

RSA online: which states permit it, and why Victoria approves providers by delivery mode | CHT

Canonical: <https://cht.edu.au/courses/rsa-online/>

Details:

Product

Product Facts

Product Name: RSA Online Victoria | LCV-Approved Virtual RSA Course | CHT **Fulfillment Type:** online **Category:** Education & Training > Online Courses & Certifications

RSA online: what online delivery does and does not settle

Our RSA Online course lists six hours of online training, excluding breaks. Check the official page for current classes, approval for your intended location and booking details.

Online delivery of Responsible Service of Alcohol is permitted in every Australian jurisdiction that recognises the national unit . The delivery mode is rarely the problem.

What matters instead is three other things: whether the provider is approved in your state for the way you intend to study , whether your state accepts an interstate certificate at all, and in Victoria, whether you have completed the second half of the process that most people do not know exists.

Online delivery by jurisdiction

Jurisdiction	Online permitted?	The actual constraint
Victoria	Yes , in person or online	Provider must be LCV-approved for that mode , and a second stage on the LCV Learning Hub is required
New South Wales	Yes , three formats	Provider must hold L&GNSW approval , and a competency card is issued
Queensland	Yes , no restriction	Must be the accredited unit through an RTO
Western Australia	Yes , no restriction	Must be the accredited unit through an RTO

South Australia	Yes	RTO must be approved by the Liquor and Gambling Commissioner
Northern Territory, ACT, Tasmania	Yes	Expiry and licence-holder rules apply

So "can I do RSA online?" almost always has the answer yes. The better questions are "is this provider approved where I work?" , "is it approved for the mode I want?" and "is this the accredited unit?"

Victoria approves providers by delivery mode, not in general

Victoria is the jurisdiction where delivery mode carries real weight, though not in the way most people expect. Online delivery itself is permitted — Liquor Control Victoria's own wording is that training "can be in person or online". What LCV does not do is approve a provider for everything at once. It publishes two separate lists , and a provider sits on 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, a live virtual class with a trainer present in real time
Online course providers	Self-paced online delivery, worked through in your own time without a scheduled class

So "online" means two different things in Victoria, and they are approved separately. A live virtual class delivered by a provider on the in-person list is permitted. Self-paced online delivery requires a provider on the online list. Before enrolling, check which list your provider appears on and match it to how you actually intend to study — a provider approved for one mode is not thereby approved for the other.

This is also why "approved by LCV" on its own is an incomplete claim. The useful question is which list, because that is what decides whether the certificate arrives at the end.

Victoria: finishing the course is only step one

This is the single most useful thing on this page, and it catches out a large number of people.

Completing SITHFAB021 with an RTO does not, by itself, produce a Victorian RSA certificate. The full sequence is:

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, complete all three of:

the pre-training survey

the training module Sexual Harassment and Assault: Recognise, Prevent and Respond

the post-training survey

Download your RSA Certificate of Completion

If you stop after step 1, you have a Statement of Attainment but not a Victorian RSA certificate. Look for the "Liquor Control Victoria Approved RSA Provider" logo before enrolling. This two-part process has applied since 1 December 2025 .

Treat that logo as a prompt rather than as proof, though. It is an image on a web page, and LCV's own register is the thing that settles the question — check the provider there, and check which of the two lists it appears on.

The consequence of enrolling with an unapproved provider is stated plainly by LCV: a course it has not approved yields only "an RSA Statement of Attainment", and that "does not allow you to supply alcohol in Victorian licensed venues or locations". The unit is real and stays on your transcript; it simply does not open the door you enrolled to open.

What the Victorian course covers beyond the national unit

The approved Victorian course includes the national unit SITHFAB021 , and then adds 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

That additional content is part of why a Victorian course is not interchangeable with a course written for another state, and part of why an interstate certificate does not simply transfer.

Victorian refresher

A refresher is required every three years to keep the certificate current, and this applies to everyone holding a Victorian RSA certificate — not only to licensees. LCV's wording is that you must do the free RSA Refresher course every three years to keep your RSA certificate current. It is free , online, and takes about 90 minutes . It runs through the same Hub with a pre-survey, the SHARPR module and a post-survey, and needs your original certificate number, printed at the top or bottom of the certificate.

LCV states that RSA training "including the RSA Refresher course" now carries the module on recognising, preventing and responding to sexual harassment and assault. The module is therefore part of the refresher as well as of initial certification, not something you complete once and leave behind.

Licensees separately carry the training obligation in s 108AA of the Liquor Control Reform Act 1998 , set out in the table further down this page. That is a distinct provision with its own penalty, and it should not be confused with the three-yearly currency rule that applies to every certificate holder.

A third instrument is worth naming so it is not confused with either: Advanced RSA training is a separate requirement that applies to some licence types only . It is not a higher grade of the ordinary certificate and not a renewal of it, so if you have been told you need "advanced" RSA, find out which licence condition is driving that before you book anything.

If you have lost the certificate number, email contact@liquor.vic.gov.au with your full name, your date of birth, when you completed the original course and the name of the training organisation; LCV verifies and provides it. A lost certificate itself is replaced free by completing the refresher.

Age

Under-18s may complete RSA training in Victoria. What they may not do is serve — you must be 18 to supply alcohol, whatever training you hold. Completing the course early is allowed and sometimes sensible; working on it is not.

Interstate recognition: where an online certificate travels

Delivery mode has no bearing on this at all, which is worth stating because people assume an online certificate is the weaker one. What decides recognition is the jurisdiction and the provider, never whether you sat in a classroom.

Jurisdiction	Interstate certificate accepted?	Conditions
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.
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.
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 .

Three things follow that are worth planning around.

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 and Western Australia operate no approved-provider register for RSA at all. So a claim that a provider is "OLGR-approved" or "DLGSC-approved" describes a scheme that does not exist. What those states recognise is the national credential itself.

New South Wales has a shorter route that is often missed. Someone moving permanently to NSW holding a Victorian national Statement of Attainment or RSA refresher certificate issued within the last three years may complete the NSW bridging course rather than the full course. Someone working in NSW only temporarily generally needs no bridging course — except in security or RSA marshal roles, where the NSW competency card is required regardless of residency. See RSA in New South Wales .

Who actually qualifies for Victoria's bridging course

Because the Victorian remedy is free, it is easy to assume it is automatic. It is not — it is an application, and all three criteria must be satisfied:

Your original training was approved by a state or territory liquor licensing authority . A nationally recognised unit delivered by an RTO with no such approval behind it does not qualify, which is exactly the gap that catches people who chose a cheap unapproved online course in another state.

You completed that original training within the last 3 years .

You were living interstate or overseas at the time, if you completed it online . This is the criterion most specific to online study: studying online from within Victoria is not what the bridging pathway is for.

LCV accepts the current unit SITHFAB021 or its predecessor SITHFAB002 , so an older certificate is not disqualified by its unit code alone. Applications outside the criteria are declined , and processing takes about 10 working days — so begin it before you need to be rostered, not after. If you are outside the criteria, the route is the full approved Victorian course followed by the Learning Hub stage.

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. You need one if your work includes any of:

offering alcoholic drinks

taking an order or payment for alcohol

pouring or serving alcoholic drinks

In practice that reaches well beyond bar staff:

bar and beverage staff

wait staff who take drinks orders or serve alcohol at the table

bottle shop and packaged liquor retail staff

function and events staff where alcohol is served

cellar door staff at wineries, breweries and distilleries

security and crowd control personnel at licensed premises

online, telephone and delivery sales staff

supplier sales representatives

An RSA 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

Training must be completed either before you start supplying alcohol, or within one month of first supplying it. 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.

What the unit actually requires

Online delivery does not relax the assessment. SITHFAB021 Provide responsible service of alcohol sits within the SIT Tourism, Travel and Hospitality Training Package, and to be assessed competent a candidate must:

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

Source and explain two organisational or house policies and procedures that must be followed for responsible sale or service

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

Refuse sale or service professionally, and state the reason for the refusal

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

Outline the procedure to refuse sale or service, and assist, each of three named groups : customers in emotional or physical distress ; customers with no food consumption during extended service of alcohol ; and customers who appear to be under the effect of illicit substances or other drugs

Outline communication and conflict-resolution skills for asking two different intoxicated customers to leave: one compliant and one difficult customer refusing to leave

Note the verbs. The unit requires the candidate to outline and explain these things in their own words, not to recognise them from a list of options. That is the practical test of whether an online course is delivering the unit: a multiple-choice quiz alone cannot evidence it.

The unit's second element, titled Assist customers to drink within appropriate limits , is the part a self-paced format finds hardest to evidence. Performance criterion 2.1 requires you to use knowledge of industry requirements and professional standards to determine the volume for standard drinks or samples . Performance criterion 2.3 requires you to identify erratic drinking patterns — 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 . The element also names three means of assistance, all in accordance with house policy : connecting the customer with their designated driver or companions ; offering alternatives to alcohol including food or non-alcoholic drinks ; and organising or providing information on transport for a customer who wants to leave.

RSA is also an academic prerequisite

This is the fact that surprises people who think of RSA purely as a licensing matter, and it changes how you sequence a training plan.

SITHFAB021 itself has no prerequisites — you can enrol in it with no prior training. It is what it gates that matters, and it gates a great deal more than its reputation suggests. SITHFAB021 is a 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.

It also does that gating in company. Four units in the stream carry two or more prerequisites, and SITHFAB021 is one of them every time : SITHFAB023 and SITHFAB034 each require SITHFAB021 together with SITXFSA005 Use hygienic practices for food safety; SITHFAB030 requires all three of SITHFAB021 , SITHFAB023 and SITXFSA005 ; and SITHFAB039 requires SITHFAB021 , SITHFAB032 and SITHFAB033 .

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 says the same thing about itself in as many words, 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 in the food and beverage stream: SITHFAB022 , SITHFAB023 , SITHFAB024 , SITHFAB025 , SITHFAB026 , SITHFAB027 , SITHFAB030 , SITHFAB034 and SITHFAB035 . Both figures are scoped to that 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.

So RSA sits in two systems at once:

	As a licensing credential	As an academic prerequisite
Who requires it	Eight state and territory liquor regulators	The SIT training package
What satisfies it	Varies by state — approved provider, card, refresher	The unit itself, from any RTO

Does it expire?	Depends on the state	No — a Statement of Attainment does not expire
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The practical consequence: even someone whose venue does not require RSA for licensing reasons may need it to progress to bar work, table service, wine advice or cocktails, because the training package does not ask whether your employer is licensed. And the reverse — someone holding RSA from another provider already has one of the two prerequisites for SITHFAB023 and SITHFAB034 satisfied.

One further consequence that saves an unnecessary re-enrolment: a lapsed state certificate does not block enrolment in SITHFAB023 or SITHFAB034 . The prerequisite is satisfied by having completed the unit, and a completed unit does not un-complete when a state certificate expires. You will need the refresher before you can serve; you do not need it before you can study. 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. If a coded group of units matters to you — for a visa application or an employer's HR system — the skill set is the stronger form. Both SITHFAB021 and SITXFSA005 are core units of SIT30722 , so anyone completing that qualification clears both of them along the way — which covers every unit in the stream except SITHFAB030 , which also needs SITHFAB023 , and SITHFAB039 , which also needs SITHFAB032 and SITHFAB033 .

What the law actually requires of the venue

This is the part most RSA pages leave out, and it is the reason venues care about your certificate. The duties sit on the licensee under the Liquor Control Reform Act 1998 (Vic), each with its own penalty.

Section	Obligation	Penalty
26B	Applicant must have completed an approved RSA program within the 3 years preceding a licence application	Not an offence — a restriction on the grant of the licence
108AA	The licensee must complete an approved RSA program within 3 years of last completing one	60 penalty units
108AB	The licensee must ensure anyone who sells, offers for sale or serves liquor has completed an approved program before starting, or within one month	60 penalty units
108AC	The licensee must ensure each relevant staff member completes a refresher within 3 years of their last	60 penalty units
108AD	RSA certificates evidencing compliance with ss 26B, 108AA, 108AB and 108AC must be kept at the premises	5 penalty units
108AE	Certificates must be produced on request by a police officer or	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.

What the penalties are worth. The Act sets these in penalty units , not dollars. The value of a Victorian penalty unit is set by the Treasurer and ****indexed every 1 July under the *Monetary Units Act 2004*****, so a dollar figure published anywhere goes stale within the year. Look up the current value for the relevant financial year and multiply, rather than relying on a figure quoted on a web page — including this one, which is why none is quoted here.

Fines are not the whole exposure. Liquor Control Victoria enforces these obligations 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.

The practical consequence for an individual: a venue that cannot evidence your training is the one carrying the fine, which is why a certificate you cannot produce is treated as no certificate at all.

Note which document the venue needs. What the employer keeps on site is the RSA Certificate of Completion , and LCV says they can be fined if they do not. You do not need to give them the Statement of Attainment that the course provider issues — that one is for your own transcript.

One jurisdictional contrast worth knowing: in Victoria the offence provisions target the licensee , not the individual server. Some jurisdictions penalise the worker directly — the ACT does so under s 101 of its Liquor Act 2010 , and New South Wales fines both the worker and the licensee. Do not carry the Victorian position across a border.

Queensland: the warning worth reading

Queensland's Office of Liquor and Gaming Regulation permits online delivery and imposes no restriction on mode. It does, however, publish a direct warning about non-accredited online courses:

"Many online courses don't meet Queensland's RSA certification requirements even though they charge fees and claim to give you the right certificate."

Note what OLGR is distinguishing. The problem is accredited versus unaccredited , not online versus face-to-face. An accredited online course is fine; an unaccredited one is worthless regardless of how it is delivered.

How to check an online RSA course

Five checks, in order of how often they catch a problem:

Does it name the unit code SITHFAB021 ? If not, it is not nationally recognised RSA.

Is there an RTO number? Only a registered training organisation can issue a Statement of Attainment. Check the code , not the brand — an RTO may trade under several registered names.

Is the provider approved in your state? Required in Victoria, New South Wales and South Australia. Not applicable in Queensland or Western Australia, which operate no approved-provider scheme.

In Victoria, approved for which mode? LCV's in-person list covers delivery in person or by live meeting platform; its online list covers self-paced study. Match the list to how you intend to learn.

Does the description promise a "certificate" without naming the unit? A "Certificate of Achievement" or "Certificate of Completion" issued outside the national system is not a nationally recognised outcome.

What the advertising itself is required to say

Those five checks are not only good consumer sense — most of them track rules an RTO is actually bound by, which is why a page that fails them is telling you something.

Where advertising refers to a training product, the RTO must include the code and title exactly as published on the National Register , and must accurately represent what is on its scope of registration . And the rule that matters most for a licensing course: an RTO may only represent that completing a course leads to a licensed or regulated outcome where the relevant industry regulator has confirmed it . That is the standard behind the "OLGR-approved" problem above, and behind Victoria's two lists — a provider claiming a Victorian outcome it is not listed for is making a claim it is not entitled to make.

The regulator names the specific failures it looks for, and several are worth recognising as a buyer:

- false or misleading marketing of a course or qualification

- marketing unrealistically short courses — presented as a selling point, but a compressed duration can compromise the integrity of the training product and end up costing the student in extensions

- promoting easier paths to a qualification, whether through inappropriately short duration or inadequate recognition of prior learning

- not remaining aware of all marketing material in circulation , including material published by third parties on the RTO's behalf, affiliates and aggregator sites — an RTO is answerable for a claim on a comparison site it did not write

- using images that do not accurately depict the facilities and resources actually used

- not clearly distinguishing nationally recognised training from non-accredited training

- failing to comply with Australian Consumer Law

The practical upshot for an online buyer: "fastest RSA in Australia" and a stock photograph of a classroom are not neutral marketing choices. They are two of the named risks, and a provider leaning on either is worth a second look at the register.

What you receive, and USI requirements

A Statement of Attainment for SITHFAB021 , issued by the RTO, appearing on your national training transcript against your Unique Student Identifier. It does not expire , whatever a state certificate layered on top of it may do.

In Victoria you additionally receive the RSA Certificate of Completion from the LCV Learning Hub, and it is that document, not the Statement of Attainment, that lets you work and that your employer keeps on file. In New South Wales you receive a competency card through the state scheme. Those are state instruments layered on top of the national unit, not replacements for it — which is why Queensland asks to see the Statement of Attainment rather than another state's card.

What must be printed on the document — and one thing that must not

This is the most useful single check on an online course, because it applies after the money has changed hands and it is not a matter of opinion. A VET statement of attainment must carry all of:

- the RTO's name, registration code and logo

- the full title and national code of each unit , as listed on the National Register — for RSA, SITHFAB021
- Provide responsible service of alcohol

- the Nationally Recognised Training (NRT) logo , used in accordance with its conditions of use

- the signature of an authorised individual

- the organisation's seal, corporate identifier or unique watermark

the prescribed statement that a VET statement of attainment is issued by a nationally registered training organisation when an individual has completed one or more accredited units or modules identification of the larger course, where the units form part of one

A qualification carries the parallel set, with the addition of the statement that the qualification is recognised within the Australian Qualifications Framework . A statement of attainment for a single unit is not an AQF qualification and does not claim to be one, which is why RSA is correctly described as a unit rather than a certificate-level award.

And one thing that must not appear: your USI must not be printed on a qualification or statement of attainment. The RTO is required to have the Registrar verify that the identifier belongs to you before using it — verification, not display. So if your certificate does not show your USI, that is the rule working, not an omission.

When it has to arrive, and how long the record survives

Three further rules answer the two questions that follow any online enrolment.

An RTO must not issue certification documentation to anyone it has not assessed as meeting the requirements of the training product. That is precisely the rule an "instant certificate" course is breaking, and it is why no legitimate provider can hand you a document on payment.

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 . A provider that has gone quiet for two months is outside that window; an unpaid balance is the usual innocent explanation.

And the records outlast the paper by decades. Assessment records are kept for 2 years , records of the certification documentation issued for 30 years , and the RTO maintains a register of what it is authorised to issue and what it has issued. So a lost Statement of Attainment is a records request, not a re-enrolment — ask the issuing RTO for a re-issue, and do not let anyone sell you the course a second time. (The Victorian certificate number is a separate lookup, from LCV.)

Your USI

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 RSA from another provider

That is credit transfer , not recognition of prior learning, and the distinction saves time. Standard 1.7 of the Outcome Standards for RTOs covers credit transfer: a unit already completed at any Australian RTO requires no reassessment , and your Statement of Attainment is the evidence. Standard 1.6 covers RPL, which assesses prior skills, learning and experience and is a genuine assessment. Raise either at the pre-training review , required under Standard 2.2 of the Outcome Standards for RTOs before enrolment. 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 .

Note that credit transfer of the national unit does not discharge a state requirement. Holding SITHFAB021 from a provider not approved in New South Wales still leaves you needing the NSW process, because that is a licensing rule rather than a training one. The same logic is what sits behind Victoria's bridging course: the national unit travels, the state certificate does not.

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 used at work, sets a minimum classification of Level 4 under 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 is MA000009, a not-for-profit registered club is MA000058 because MA000009 clause 4.4(d)(i) expressly excludes registered clubs, and a night club is MA000119 because it is commercial. Under MA000119, Schedule A defines Level 4 as Food and beverage attendant grade 4 (tradesperson) , and the award's own "standard rate" is the Level 4 rate .

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.

Related pages

RSA in Australia has the full eight-jurisdiction matrix. The state pages cover 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, both as a standalone unit and within the skill set SITSS00071 Responsible service of alcohol .

On the Victorian approval question, be precise about which list. We appear on Liquor Control Victoria's in-person course provider list, under one-day RSA course providers — the approval that permits delivery in person or online using a meeting platform . We are not on LCV's separate online course provider list, which is the list covering self-paced online delivery. So for Victorian RSA, our approval covers classroom and live virtual delivery, not self-paced online study.

We are also not on the Liquor & Gaming NSW approved training provider list, so we cannot produce a NSW competency card. Our scope holds 17 current qualifications, 81 current skill sets and 579 units in total.

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. Online delivery is permitted everywhere; the constraint is provider approval in some states, not delivery mode. In Victoria, check that the provider is approved for the specific mode you want — live virtual and self-paced online sit on two different LCV lists.

Is an online RSA as valid as a face-to-face one?

Yes, provided it delivers the accredited unit SITHFAB021 through a registered training organisation, and the provider is approved where your state requires approval. The unit code, assessment requirements and Statement of Attainment are identical.

Does LCV treat live virtual classes and self-paced online the same?

No. LCV publishes two lists. Providers on the in-person list may deliver in person or online using a meeting platform — a live class. Providers on the online list deliver self-paced courses. Approval on one list is not approval on the other, so ask which list before enrolling.

I finished an online RSA course in Victoria. Why do I not have a certificate?

Because the Victorian process has two stages. After the RTO course you need the certificate number LCV emails you, then the Learning Hub steps including the SHARPR module, before you can download the RSA Certificate of Completion.

What if my course provider was not LCV-approved?

You hold a Statement of Attainment, and LCV is explicit that this "does not allow you to supply alcohol in Victorian licensed venues or locations". The unit stays on your transcript, but for Victorian work you will need to complete an approved course.

What is the SHARPR module?

Sexual Harassment and Assault: Recognise, Prevent and Respond, a training module on the LCV Learning Hub that forms part of the Victorian certification process and of the three-yearly refresher, under the two-part process applying since 1 December 2025. LCV's wording is that RSA training "including the RSA Refresher course" carries the module.

How often do I need a Victorian refresher?

Every three years, and it applies to everyone holding a Victorian RSA certificate, not only to licensees. It is free, online, and takes about 90 minutes. Licensees have a separate obligation under s 108AA of the Liquor Control Reform Act 1998.

What is Advanced RSA training?

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

Does online RSA expire?

Expiry depends on the jurisdiction, not the delivery mode. Queensland and Western Australia impose no expiry. The NT and ACT expire it after three years. Victoria requires three-yearly currency for every certificate holder. The underlying Statement of Attainment never expires.

Do I need an RSA if I only take payment for drinks?

Yes. In Victoria the obligation attaches to offering, ordering, taking payment for, pouring or serving alcohol — so a till operator in a bottle shop needs one just as a bartender does.

Can I do RSA training before I turn 18?

In Victoria, yes — under-18s may complete the training. You must be 18 to serve alcohol, so holding the certificate early does not bring the work forward.

Can I start work before my certificate comes through?

Victoria allows training to be completed within one month of first supplying alcohol. That window belongs to the licensee's obligation under s 108AB, so confirm with the venue rather than assuming it. Queensland allows 30 days and Western Australia 28.

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

No. Queensland and Western Australia operate no approved-provider register for RSA. Those states recognise the national credential itself, so a claim of regulator approval describes a scheme that does not exist. An RTO may only represent that a course leads to a licensed outcome where the relevant industry regulator has confirmed it, which is why that claim is a marketing problem as well as a factual one.

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

No. New South Wales requires training with a provider approved by Liquor & Gaming NSW, regardless of delivery mode. If you hold a recent Victorian certificate and are moving permanently you may qualify for the bridging course. See RSA Sydney (</courses/rsa-sydney/>).

Can I use an interstate RSA certificate 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 get Victoria's 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. SITHFAB021 or the predecessor SITHFAB002 are accepted. Applications outside the criteria are declined, and processing takes about 10 working days.

I studied online while living in Victoria. Does the bridging course cover me?

Probably not. The third criterion asks that you were living interstate or overseas if the original training was completed online, so an online course taken from within Victoria with an unapproved provider generally falls outside the pathway. The route then is the full approved Victorian course.

Which states will not accept my interstate certificate?

Three. South Australia does not, since 1 November 2020. New South Wales does not directly. Victoria does not directly either — it requires the free RSA Refresher bridging course first. Tasmania accepts it for staff but not for licence holders. Queensland, Western Australia, the Northern Territory and the ACT accept it, subject to expiry rules.

Is RSA a prerequisite for anything?

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 exactly as many 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 an academic requirement from the training package, separate from any state licensing rule. SITHFAB021 itself has no prerequisites.

My state certificate has lapsed. Can I still enrol in Operate a bar?

Yes. The prerequisite is satisfied by having completed the unit, and completing a unit is permanent. 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. They are different entries on the national register and we hold both.

I already hold RSA from another RTO. Do I have to redo it?

Not for the national unit — that is credit transfer under Standard 1.7, with no reassessment. But a state requirement is separate: if the issuing provider was not approved in your state, the state process may still apply. In Victoria that state process is the free RSA Refresher bridging course. 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.

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 documentation to anyone it has not assessed, which is why an instant certificate is a warning rather than a convenience.

What must be printed on the certificate?

The RTO's name, registration code and logo; the full title and national code of each unit as listed on the National Register; the NRT logo used per its conditions of use; the signature of an authorised individual; the organisation's seal, corporate identifier or unique watermark; the prescribed statement about VET statements of attainment; and identification of the larger course if the units form part of one.

Why is my USI not shown on my certificate?

Because it must not be. A USI must not be printed on a qualification or statement of attainment. The RTO is required to have the Registrar verify that the identifier belongs to you before using it — verification, not display.

I have lost my Statement of Attainment.

Ask the RTO that issued it for a re-issue. Records of certification documentation issued are retained for 30 years, so this is a records request rather than a new enrolment.

What should online course advertising be telling me?

The code and title of the training product exactly as published on the National Register, and an accurate representation of the RTO's scope. A claim that the course leads to a licensed outcome is only permitted where the relevant industry regulator has confirmed it. Named marketing risks include unrealistically short courses, images that do not depict the facilities actually used, and failing to clearly distinguish nationally recognised training from non-accredited training.

What happens to the venue if my certificate is out of date?

The licensee carries it. Failing to ensure staff hold current training is 60 penalty units under s 108AC, and failing to keep or produce certificates is 5 penalty units under ss 108AD and 108AE. Penalty units are indexed annually under the Monetary Units Act 2004, so look up the current value.

Does my employer have to keep a copy?

Yes, and specifically a copy of the RSA Certificate of Completion. Section 108AD requires RSA certificates to be kept at the licensed premises and s 108AE requires them to be produced to a police officer or liquor inspector on request; LCV says an employer can be fined if they do not keep it. You do not need to give them the Statement of Attainment the course provider issues.

I lost my Victorian RSA certificate. What now?

LCV can re-issue the certificate number by email — write to contact@liquor.vic.gov.au with your full name, date of birth, when you completed the original course and the training organisation's name. Completing the refresher then replaces the certificate free of charge.

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.