

Online RSA Training: Four-State Comparison Guide | CHT

Canonical: <https://cht.edu.au/courses/rsa-online-course-responsible-service-of-alcohol-training/>

Details:

We use this page as a guide to online RSA training across four states. To choose a currently available CHT course, start with the current RSA Online course page or all current course listings , then confirm the course approval, delivery mode and certificate requirements for the state where you intend to work.

Online delivery of Responsible Service of Alcohol is permitted everywhere in Australia. That is rarely the thing that goes wrong.

What goes wrong is that "online" means different things to different liquor regulators , and in two of the four states below the regulator cares less about how you learned than about who taught you . This page compares New South Wales, Victoria, Queensland and Western Australia on that specific question.

For the national picture across all eight jurisdictions, see [RSA in Australia](#) . For the general position on delivery mode, see [RSA online](#) . This page is the four-state comparison.

The short version

State	Online permitted?	Does the provider need state approval?	Does an interstate certificate work?
New South Wales	Yes — face-to-face, trainer-led virtual, or online	NSW course providers need L&GNSW approval. Separate recognition and bridging pathways apply to interstate holders.	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.
Victoria	Yes — "training can be in person or online"	LCV-approved provider for the delivery mode; eligible interstate holders use the bridging pathway.	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	Yes — no restriction on mode	An RTO registered to deliver the national RSA unit; no separate state RSA provider-approval list.	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	Yes — no restriction on mode	An RTO delivering the nationally accredited RSA course; no separate state RSA provider-approval list.	Provide the RSA certificate showing completion of the nationally accredited course. An interstate RSA card alone is not accepted as evidence.

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

Queensland and Western Australia accept suitable national RSA training evidence from an RTO. This is subject to the correct credential: Queensland requires a Statement of Attainment for the national RSA course, and WA requires the RSA certificate rather than an interstate card alone. Check the Queensland requirements and WA requirements .

Others regulate the provider , maintaining an approved list and recognising only training delivered by an organisation on it. New South Wales and Victoria work this way.

So the question to ask is never "can I do this online?" It is "does this state regulate the credential or the provider — and if the provider, is mine on the list for the mode I am buying?"

Victoria: online is fine, but approval is mode-specific

Liquor Control Victoria states plainly that training can be in person or online . But LCV publishes two separate provider lists , and a provider is approved for one or the other:

LCV list	What that approval permits
In-person course providers	Delivery in person, or online using a meeting platform — that is, live virtual with a trainer present
Online course providers	Self-paced online delivery

That distinction is the one most people miss when they search for "RSA online Victoria". A live virtual class run by an in-person-approved provider is legitimate. A self-paced course from a provider on neither list is not.

We are on LCV's in-person list , under one-day RSA course providers. It is not on the online list. So we deliver RSA in person, or live via a meeting platform — not as a self-paced online course. If self-paced online is what you need in Victoria, choose from LCV's published online providers.

Victoria has a second stage, whatever the delivery mode

This catches people regardless of whether they studied online or in a classroom. Completing SITHFAB021 produces a Statement of Attainment . In Victoria that is not yet an RSA certificate . LCV sets out the sequence:

Complete the course with an LCV-approved provider

Wait a few working days while the provider sends your completion details to LCV

LCV emails you a certificate number

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

Complete the pre-training survey, the module Sexual Harassment and Assault: Recognise, Prevent and Respond (SHARPR), and the post-training survey

Download your RSA Certificate of Completion

Stop after step 1 and you hold a valid national credential and no Victorian certificate.

Two further points LCV states directly. If you complete a course it has not approved, you receive a Statement of Attainment and "this does not allow you to supply alcohol in Victorian licensed venues or locations". And it is the RSA Certificate — not the Statement of Attainment — that you give your employer to keep on site; they can be fined for not holding it.

See RSA in Victoria for the full Victorian position.

New South Wales: the provider must be approved, and online does not change that

NSW permits three delivery formats — face-to-face, trainer-led virtual, and online — but only through a Liquor & Gaming NSW Approved Training Provider. Delivery mode is not the constraint; provider approval is.

There is also a content reason. The approved NSW course covers SITHFAB021 plus NSW-specific material: NSW liquor laws, managing intoxication, preventing underage drinking and secondary supply, harm minimisation, and compliance and enforcement. A nationally recognised certificate from an unapproved provider is genuine training that is missing a genuine component.

NSW then issues a competency card through Service NSW, valid five years, converted in person from a 90-day interim certificate.

We are not on the Liquor & Gaming NSW approved provider list and cannot produce a NSW competency card. If you are moving permanently to NSW with a recent interstate certificate you may qualify for the bridging course rather than the full course. See RSA in New South Wales.

Queensland: online is fine, but read the warning

Queensland's Office of Liquor and Gaming Regulation imposes no restriction on delivery mode and operates no approved-provider register. Any RTO with the unit on scope may deliver it, and OLGR directs candidates to training.gov.au.

So a claim that a provider is "OLGR-approved" describes a scheme that does not exist.

OLGR does publish a direct warning about online courses, and it is worth reading precisely: many online courses do not meet Queensland's requirements even though they charge fees and claim to give the right certificate. The distinction OLGR draws is accredited versus unaccredited, not online versus face-to-face. What Queensland requires is a Statement of Attainment — and OLGR is explicit that a statement of attendance is a different document and does not satisfy it.

No card, no expiry, and you must hold it within 30 days of starting work. See RSA in Queensland.

Western Australia: the most permissive of the four

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 .

A claim that any provider is "DLGSC-approved" for RSA describes a scheme that does not exist.

One genuine WA constraint on provider choice, easy to miss: international students on a student visa must train with an organisation registered to train international students — check the CRICOS register. Our CRICOS provider code is 04242E .

WA also places two duties on the venue that Queensland does not: a training register on the premises under s 103A(1)(b) of the Liquor Control Act 1988 , and a copy of the certificate under reg 14AG(2) of the Liquor Control Regulations 1989 . Non-compliance carries a \$5,000 penalty. A multi-state operator running one process for both states will either keep an unnecessary register in Queensland or be short of one in WA. See RSA in Western Australia .

How to check any online RSA course, in four steps

Does it name the unit code SITHFAB021 ? No code means it is not nationally recognised RSA. The VET rules put this on the provider: where marketing refers to a training product it must include the code and title of the training product as published on the National Register , and must accurately represent what is on the provider's scope of registration.

Does it name an RTO number you can verify on training.gov.au ? Check the code , not the brand — an RTO may trade under several registered business names.

Does your state require an approved provider, and is this one on the list for the mode you are buying? Required in Victoria, New South Wales and South Australia. Not applicable in Queensland or WA.

Does the document make sense? A Statement of Attainment , not a "Certificate of Achievement". In Victoria, expect the separate RSA Certificate of Completion as well.

A fifth check applies to the teaching itself. The unit requires a candidate to outline and explain things in their own words — three early indicators of intoxication, two house policies, refusal procedures for three named groups of customers, and conflict-resolution for a compliant and a non-compliant patron. A multiple-choice quiz alone cannot evidence that. If a course issues a certificate instantly after a quiz, it is not delivering the unit.

And a sixth, which is the one the regulators built specifically for pages like the ones you are comparing. An RTO may only represent that completing a training product will lead to a licensed or regulated outcome where that has been confirmed by the relevant industry regulator . So "this course gets you your RSA in Victoria" is a claim the provider has to be able to stand behind against LCV's own list, not a marketing flourish. It is also why "OLGR-approved" and "DLGSC-approved" are such useful tells: a provider asserting a confirmation from a regulator that runs no approval scheme has plainly not made the check.

What a genuine Statement of Attainment has on it

This is the most practical thing on the page if you are holding a document and wondering whether it is real. The elements are prescribed, not stylistic. A VET statement of attainment must carry:

Element	What to look for
Issuing organisation	Its name, registration code and logo
The unit	The full title and national code of each unit, as listed on the National Register

NRT logo	The Nationally Recognised Training logo, used per its conditions of use
Signature	The signature of an authorised individual
Security mark	The organisation's seal, corporate identifier or unique watermark
Prescribed wording	A statement that a VET statement of attainment is issued by an NVR registered training organisation when an individual has completed one or more accredited units or modules

A qualification carries the parallel set, including the statement that the qualification is recognised within the Australian Qualifications Framework.

One absence is as diagnostic as the presences: your USI must not be printed on a qualification or statement of attainment. If a document shows your Unique Student Identifier on its face, that is a defect, not a reassurance. The RTO's obligation is to have the Registrar verify that the identifier belongs to you before using it for any purpose, not to publish it.

When the document has to arrive, and how long it is kept

There is a deadline, and it does not depend on delivery mode.

An RTO must not issue certification documentation to anyone it has not assessed as meeting the requirements of the training product. There is no fast lane.

Where you have been assessed as competent, the certification must issue within 30 calendar days from the completion of the assessment, provided you completed the unit or qualification and paid all agreed fees.

The RTO must retain records of the assessments you submitted for 2 years after you complete the training product.

It must retain records of the certification documentation it issued for 30 years, and maintain a register of what it is authorised to issue and what it has issued.

That 30-year retention is the reason a lost certificate is a records request rather than a re-enrolment. It is also the reason an outfit that folds and takes its records with it was never an RTO in the first place.

What you receive, and USI requirements

A Statement of Attainment for SITHFAB021, issued by the RTO, on your national training transcript against your Unique Student Identifier. It does not expire — where a state imposes a three- or five-year limit, that limit belongs to the state credential, not your national record.

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.

If you already hold the unit from another RTO and are enrolling in a qualification containing it, that is credit transfer under Standard 1.7 of the Outcome Standards for RTOs — no reassessment. That differs 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. Note that credit transfer of the national unit does not discharge a state licensing step — those are independent systems. 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 .

RSA is also an academic prerequisite

Separate from every licensing rule above, and larger than its reputation. SITHFAB021 is a formal prerequisite to nine 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 is exactly as many units as the food safety unit SITXFSA005 gates in the same stream.

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 presupposing responsible service of alcohol competence. Four units in that stream carry two or more prerequisites, and SITHFAB021 is one of them in every case : SITHFAB023 and SITHFAB034 each require SITHFAB021 and SITXFSA005 ; SITHFAB030 requires SITHFAB021 , SITHFAB023 and SITXFSA005 ; and SITHFAB039 requires SITHFAB021 , SITHFAB032 and SITHFAB033 . See restaurant waiting and hospitality package .

Note also that SITSS00071 the skill set and SITHFAB021 the unit are different entries on the national register. We hold both, within a scope of 17 current qualifications, 81 current skill sets and 579 units .

Related pages

RSA in Australia has the full eight-jurisdiction matrix. RSA online covers delivery mode in general. The state pages are Victoria , New South Wales , Queensland and Western Australia . Bartending covers the bar units RSA sits alongside, and all courses lists what is advertised.

About us

We are Complete Hospitality Training , RTO 3722, CRICOS provider code 04242E, Level 3, 28 Elizabeth Street, Melbourne VIC 3000, and 410 Elizabeth Street, Surry Hills NSW 2010. Contact melbourne@cht.edu.au or +61 3 9654 1554 . See about us .

SITHFAB021 is on our scope of registration, standalone and within the skill set SITSS00071 . We appear on Liquor Control Victoria's approved provider list under in-person providers; we are not on LCV's online list, and not on the Liquor & Gaming NSW approved provider list. Check the relevant regulator's own register rather than relying on any provider's description of its approvals, this page included.

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.

Can I do my RSA online?

Yes, in every Australian jurisdiction. The constraint in some states is provider approval, not delivery mode.

Is an online RSA worth less than a classroom one?

No. The unit code, assessment requirements and Statement of Attainment are identical. What differs is whether the provider is approved where you work.

Can I do a self-paced online RSA with CHT in Victoria?

No. We are on LCV's in-person provider list, which permits delivery in person or live via a meeting platform. For self-paced online in Victoria, use a provider from LCV's separate online list.

How quickly should my certificate arrive?

Certification documentation must be issued within 30 calendar days from the completion of the assessment, once you have completed the training product and paid all agreed fees. In Victoria a further few working days pass before LCV emails your certificate number, and the Learning Hub stage comes after that, so build both into your timing.

How do I tell a real Statement of Attainment from a worthless certificate?

Look for the prescribed elements: the RTO's name, registration code and logo; the full title and national code of every unit; the NRT logo; an authorised signature; a seal, corporate identifier or watermark; and the prescribed statement about VET statements of attainment. A "Certificate of Achievement" with no unit code and no RTO number is none of these things.

Should my USI be printed on the certificate?

No. A USI must not appear on a qualification or statement of attainment. Seeing it there is a warning sign, not a proof of authenticity.

Can I use a Queensland online RSA in New South Wales?

No. NSW requires a Liquor & Gaming NSW approved provider regardless of delivery mode. A permanent mover may qualify for the NSW bridging course.

Can I use an 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.

Does my RSA expire?

Queensland and WA impose no expiry. Victoria requires the free RSA Refresher every three years to keep the certificate current — that applies to every certificate holder, not only licensees. NSW issues a competency card valid five years. Your Statement of Attainment never expires.

Is any provider "OLGR-approved" or "DLGSC-approved"?

No. Queensland and Western Australia operate no approved-provider register for RSA. Both recognise the national credential itself. An RTO may only claim that a course leads to a licensed or regulated outcome where the relevant regulator has confirmed it, which is impossible where no approval scheme exists.

What is the difference between a Statement of Attainment and an RSA certificate?

The Statement of Attainment is the national training record. In Victoria and NSW a separate state document sits on top of it — the LCV Certificate of Completion and the NSW competency card respectively. In Queensland and WA there is no second document.

Which document does my Victorian employer keep?

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.

How long do I have after starting work?

Victoria: before you start supplying alcohol, or within one month of first supply. Queensland: 30 days. Western Australia: 28 days, with a copy to the employer as soon as practicable.

I lost my Statement of Attainment. Is it gone?

No. The issuing RTO must retain records of the certification documentation it has issued for 30 years, so a re-issue is a records request. Your completion is also recorded against your USI on your national transcript.

Can I train if I am under 18?

In Victoria, yes — LCV states you can complete the training under 18 but must be 18 to serve alcohol. Other states set their own rules; Queensland sets no minimum serving age at all.

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.

Is RSA a prerequisite for anything else?

Yes — for nine units 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 a training package requirement, independent of state licensing.