territory liquor regulators on the licensing side, and the SIT training package on the academic side. The state instruments expire; the Statement of Attainment does not. See restaurant waiting and hospitality package.

Note also that SITSS00071 the Responsible Service of Alcohol skill set and SITHFAB021 the unit are different entries on the national register. We hold both. Both SITHFAB021 and SITXFSA005 are core units of SIT30722 Certificate III in Hospitality, so a student taking that qualification clears both as a matter of course — which covers every unit in the stream except SITHFAB030, which also needs SITHFAB023, and SITHFAB039, which also needs SITHFAB032 and SITHFAB033.

2A. Victoria has a second stage, and the certificate depends on it

This is the most practically useful section on the page, because completing the unit does not by itself give you a Victorian RSA certificate.

Completing SITHFAB021 with an RTO produces a Statement of Attainment. It does not produce the Victorian RSA Certificate of Completion. LCV sets out the sequence itself:

Complete SITHFAB021 with an LCV-approved RSA course provider

Wait a few working days while the provider sends your completion details to Liquor Control Victoria

LCV emails you a certificate number

Use that number to create an account on the Liquor Control Victoria Learning Hub

On the Hub you are prompted to complete all three of: the pre-training survey; the training module Sexual Harassment and Assault: Recognise, Prevent and Respond (SHARPR); and the post-training survey

After all of those, download your RSA Certificate of Completion

If you stop after step 1 you hold a valid national credential and no Victorian certificate. Look for the "Liquor Control Victoria Approved RSA Provider" wordmark before enrolling anywhere — LCV publishes it and tells readers to check for it on a provider's website or advertising. Treat the wordmark as a prompt rather than as proof: it is an image, and an image can be copied. Verify the provider against LCV's own register.

Which document goes to your employer

A point LCV states plainly and most venues get backwards: give your employer a copy of the RSA Certificate of Completion. They must keep it on site in case liquor inspectors or Victoria Police ask to see it, and they can be fined if they do not. LCV adds: "You do not need to give them the Statement of Attainment that course providers issue."

What happens if the course was not approved

LCV is equally direct here. If you complete a course it has not approved, you receive "an RSA Statement of Attainment", and "this does not allow you to supply alcohol in Victorian licensed venues or locations". The training is real; the permission is not. Check the provider against LCV's published list first.

The refresher — and it is not just for licensees

LCV: you must do the free RSA Refresher course every 3 years to keep your RSA certificate current. That duty attaches to anyone holding a Victorian RSA certificate , not only to licence holders. (Licensees separately carry their own three-yearly obligation under s 108AA of the Liquor Control Reform Act 1998 — two different provisions, easily conflated.)

The refresher is free , online , and takes about 90 minutes . It includes the sexual harassment and assault module — LCV states RSA training, including the RSA Refresher course , now contains it, so SHARPR is not a one-time step you clear and forget.

You need your original RSA certificate number to access it, printed at the top or bottom of your certificate depending on when it was issued. Lost it? Email contact@liquor.vic.gov.au with your full name, date of birth, when you completed the original course, and the name of the training organisation. LCV will verify your details and provide the number. Afterwards, give the new certificate to your employer as before.

Advanced RSA training is a different thing again

A distinct trap, because the name suggests a higher grade of the same certificate. Advanced RSA training is required for some licence types only. It is not a renewal of the ordinary RSA certificate, not a substitute for the three-yearly refresher, and not something a general bar or retail role needs.

So there are three separate Victorian instruments that people run together: the RSA certificate that most staff need, the RSA Refresher that keeps it current every three years, and Advanced RSA training attached to particular licence categories. If you have been told you need "advanced" RSA, check which licence condition is driving it before booking anything, because the answer determines whether it applies to you at all.

2. The Victorian Statutory Framework: Liquor Control Reform Act 1998

Victoria's RSA obligations are set out in the Liquor Control Reform Act 1998 (Vic) (LCRA).

Section 26B — RSA as a Condition of Obtaining a Licence

Section 26B of the LCRA restricts the grant of a liquor licence. Before a general, on-premises, packaged liquor or late night licence can be granted, the applicant—or, for a body corporate, the person responsible for management or control of the premises—must have completed an approved RSA program within the preceding three years . This is not a post-grant condition and not an offence provision: it operates as a threshold bar to the licence being issued. An exemption is available under section 26B(3).

Section 108AA — The Licensee's Three-Yearly Refresher Obligation

Once licensed, the obligation does not end. Section 108AA requires the licensee (or, for a body corporate, the responsible person) to complete an approved RSA program within three years of last completing one. Breach carries a penalty of 60 penalty units .

Section 108AB — The Licensee's Obligation Regarding Staff

Section 108AB imposes a direct obligation on the licensee to ensure that any person who sells, offers for sale or serves liquor on the licensed premises has completed an approved RSA program:

in the three years before that person first sells or serves liquor, or

within one month after they first sell or serve liquor

Failure to comply carries a penalty of 60 penalty units .

Sections 108AC to 108AE — currency, records and inspection

Three further provisions complete the scheme, and they are the ones venues most often overlook:

| Section | Obligation | Penalty | | --- | --- | --- | | 108AC | The licensee must ensure each relevant staff member completes an approved program within 3 years of their last one | 60 penalty units | | 108AD | RSA certificates evidencing compliance with ss 26B, 108AA, 108AB and 108AC must be kept at the licensed premises | 5 penalty units | | 108AE | Those certificates must be produced on request by a police officer or liquor inspector | 5 penalty units each |

Under s 108AE the licensee must also be able to give the name of the licensee or responsible person, the name of each person who sells, offers for sale or serves liquor, the date each of them first did so, and any other prescribed information.

On the dollar value of a penalty unit: no figure is published on this page. The Victorian penalty unit is indexed every 1 July under the Monetary Units Act 2004 , so any amount printed here would age within the year. Look up the current value and multiply. What does not change is the statutory number of units and the section it attaches to, which is what the table above records.

Fines are not the whole exposure. Liquor Control Victoria enforces through its Compliance division, Victoria Police may inspect certificates at any time, and non-compliance can also attract infringement notices, added licence conditions, suspension or cancellation of the licence.

2B. Who needs a Victorian RSA certificate

A current RSA Certificate of Completion is required to supply alcohol at a Victorian venue holding a general, on-premises, late night or packaged liquor licence.

The obligation attaches to the task , not the job title. LCV says it applies if your job will include any of:
offering alcoholic drinks

taking orders or payment for alcohol

pouring or serving alcoholic drinks

In practice that reaches well beyond bar staff: wait staff taking drinks orders, bottle shop and packaged liquor retail staff, function and events staff, cellar door staff at wineries, breweries and distilleries, security and crowd control personnel, online, telephone and delivery sales staff, and supplier sales representatives. See bartending for the bar units RSA sits alongside.

A certificate is also required when applying for a permanent licence or a licence transfer — except for a BYO permit or a pre-retail licence — and wherever a licence carries a special condition requiring it.

When you must have it

LCV: you must complete RSA training either before you start supplying alcohol , or within one month of the date when you first supply alcohol . That one-month window is a concession for new staff, not a general grace period, and the obligation to close it sits with the licensee under s 108AB.

Age

LCV states that if you are under 18 you can complete RSA training, but must wait until you are 18 to serve alcohol. Training age and serving age are different questions, and this is the one jurisdiction where both have a clear published answer — do not carry it to other states.

3. Who Bears the Legal Obligation in Victoria?

This is the point most commonly misunderstood, and it matters enormously for compliance planning.

In Victoria, the obligation under section 108AB rests with the licensee, not with individual staff members . A staff member who serves alcohol without holding a current RSA certificate does not personally commit an offence under the LCRA—the licensee who permitted that service is the one exposed, to 60

penalty units.

Licensees therefore cannot assume staff have sorted out their own RSA training. The licensee must actively verify that every person selling or serving liquor holds a valid certificate before, or within one month of, their first service. Recording completion dates—so three-year currency can be tracked under s 108AC—is a statutory necessity rather than merely good practice, and s 108AD requires the certificates themselves to be held on the premises.

This allocation of liability is specific to Victoria. Some jurisdictions penalise individual workers directly; the Australian Capital Territory does so under section 101 of its Liquor Act 2010, New South Wales fines both the worker and the licensee, and Queensland fines a bar attendant for serving a minor. Do not assume the Victorian position applies elsewhere.

4. Delivery mode: online is permitted, but approval is mode-specific

A persistent myth holds that face-to-face RSA training is somehow more compliant than online training. That is not the distinction LCV draws — but neither is it true that the two are simply interchangeable.

LCV states plainly that training can be in person or online . What matters is that the provider is approved for the way it delivers . LCV maintains two separate published lists :

| List | What that approval permits | | --- | --- | | In-person course providers | Delivery in person , or online using a meeting platform (live virtual). Sub-listed as one-day RSA courses, hospitality training programs, school-based programs, and companies training their own staff | | Online course providers | Self-paced online delivery |

Complete Hospitality Training appears on the in-person list , under one-day RSA course providers. It is not on LCV's online provider list. So our RSA is delivered in person, or live via a meeting platform — not as a self-paced online course. If self-paced online is what you need, use a provider from LCV's online list.

The check that matters is therefore not "in person or online?" but "is this provider on LCV's list for the mode I am buying?" See RSA online for how this plays out across the other states.

5. Interstate Recognition: Where a Victorian Certificate Travels

A Victorian Statement of Attainment for SITHFAB021 is not automatically accepted everywhere in Australia. Recognition depends on the regulatory framework of each destination jurisdiction.

An RSA Statement of Attainment is a national training record, but permission to serve alcohol depends on the destination's rules. NSW permits eligible temporary interstate workers; permanent movers and security or RSA marshal roles must meet NSW training and competency-card requirements, using bridging where eligible. Victoria offers bridging to eligible interstate holders. SA applies approved-provider rules to training from 1 November 2020, with earlier training not required to be repeated solely for that change. QLD and WA require suitable national RSA evidence. Tasmania distinguishes staff from licence holders; the ACT and NT have local currency and refresher requirements. Check the regulator before your first shift. See RSA recognition by jurisdiction , NSW's rules and SA's rules .

Queensland

Queensland accepts an interstate RSA qualification where the evidence is a Statement of Attainment for the nationally accredited Provide Responsible Service of Alcohol course , including accepted older unit codes. A certificate of attendance is not enough. Valid RSA training generally does not expire, but training completed before 2002 must be replaced. See Queensland's certificate requirements . See RSA in Queensland .

Western Australia

Western Australia requires evidence of completing the nationally accredited RSA course. Provide the employer with the RSA certificate; an interstate RSA card alone is not accepted as evidence. Staff must complete the required training within 28 days of starting work. See WA's RSA evidence requirements . See RSA in Western Australia .

Northern Territory and the ACT

The ACT accepts valid interstate RSA certificates, which expire three years after course completion; an ACT-approved refresher is then required. Licensing NT says interstate RSA certificates cease to be valid after three years and directs holders to its free refresher. Follow Licensing NT's current refresher guidance and the ACT requirements for the appropriate renewal pathway.

Tasmania

Tasmania operates a two-tier system. For staff who sell or serve alcohol , a Victorian Statement of Attainment is recognised. For licence holders, or those exercising effective control of a licence , it is not — Tasmania requires an RTO registered with the Commissioner , with Tasmanian content and practical assessment.

South Australia

For South Australia, check the training date and provider approval. Training from 1 November 2020 must be through a Liquor and Gambling Commissioner-approved RTO. CBS states that people who completed RSA before that date do not have to repeat it with an approved provider solely because of that change. An interstate location alone does not decide acceptance. See SA's approved-provider guidance .

New South Wales

New South Wales requires training from a provider approved by Liquor & Gaming NSW , and issues a competency card. An interstate Statement of Attainment does not directly produce one.

There is a shorter route that is often missed. Someone moving permanently to NSW holding a Victorian Statement of Attainment or RSA refresher certificate issued within the last three years may complete the NSW RSA bridging course rather than the full course. Note Victoria gets the three-year window while Queensland, WA, SA and Tasmania certificates qualify at five — check the issue date against the right row. Anyone working in NSW only temporarily generally does not need the bridging course — except in security or RSA marshal roles, where it is required regardless of residency. See RSA in New South Wales .

Summary Reference Table

Jurisdiction	Victorian RSA accepted?	Conditions	---	---	---	Victoria	Victorian certificate or eligible bridging
Use a current Victorian RSA certificate. Eligible interstate holders can apply for free bridging: approved original training within three years, with the online-course residence condition.							
Specific exemptions apply at qualifying producer events.							
Queensland	Accepted subject to requirements	Accepted where the evidence is a Statement of Attainment for the nationally accredited Provide Responsible Service of Alcohol course. An attendance certificate is insufficient.					
Western Australia	Accepted subject to requirements	Provide the RSA certificate showing completion of the nationally accredited course. An interstate RSA card alone is not accepted as evidence.					
Northern Territory	Accepted subject to requirements	Certificates from an RTO registered to deliver RSA are accepted, including interstate certificates. Check certificate age and the NT refresher requirements.					
Australian Capital Territory	Accepted subject to requirements	Valid interstate RSA certificates are recognised, subject to the ACT's three-year currency limit and ACT-approved refresher requirements.					
Tasmania	Accepted subject to requirements	Interstate certificates can be accepted under the Commissioner's conditions. Requirements differ for employees and liquor licence holders; check the appropriate role.					
South Australia	Accepted subject to requirements	Check provider approval and					

training date. Training from 1 November 2020 must be through a Commissioner-approved RTO. Earlier RSA training need not be repeated solely because of that approval change. | | New South Wales | Conditional recognition | Eligible temporary interstate workers can use approved interstate RSA. Permanent movers and security or RSA marshal roles must meet NSW training and competency-card requirements; eligible holders can use bridging instead of the full NSW RSA course. |

Current regulator guidance: NSW , VIC , SA , QLD , WA , NT , ACT , TAS .

See RSA in Australia for the full matrix in one place.

5A. Coming to Victoria: interstate RSA recognition and bridging

The table above runs outward from Victoria. Read in the other direction the answer is different, and it catches people moving to Melbourne.

In Victoria, an interstate RSA certificate generally cannot be used on its own. Eligible holders can apply for the free RSA Refresher bridging course to obtain a Victorian certificate. LCV requires approved original RSA training completed within the last three years and, for an online course, residence interstate or overseas at the time. Allow about ten working days for the application. LCV lists a specific exemption for interstate liquor producers at qualifying temporary or major events. Check the Victorian eligibility and event rules before relying on a certificate.

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Who qualifies for the bridging course

It is an application, not an automatic entitlement, and all three criteria must be met:

Your original training was approved by a state or territory liquor licensing authority — a nationally recognised unit from an RTO with no such approval behind it does not qualify.

You completed that original training within the last 3 years .

You were living interstate or overseas at the time, if you completed it online.

LCV accepts the current unit SITHFAB021 or its predecessor SITHFAB002 , so an older certificate is not automatically disqualified by its unit code — it is the three-year window that usually decides it. Applications that fall outside the criteria are declined , and processing takes about 10 working days , so this is a step to start before you need to be on a roster rather than after.

If you fall outside the criteria — typically because the original training is more than three years old, or because you studied online while already living in Victoria — the route is the full approved Victorian course with an LCV-approved provider, then the Learning Hub stage as normal.

So Victoria is the mildest of the three provider-regulating states: it declines the certificate but not the person, at no cost and in an afternoon. South Australia and New South Wales require retraining or a paid bridging process with a locally approved provider.

6. RSA Training at Complete Hospitality Training

Complete Hospitality Training is a registered training organisation, RTO 3722, CRICOS 04242E , at Level 3, 28 Elizabeth Street, Melbourne VIC 3000 , and 410 Elizabeth Street, Surry Hills NSW 2010. It delivers SITHFAB021 and appears on Liquor Control Victoria's approved provider list , under in-person providers, one-day RSA courses.

The face-to-face session is capped at 25 participants . No course fee is published on this page — fees change, and a stale figure is worse than none. Confirm the current fee directly with us.

SITHFAB021 is on our scope of registration, both as a standalone unit and within the skill set SITSS00071 Responsible Service of Alcohol . Our scope holds 17 current qualifications, 81 current skill sets and 579 units in total — see about us or all courses .

Three points worth stating plainly, because they are the questions people actually ask:

The approval that counts in Victoria is LCV's , and it attaches to the provider and the delivery mode. If you are comparing providers, check the LCV approved list rather than any claim made on a provider's own website — this one included.

We are on the in-person list, not the online list. If you need self-paced online RSA in Victoria, choose from LCV's online providers.

Check the destination's recognition rules. Provider approval, training date, residence and role affect interstate recognition. NSW has temporary-worker and bridging pathways; South Australia applies provider and training-date rules. See our jurisdiction guide .

When the Statement of Attainment has to arrive, and how long the record lasts

Two national rules sit behind the document, and together they answer most "where is my certificate" and "I have lost my certificate" questions.

First, an RTO must not issue certification documentation to anyone it has not assessed as meeting the requirements of the training product. That is the rule a course promising an instant certificate is breaking, and it is the reason a legitimate provider cannot simply email you a document on payment.

Second, where you are assessed as competent, certification must be issued within 30 calendar days from the completion of the assessment — provided you completed the training product and paid all agreed fees . So a provider going quiet for two months is not merely slow, and an outstanding balance is the usual explanation where a document has not arrived.

Third, the records outlast the paper by a long way. Assessment records are retained for 2 years ; records of the certification documentation issued are retained for 30 years ; and the RTO maintains a register both of what it is authorised to issue and of what it has actually issued. The practical consequence: a lost Statement of Attainment is a records request, not a re-enrolment. Ask the RTO that issued it for a re-issue. You do not sit the course again, and you should not be sold it again. (The Victorian certificate number is a separate lookup, and it comes from LCV at the address in section 2A.)

Your USI, and credit transfer if you already hold the unit

For nationally recognised training, a Unique Student Identifier (USI) is generally required before a qualification or Statement of Attainment can be issued , unless an applicable exemption applies. See the official USI exemption guidance . A USI is free at usi.gov.au . If you already have one, recover it rather than creating another.

Note what the RTO does with the identifier. It must have the Registrar verify that the USI belongs to you before using it — and the USI must not be printed on the qualification or Statement of Attainment . It is a verification key, not a document field, so its absence from your certificate is correct rather than an error.

If you already hold SITHFAB021 from another RTO and are enrolling in a qualification that contains it, that is credit transfer under Standard 1.7 of the Outcome Standards for RTOs — a document check with no reassessment . That is distinct from recognition of prior learning under Standard 1.6 , which assesses prior skills, learning and experience. Raise either at the pre-training review , required under

Standard 2.2 of the Outcome Standards for RTOs . See skills assessment . We first verify the evidence and equivalence, check that the units fit your training product, and check for licensing or regulatory restrictions before granting credit. See ASQA's credit-transfer guidance .

Credit transfer of the national unit does not discharge the Victorian Learning Hub stage, nor the bridging course for an interstate holder. Those are licensing steps, not training ones.

7. Does RSA affect your pay?

Not on its own — a single unit does not move an award classification. A completed Certificate III , relevant to your classification and actually used at work , sets a minimum classification of Level 4 under three of the four awards covering hospitality premises: MA000009 (cl 18.1), MA000119 (cl 18.1) and MA000058 (cl 18.3). The fast food award, MA000003 , has no equivalent provision .

RSA is a core unit of SIT30722 Certificate III in Hospitality (Restaurant Front of House) , so it is a genuine step toward that floor rather than a dead end.

Which award applies is decided by the premises, not the job title . A bar inside a hotel or pub is MA000009 ; a not-for-profit registered club is MA000058 , because MA000009 clause 4.4(d)(i) expressly excludes clubs registered or recognised under state or territory legislation; a standalone restaurant, cafe or night club is MA000119 , a night club being commercial rather than not-for-profit; and a food-court or takeaway counter is MA000003 .

Under MA000119, Schedule A defines the Level 4 classification as Food and beverage attendant grade 4 (tradesperson) alongside Cook grade 3 (tradesperson), and the award's own "standard rate" is the Level 4 rate . Two caveats: the qualification must be relevant to your classification and you must make use of the skills, so it is not automatic on completion. No pay rates are published here — award rates re-set every 1 July, so use the Fair Work Ombudsman's Pay and Conditions Tool with your award code.

8. Practical Compliance Checklist for Victorian Licensees

Verify certificates before staff commence service. Check that each is an RSA Certificate of Completion — not merely a Statement of Attainment — and that the provider was LCV-approved.

Record the issue date, not just the existence, of each certificate. Three-year currency under s 108AC means an older certificate may no longer satisfy the Act.

Track your own refresher deadline. Your personal obligation under section 108AA runs every three years, independent of your staff obligations.

Keep the certificates on the premises. Section 108AD requires it, s 108AE requires you to produce them on request, and LCV notes you can be fined for failing to hold them.

In Victoria, an interstate RSA certificate generally cannot be used on its own. Eligible holders can apply for the free RSA Refresher bridging course to obtain a Victorian certificate. LCV requires approved original RSA training completed within the last three years and, for an online course, residence interstate or overseas at the time. Allow about ten working days for the application. LCV lists a specific exemption for interstate liquor producers at qualifying temporary or major events. Check the Victorian eligibility and event rules before relying on a certificate.

Check whether any of your licence conditions require Advanced RSA training. It applies to some licence types only, and it is not the same thing as the three-yearly refresher.

Related pages

RSA in Australia has the full eight-jurisdiction matrix. The other state pages cover New South Wales , Queensland and Western Australia . RSA online covers delivery mode, bartending the bar units RSA sits alongside, RSG the gambling equivalent, and all courses lists what is advertised.

A Note on Regulatory Currency

Liquor licensing law is amended periodically, and recognition rules change without much public notice — South Australia's 2020 change and Victoria's December 2025 two-part process being clear examples. For a specific compliance question, verify current requirements directly with the licensing authority in the relevant jurisdiction.

For Victoria, that is Liquor Control Victoria on 1300 182 457 . For a consumer complaint about a training provider — a fee dispute, or marketing that turned out not to be accurate — Consumer Affairs Victoria on 1300 558 181 is the other number worth having, because the liquor regulator and the consumer regulator answer different questions.

We link to the relevant course and regulatory sources in this guide. Check those sources for current requirements, and confirm course availability, delivery, fees and entry requirements with us before enrolling.

I finished the course. Why do I not have a certificate?

Because Victoria has two stages. After the RTO course, LCV emails you a certificate number, and you then complete the pre-survey, the SHARPR module and the post-survey on the LCV Learning Hub before you can download the RSA Certificate of Completion.

Can I use my interstate RSA in Victoria?

In Victoria, an interstate RSA certificate generally cannot be used on its own. Eligible holders can apply for the free RSA Refresher bridging course to obtain a Victorian certificate. LCV requires approved original RSA training completed within the last three years and, for an online course, residence interstate or overseas at the time. Allow about ten working days for the application. LCV lists a specific exemption for interstate liquor producers at qualifying temporary or major events. Check the Victorian eligibility and event rules (<https://www.vic.gov.au/rsa-training>) before relying on a certificate.

Do I automatically qualify for the bridging course?

No, it is an application against three criteria: the original training was approved by a state or territory liquor licensing authority; you completed it within the last three years; and you were living interstate or overseas if you completed it online. LCV accepts SITHFAB021 or the predecessor SITHFAB002. Applications outside the criteria are declined, and processing takes about 10 working days.

What is Advanced RSA training?

A separate requirement attached to some licence types only . It is not a renewal of the ordinary RSA certificate and not a substitute for the three-yearly refresher, so check which licence condition is driving the request before booking it.

What is the SHARPR module?

Sexual Harassment and Assault: Recognise, Prevent and Respond , a module on the LCV Learning Hub that forms part of both initial certification and the refresher.

Is SHARPR part of the refresher too?

Yes. LCV states RSA training, including the RSA Refresher course, now includes it. It is not a one-time step.

Is the refresher only for licensees?

No. LCV says you must do the free RSA Refresher every three years to keep your RSA certificate current — that applies to every certificate holder. Licensees carry a separate three-yearly obligation under s 108AA.

Does my RSA cost anything to renew?

No. The refresher is free of charge, and completing it also replaces a lost certificate.

Does the underlying Statement of Attainment expire?

No. It is a permanent training record on your national transcript. What needs three-yearly renewal is the Victorian certificate layered on top of it.

Which document do I give my employer?

The RSA Certificate of Completion. LCV states you do not need to give them the Statement of Attainment, and that the employer must keep the certificate on site and can be fined if they do not.

What if I did a course LCV has not approved?

You get a Statement of Attainment, and LCV states it does not allow you to supply alcohol in Victorian licensed venues or locations. Check the provider list and look for the approved-provider wordmark before enrolling.

Am I breaking the law if I serve without a current certificate?

In Victoria the offence provisions target the licensee, not the individual server. That does not make it safe — it makes your employer liable, which is why venues check. New South Wales and Queensland do fine individuals.

Do I need one if I only take payment for drinks?

Yes. LCV lists taking orders or payment for alcohol alongside pouring and serving, so a bottle shop till operator needs one just as a bartender does.

Can I start work before my certificate comes through?

Victoria allows training to be completed before you start supplying alcohol, or within one month of first supply. That window belongs to the licensee's obligation under s 108AB, so confirm with the venue.

Can I do RSA online in Victoria?

Yes — LCV states training can be in person or online. But approval is mode-specific and LCV publishes separate in-person and online provider lists. We are on the in-person list, which permits delivery in person or live via a meeting platform, not self-paced online.

Can I do RSA training if I am under 18?

Yes. LCV states you can complete the training under 18 but must wait until you are 18 to serve alcohol.

What are "erratic drinking patterns"?

An assessable item in the unit, at performance criterion 2.3, and the unit names them rather than leaving it to judgement: mixing a wide range of drink types; drinking quickly and in quick succession; ordering more than one drink for their own consumption; consistently returning to request more samples; ordering multiple or large samples; and ordering "triple shots" or extra-large drinks. They are early signs, so a customer showing several may not yet appear affected.

What is the course meant to teach me to do for a customer who has had enough?

The unit names three means of assistance, all in accordance with house policy: connect them with their designated driver or companions; offer alternatives to alcohol including food or non-alcoholic drinks; and organise or provide information on transport if they want to leave. Element 2 is titled "Assist customers to drink within appropriate limits", so assistance rather than refusal is the framing.

Does the unit cover measuring drinks?

Yes. Performance criterion 2.1 requires you to use knowledge of industry requirements and professional standards to determine the volume for standard drinks or samples — an active decision each time you pour, not general awareness of what a standard drink is.

Is RSA a prerequisite for any other unit?

Yes — nine of them, in the current food and beverage stream: SITHFAB023 Operate a bar, SITHFAB029 product tasting, SITHFAB030 cocktails, SITHFAB031 beers, spirits and liqueurs, SITHFAB032 Australian wines, SITHFAB033 imported wines, SITHFAB034 table service, SITHFAB037 food and beverage matching, and SITHFAB039 Manage the sale or service of wine. That is exactly as many units as the food safety unit gates. For SITHFAB023 and SITHFAB034, SITHFAB021 sits alongside SITXFSA005; SITHFAB030 needs SITHFAB023 as well, and SITHFAB039 needs SITHFAB032 and SITHFAB033. All of it is a training package requirement, entirely separate from Victorian licensing. SITHFAB021 itself has no prerequisites.

My Victorian certificate has expired. Can I still enrol in Operate a bar?

Yes. The prerequisite is satisfied by having completed the unit, and that does not un-complete. A lapsed state certificate is a licensing matter, not an enrolment bar — though you will need the refresher before you can serve.

What is the difference between SITHFAB021 and SITSS00071?

SITHFAB021 is the unit; SITSS00071 is the Responsible Service of Alcohol skill set. Different entries on the national register, and we hold both.

What does my employer have to keep?

The RSA certificates, at the licensed premises, under s 108AD — produced to a police officer or liquor inspector on request under s 108AE.

I lost my certificate number. What now?

Email contact@liquor.vic.gov.au with your full name, date of birth, when you completed the original course, and the name of the training organisation. LCV will verify and provide it.

I lost the Statement of Attainment itself, not the certificate number.

Ask the RTO that issued it for a re-issue. Records of certification documentation issued are retained for 30 years, so it is a records request rather than a new enrolment — do not let anyone sell you the course again.

How long should my Statement of Attainment take to arrive?

Certification must be issued within 30 calendar days from the completion of the assessment, provided you completed the training product and paid all agreed fees. An RTO also must not issue certification to anyone it has not assessed, which is why no legitimate provider can hand you a document on the spot.

Why is my USI not printed on my certificate?

Because it must not be. The RTO needs the Registrar to verify the USI belongs to you before using it, but the identifier itself is not a field on a qualification or Statement of Attainment.

Will RSA raise my pay?

Not by itself. But it is a core unit of SIT30722, and a completed Certificate III used at work sets a Level 4 floor under MA000009, MA000119 and MA000058.

Do I need a USI?

For nationally recognised training, a USI is generally required before your qualification or Statement of Attainment can be issued, unless an applicable exemption applies. We can explain the requirements for your enrolment. See the official USI exemption guidance (<https://www.usi.gov.au/students/create-your-usi/exemptions-usi>). Creating a USI is free; recover an existing one rather than creating another.