

How Much Does an RSA Course Cost? - Complete Hospitality Training

Canonical: <https://cht.edu.au/news/how-much-does-an-rsa-course-cost/>

Details:

No price is quoted here, deliberately. Course fees change, and a stale figure on a page is worse than none. Ask us for the current price — melbourne@cht.edu.au or +61 3 9654 1554 — or see RSA Melbourne , RSA online and the RSA page .

What this page can tell you is what you are actually buying in each state , which varies far more than the headline fee does, and where the avoidable costs sit. On this topic the difference between providers is usually small. The difference between the right provider and the wrong one can be the whole fee twice over.

For CHT prices and booking options, use the live Melbourne RSA course listing or online RSA course listing . Check the state and delivery method on the listing before paying.

Why the fee is only part of the cost

RSA is a single unit of competency, SITHFAB021 Provide responsible service of alcohol , so the training itself sits at the low end of vocational pricing everywhere in Australia. The variation comes from what wraps around it, and each jurisdiction wraps it differently.

Jurisdiction	What the provider's fee buys you	Extra steps or costs beyond it
Victoria	The course from an LCV-approved provider , plus a Statement of Attainment	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.
New South Wales	The Approved Training Provider's course and an interim certificate valid 90 days	A competency card obtained in person at Service NSW. Confirm with the provider whether the card fee is included
Queensland	The unit and the Statement of Attainment	None. No card, no state fee, no register to satisfy
Western Australia	The unit and the Statement of Attainment	None for staff. The manager tiers need a different course and a police clearance no more than 3 months old
South Australia	Commissioner-approved RTO for training from 1 November 2020; CBS preserves training	Check provider approval and training date. Training from 1 November 2020 must be through

	completed before that date.	a Commissioner-approved RTO. Earlier RSA training need not be repeated solely because of that approval change.
Tasmania	Interstate staff certification is subject to the Commissioner's conditions	Interstate certificates can be accepted under the Commissioner's conditions. Requirements differ for employees and liquor licence holders; check the appropriate role.
Northern Territory	The unit	Certificates from an RTO registered to deliver RSA are accepted, including interstate certificates. Check certificate age and the NT refresher requirements.
Australian Capital Territory	ACT-approved training or valid recognised interstate certification	Valid interstate RSA certificates are recognised, subject to the ACT's three-year currency limit and ACT-approved refresher requirements.

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

The honest summary: in Queensland and Western Australia, the course fee is basically the whole cost. Everywhere else there is at least one more step, and in three states — Victoria, New South Wales and South Australia — there is a way to spend the money and end up with something you cannot use as it stands.

The three things that actually drive the cost

Strip the detail away and the structural drivers reduce to three. None of them is the unit, which is the same everywhere in Australia.

Whether the state requires an approved provider. Victoria, New South Wales, South Australia and the ACT do, and Tasmania does for licence holders. Queensland and Western Australia require none. Approval is a real compliance cost carried by the provider, and it shows up in the fee.

Whether a second state document is needed on top of the national unit. Victoria's RSA Certificate of Completion and New South Wales's competency card are both separate instruments obtained after the course.

The delivery mode — and in Victoria the mode is itself part of the approval, so it is not purely a convenience choice.

If you are comparing two quotes and neither differs on those three points, you are comparing the same product.

See the state-specific pages for RSA Melbourne , RSA Sydney , RSA Queensland and RSA Perth .

The Victorian two-stage process, and what each stage costs

Victoria is the jurisdiction where the fee you pay and the credential you end up with are furthest apart, so it is worth walking through in order.

Complete SITHFAB021 with an LCV-approved provider. This is the part you pay for.

The provider sends your completion details to LCV, which takes a few working days.

LCV emails you a certificate number.

You create an account on the LCV Learning Hub and complete all three of: the pre-training survey, the module on recognising, preventing and responding to sexual harassment and assault, and the post-training survey. LCV runs this stage itself. Your RTO is not in the transaction and cannot charge for it.

You download the RSA Certificate of Completion.

Stopping after step 1 leaves you holding a Statement of Attainment and no Victorian RSA certificate. The deadline is before you start supplying alcohol, or within one month of the date you first supply it.

Training in Victoria may be delivered in person or online — but see the delivery-mode point below, because which one you choose determines which LCV approval list your provider needed to be on.

One further Victorian instrument worth naming so it is not mistaken for a cost you have to plan for: Advanced RSA training is a separate requirement applying to some licence types only. It is not a renewal of the ordinary certificate and not a substitute for the three-yearly refresher, so before paying for anything described as "advanced", find out which licence condition is behind the request.

What changes the price

Delivery mode — and in Victoria, the mode is part of the approval. Self-paced online is generally cheaper than a face-to-face day, but do not assume an approved provider is approved for both. Liquor Control Victoria publishes two separate lists: an in-person provider list, whose providers may deliver in person or online using a live meeting platform, and a separate online provider list for self-paced delivery. Approval on one list is not approval on the other, so "LCV-approved" is an incomplete answer until you know for which mode. We appear on LCV's in-person list only, under the one-day RSA course providers, and are not on LCV's online provider list.

State. Where a regulator runs an approved-provider scheme, the provider carries real compliance costs that show up in the fee. In NSW alone, an ATP pays an application fee, applies separately for each course, has each trainer individually approved, and manages renewals through a portal. That is not padding; it is the cost of the approval that makes your certificate work.

Bundling. RSA is one unit of the SITSS00070 Hospitality Compliance skill set, alongside SITXFSA005 and SITXFSA006. Taking a skill set together usually costs less than the same units separately. See the food handling course.

Group bookings. Venues training a whole team are usually quoted differently from individuals.

The expensive mistakes

These cost far more than any difference between providers.

Paying a provider your regulator does not accept. Four jurisdictions run an approved-provider register: Victoria (LCV), New South Wales (L&GNSW Approved Training Provider), South Australia (the Liquor and Gambling Commissioner's closed list) and the ACT (the Commissioner for Fair Trading). Tasmania runs one for licence holders. In all of those, a genuine, nationally recognised Statement of Attainment from a non-approved RTO does not satisfy the requirement. Liquor Control Victoria puts it about as plainly as a regulator can: a course that is not LCV-approved leaves you holding "an RSA Statement of Attainment", and that document "does not allow you to supply alcohol in Victorian licensed venues or locations". You then pay again, properly. Verify on the regulator's own register before enrolling —

including for us, and in Victoria including which of the two lists.

Falling for an approval that does not exist. In Queensland and Western Australia there is no approved-provider register for RSA at all. A provider advertising itself as "OLGR-approved" or "DLGSC-approved" is describing a scheme that does not exist, and charging for a reassurance it cannot give. In those two states the only check worth making is that the provider is a real RTO with SITHFAB021 on its current scope at training.gov.au. There is a marketing rule behind this, not merely a factual error: an RTO may only represent that completing a course leads to a licensed or regulated outcome where the relevant industry regulator has confirmed it .

Re-doing the full NSW course to renew. It does not extend your competency card. Only the refresher renewal does, and L&GNSW cannot extend a card expiry date on request. This is a common and entirely avoidable waste. L&GNSW notifies cardholders by email or SMS 90 days before expiry , and renewal can start then.

Assuming your interstate certificate carries over. This is the single most expensive assumption on the page, and it is wrong in three jurisdictions rather than two.

Moving to	What happens to an interstate RSA certificate
Victoria	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.
New South Wales	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.
South Australia	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.
Queensland	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	Provide the RSA certificate showing completion of the nationally accredited course. An interstate RSA card alone is not accepted as evidence.
Northern Territory	Certificates from an RTO registered to deliver RSA are accepted, including interstate certificates. Check certificate age and the NT refresher requirements.
Australian Capital Territory	Valid interstate RSA certificates are recognised, subject to the ACT's three-year currency limit and ACT-approved refresher requirements.

Victoria offers a free bridging pathway for eligible interstate holders. It is not automatic, though — it is an application against three criteria, all of which must be met: the original training was approved by a

state or territory liquor licensing authority ; it was completed within the last 3 years ; and you were living interstate or overseas if you completed it online. LCV accepts SITHFAB021 or its predecessor SITHFAB002 . Applications outside the criteria are declined , and processing takes about 10 working days — so if the answer is no, you are back to paying for the full approved course, and it is worth establishing that before you arrive. See how long does an RSA last .

Paying for a refresher that is free — or forgetting it is due. In Victoria the RSA Refresher is free , online and about 90 minutes, and two things about it are widely misunderstood.

First, it applies to everyone holding a Victorian RSA certificate, not only to licensees. LCV's position is that you must complete the free RSA Refresher every three years to keep your RSA certificate current. That is a duty on the certificate holder. (Licensees carry a separate obligation of their own under the Liquor Control Reform Act 1998 at s 108AA; the two are different things and should not be run together.)

Second, the Refresher now includes the sexual harassment and assault module too. LCV states that RSA training, including the RSA Refresher course , includes a module to help you recognise, prevent and respond to sexual harassment and assault. So it is not a content-free tick-box, and it is not a module that belongs only to initial certification.

The practical catch is administrative rather than financial: the Refresher needs your original RSA certificate number . If you have lost it, LCV can look it up — email contact@liquor.vic.gov.au with your full name, date of birth, roughly when you completed the original course, and the name of the training organisation.

Buying a scam course. No RTO number, no unit code, no USI requested, an instant certificate, an unverifiable approval claim — see beware of RSA course scams . A cheap course that does not authorise you to work costs its full price plus the real one. Non-accredited training produces no Statement of Attainment and carries no standing with any liquor regulator, even where the content taught is accurate.

Replacing a lost certificate the hard way. Ask the RTO that issued it for a re-issue of the Statement of Attainment. Your completion is recorded against your USI, and records of the certification documentation an RTO has issued are retained for 30 years . That is a records request, not a new enrolment, so nobody should be selling you the course a second time. The Victorian certificate number is a separate matter and comes from LCV, at the address above.

What is genuinely free — and who is charging for it anyway

Four things in this subject area cost nothing, and each of them is charged for somewhere. Worth knowing by name.

What	Who provides it	Note
The Victorian RSA Refresher	Liquor Control Victoria, on its Learning Hub	Free, online, about 90 minutes. It doubles as the bridging course for someone arriving from interstate, so the renewal instrument and the recognition instrument are the same thing
The Northern Territory refresher	Licensing NT, at ntrefreshrsa.com	Free. Note the NT refresher must come from a body approved by the NT Liquor Commission — ASQA registration alone is not enough for that step

Victorian Responsible Service of Gambling training	The Department of Justice and Community Safety, at rsgonline.vic.gov.au	Victorian RSG is free approved training: online modules through RSG Online and venue-arranged sessions with venue support workers. National SITHGAM training does not replace it.
The NSW refresher course itself	The Approved Training Provider	The course is not charged; the competency card issue fee is. So "the refresher costs money" is half right

If someone is quoting you a training fee for any of the first three, that is the question to ask. See how to get a bar and gaming licence .

Government funding, concessions and waivers — the part worth checking before you pay

Most people assume the advertised fee is the fee. In Victoria that is often not true, and the reductions are obligations on the provider rather than discounts at its discretion. Three things are worth knowing before you enrol.

A concession is mandatory, and it is capped. Where a training place is government-subsidised under Skills First, a provider must offer a concession to eligible students, and the concession fee is capped at no more than 20% of the standard tuition fee . That is a required reduction, not a promotion.

Some students must be offered a full fee waiver. Providers must offer a full exemption from tuition fees to Aboriginal and Torres Strait Islander students , Youth Access Initiative students , students from the Judy Lazarus Transition Centre , and young people on community-based orders . Providers are compensated for those places through funding loadings, so a waiver is not a favour being done.

Eligibility to enrol is not the same thing as eligibility for a subsidy. This is the distinction that causes the most confusion, and it cuts both ways: you may be perfectly entitled to enrol and pay fee-for-service while not being eligible for any subsidy at all. Skills First eligibility requires:

Requirement	Detail
Residency	Australian citizen, permanent visa holder, or New Zealand citizen
Commencement window	Enrol and commence between the commencement date and 31 December 2026 inclusive
Physical presence	All training and assessment undertaken while physically present in Victoria , or in a listed border-region postcode. There is no general online or interstate concession for funded students
Prior qualifications	If 20 or over at the reference date, you must generally not already hold a qualification higher than Certificate I
School enrolment	Under clause 2.11 , a person enrolled in any school — government, non-government, independent or Catholic — is not eligible for a subsidy unless a school-based apprentice or

trainee. They are not barred from enrolling and paying fees

The prior-qualifications rule is the one that catches career changers: anyone who already holds a Certificate III or above is usually outside the subsidy, though entirely free to enrol fee-for-service. And the physical-presence rule matters for an online course, because moving interstate mid-course is a compliance event rather than a private arrangement.

There is exactly one narrow exception to the physical-presence rule, and it is not a general online concession. A student temporarily interstate or overseas for a Practical Placement may be trained online — capped at no more than 50% of total scheduled hours . Nothing in that helps a student who simply prefers to study from another state, which is the misreading it usually attracts.

Who decides, and who carries the risk. It is the provider , not the department, that determines whether a student is eligible, and the provider bears the evidentiary burden for that decision. Claiming a subsidy for an ineligible student is a recovery event — the money is clawed back. That is why an enrolment officer asks for documents rather than taking your word for it, and why "I was told I'd be funded" is worth getting in writing.

The volume caps are the trap specific to short courses like RSA. Subsidised study is limited to a maximum of two programs at the same time , two AQF qualifications per calendar year , and two skill sets per calendar year . Those limits count commencements, not completions , and a program merely scheduled to commence later in the same calendar year counts at the point of enrolment. RSA, food safety supervision, food handling and espresso machine operation are all short, licensing-linked skill sets, so someone assembling a set of them can reach the two-skill-set ceiling in a single year without realising and find the third one is fee-for-service. Check it live at enrolment; it is not reconciled annually. Foundation Skills are excluded from the count , so they do not consume one of your two.

Single units and skill sets are also treated differently from full qualifications under state funding schemes, so an answer you were given about a Certificate III does not transfer to an RSA enrolment. Whether any of this applies to you is not something a general page can answer, and the Victorian Government's own online eligibility indicator is the authority rather than any provider's summary, including this one. Ask us about your own circumstances before enrolling. See what hospitality courses cost in Australia .

What you are entitled to see in writing before you pay

There is a second reason not to rely on a single headline number: an RTO has to give you a fully itemised picture, and asking for it is the fastest way to compare two providers honestly.

Before you enrol, or before fees become payable, you are entitled to:

the full and accurate schedule of fees, including any prepaid fees

the training product code and title — for RSA that is SITHFAB021 , and its absence is the single most useful warning sign on this page

the duration , modes of delivery , location , and dates and scheduling

a statement of whether licensing or occupational licence requirements apply to the outcome, which for RSA is the whole point

any third-party arrangements in the delivery

the training and wellbeing support services available to you

all obligations to acquire materials or equipment , to undertake a work placement , or to travel or pay for accommodation — the costs that sit outside the tuition line and are therefore the ones most often discovered late

any cost of obtaining a USI, or of withdrawing

how to lodge an enquiry, and how long to expect to wait for a reply

"Modes of delivery" is doing more work than usual in Victoria, because the mode determines which LCV list the provider needed to be on. Ask for the mode in writing and check it against the matching list.

Separately, ask for the total cost in writing, with tuition and every other applicable fee identified. For a Skills First place, the 2026 rules require a clear refund policy before enrolment and, before training starts, written documentation showing that the program is subsidised and the total cost to you, including tuition after the government contribution and any concession or waiver, plus any other applicable fees for services, amenities, goods or materials.

Providers also have to be able to produce evidence that fees reported as charged were actually received, including the invoices and statements issued to the student and bank-generated transaction records — which is a useful thing to know if a receipt is ever hard to obtain.

If something goes wrong: complaints and appeals

This is the part of the picture that decides what a bad outcome costs you, and the rules changed recently in a way worth knowing.

A complaints process must give you procedural fairness, must set reasonable timeframes, must provide escalation avenues, and the procedures themselves must be publicly available rather than produced on request. Note what is no longer there: the old fixed 60-day rule for resolving complaints has been deleted. An RTO now sets its own timeframe and must be able to justify it as reasonable — so the right question is not "is it within 60 days?" but "what is your published timeframe, and why is that reasonable?"

On appeals, you must be told your right to appeal and all avenues for independent review, and independent review must be available at no or low cost. A process that only reviews itself, or that prices review out of reach, does not meet that.

Our own refund, complaints and appeals structure is published under policies; this page does not state dollar amounts or working-day timeframes for it, because both age badly. Confirm the current policy directly. The regulator published 18 final practice guides on 17 June 2025 setting out how it reads these obligations, which is the reference point if you want to check a provider's position against the standard rather than against its own description of the standard.

On marketing, the standards are blunt about what must not happen. Where advertising refers to a training product the RTO must include the code and title as published on the National Register, and must accurately represent what is on its scope of registration. All information given to you by an RTO or by any third party marketing on its behalf must be clear, accurate and current — and an RTO is expected to remain aware of all its marketing material in circulation, including on affiliate and comparison sites it did not write. The named risks include false or misleading marketing, marketing unrealistically short courses in a way that compromises the integrity of the training product or causes extension costs, promoting easier paths to a qualification through inadequate recognition of prior learning, failing to clearly distinguish nationally recognised training from non-accredited training, using images that do not depict the facilities actually used, and failing to comply with Australian Consumer Law.

That second one is worth pausing on for a cost page. "Shortest RSA course available" reads as a saving, but an unrealistically compressed course is a named regulatory risk precisely because it tends to generate extension costs and a compromised outcome. If you cannot get a straight answer to "is this accredited, and what is the unit code", you have your answer.

Did you get what you paid for? Check the document

The cheapest way to discover a course was not what it claimed is to look at what arrives afterwards. A nationally recognised Statement of Attainment must carry:

the issuing organisation'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 logo , used in line with its conditions of use

the signature of an authorised individual , and a seal, corporate identifier or unique watermark

the prescribed statement explaining that a VET statement of attainment is issued by a nationally registered training organisation when someone 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, plus the statement that it is recognised within the Australian Qualifications Framework . A single-unit statement of attainment is not an AQF qualification and does not claim to be one.

A "Certificate of Achievement" or "Certificate of Completion" with no unit code and no RTO number is not nationally recognised , however accurate its content and however professional it looks. And two timing rules apply: an RTO must not issue certification documentation to anyone it has not assessed as meeting the requirements of the training product — which is what an instant-certificate course is doing — and where you are assessed as competent, the document must be issued within 30 calendar days of the completion of assessment, provided you completed the unit and paid the agreed fees. So a provider that goes quiet for months is not merely slow, though an unpaid balance is the usual innocent explanation.

Behind the paper, assessment records are retained for 2 years and records of certification documentation issued for 30 years , and the RTO keeps a register of what it is authorised to issue and what it has issued. That is why a replacement is a records request.

One detail that surprises people: your USI must not be printed on it . The RTO needs the Registrar to verify that the identifier belongs to you before using it, but the identifier itself does not appear on the certificate.

In Victoria, the document your employer keeps is not the one the RTO sent you

This catches out venues as often as staff, and it is worth getting right because it is the document an inspector will ask for. In Victoria the compliance artefact is the RSA Certificate of Completion — the one that exists only after the LCV Learning Hub stage. LCV's position is that the employer must keep that certificate on site, and that you do not need to give them the Statement of Attainment your course provider issued.

So the two documents have two different jobs. The Statement of Attainment is your permanent, portable record that you were assessed as competent in SITHFAB021 , and it is what credit-transfers into a qualification later. The Certificate of Completion is the Victorian authorisation, and it is what the venue files. Keep both, and give the venue the right one.

What you receive

A nationally recognised Statement of Attainment for SITHFAB021 , showing the unit code and the RTO number

A record attached permanently to your Unique Student Identifier

In Victoria , after the LCV Learning Hub stage, an RSA Certificate of Completion — kept current by the free RSA Refresher every three years , and it is this document, not the Statement of Attainment, that a Victorian employer keeps on site

In New South Wales , an interim certificate and then a competency card , which is the document that actually authorises you to work

In Queensland and Western Australia , the Statement of Attainment and nothing further, with no expiry

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.

Age, and why it affects what you can enrol in

A question that often arrives alongside the fee question: how young can you be? The answer differs by state, and it also differs within a state depending on whether you mean training or working.

Victoria separates the two. An under-18 may complete RSA training in Victoria, but must be 18 to serve alcohol . So the course is not wasted on a 17-year-old who starts on the floor a few months later — but it does not authorise them to serve in the meantime.

Queensland imposes no minimum age under its liquor legislation. The regulator's own position is that there are no minimum age restrictions under the Liquor Act 1992 . Under-18s may serve or supply alcohol in hotels, restaurants and cafes provided the venue holds no adult entertainment permit — and they still need RSA, with a deadline of 30 days from starting employment .

Western Australia goes the other way, at the employer. A licensee who employs a juvenile to sell, supply or serve alcohol commits an offence carrying a \$10,000 penalty under the Liquor Control Act 1988 (WA). The WA deadline for holding RSA is 28 days from commencing employment or volunteering in a service capacity, and a copy of the certificate must be given to the employer.

Those are three different kinds of rule doing three different jobs, and they must not be flattened into a blanket "you must be 18 to do RSA".

On enrolment, our own conditions are the relevant ones. We apply a minimum age of 16 at commencement across our qualifications, with additional documentation under 17 that splits on whether Year 10 is complete. Its RSA offering accepts enrolments from age 15 . Note the funding consequence: a 15-year-old is almost certainly enrolled at school, and a school-enrolled student is not eligible for a Victorian subsidy, so that enrolment is fee-for-service.

The under-17 exemption, and the paperwork nobody mentions until later

A student under 17 at commencement needs an exemption from school attendance , unless they are a school-based apprentice or trainee or have completed Year 12 or its equivalent. It is not a formality, and it has three features worth knowing before enrolling.

First, the exemption requires full-time training — at least 25 hours per week , excluding travel, term holidays and public holidays — or training combined with employment. A short licensing skill set on its own does not meet that, which is the practical reason an under-17 enrolment usually sits inside a larger program.

Second, it must identify both the provider and the training , and it must be signed by the right person : the Regional Director where Year 10 has not been completed or the student was never enrolled in a Victorian school, or either the school principal or the Regional Director where Year 10 has been completed. The provider must sign and retain it.

Third, there is an exit-notification duty that outlasts the enrolment. If an under-17 exemption student stops attending, or completes the training while still under 17, the provider must notify the Department of Education Regional Office and, where applicable, the student's previous Victorian school . So an under-17 enrolment is an ongoing administrative relationship rather than a one-off transaction — which

is part of why providers ask more questions about it than the fee alone would suggest.
See who needs an RSA course and how to get an RSA certificate .

What a proper assessment costs to run

The unit is identical everywhere, so it is fair to ask what separates providers at all. Look at what the unit actually demands, because it is not a quiz.

SITHFAB021 requires you to outline the procedure to refuse service to, and assist, intoxicated customers in three distinct situations: those in emotional or physical distress , those who have eaten nothing during extended service of alcohol , and those who appear to be affected by illicit substances or other drugs . It requires you to name at least three early indicators of intoxication and outline intervention strategies, to identify the customers to whom service must be refused under your state's law including minors and people buying on behalf of minors , to request and obtain acceptable proof of age , to refuse service professionally and state the reason , and to ask two intoxicated customers to leave: one compliant, and one difficult customer refusing to leave .

The unit's second element, Assist customers to drink within appropriate limits , adds two more things a cheap format struggles with. Performance criterion 2.1 requires you to determine the volume for standard drinks or samples using industry requirements and professional standards. Performance criterion 2.3 requires you to identify erratic drinking patterns , which the unit names rather than leaving 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 for more samples; ordering multiple or large samples; and ordering "triple shots" or extra-large drinks . And it 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 .

That conflict-resolution requirement in particular needs a trainer in the room with you, or a properly run remote equivalent. It costs more to deliver than a multiple-choice form does — and it is a fair guess at why Victoria treats in-person and self-paced online delivery as two separate approvals rather than one. A provider that skips it is not assessing the unit, whatever the certificate says.

And in Victoria, the course carries state content on top of the unit

A Victorian RSA course is not simply SITHFAB021 delivered locally. On top of the national unit, LCV-approved courses cover Victoria-specific content:

Victorian course content
Victorian liquor laws
Drink spiking
Checking identification, and preventing secondary supply to minors
The use of prone restraint — holding a person face down on the ground
Harm minimisation strategies
Compliance and enforcement

Two of those are worth pausing on, because they are the least discussed items in the whole subject. Drink spiking is a customer-safety topic rather than a service-refusal topic, and it asks something different of staff: watching drinks and responding to a report, not just judging intoxication. Prone restraint is on the list because it is dangerous — the reason a venue's staff are taught about it is to understand the risk, not to add a technique. If your provider's Victorian course does not cover both, ask

what it has left out.

That state content is also part of why the Victorian path has two stages and a three-yearly refresher, and part of why the fee for an LCV-approved course is not directly comparable with a Queensland one.

There is a second cost buried in the same place, and it is why an approved provider's fee is not simply markup. Assessment has to satisfy four Principles of Assessment — fairness, flexibility, validity including a practical application component , and reliability — and four Rules of Evidence — validity, sufficiency, authenticity (the original and genuine work of that student) and currency . Delivery has to be by credentialed people with current skills and knowledge in training and assessment, holding one of a defined set of credentials such as TAE40122 Certificate IV in Training and Assessment, and with demonstrated current industry engagement rather than only the teaching qualification. An RSA course that could be completed by anyone with the login details fails the authenticity rule before it fails anything else. See the difference between a good and a bad course provider and managing intoxicated patrons .

About us

We are Complete Hospitality Training , RTO 3722, CRICOS 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 .

We have held RTO code 3722 since 1 June 1994 and hold a current registration period running to 30 June 2032 , with 17 current qualifications, 81 current skill sets and 579 current units on our scope — including SITSS00071 Responsible service of alcohol and SITSS00070 Hospitality Compliance.

On the state-register layer, stated precisely because the distinctions matter: we appear on Liquor Control Victoria's approved RSA provider list, on the in-person list only , under the one-day RSA course providers for Melbourne. We are not on LCV's separate online provider list, so we are not an approved provider of self-paced online RSA in Victoria. We were not on Access Canberra's ACT approved list and are not on the Tasmanian Commissioner for Licensing's register as at 1 September 2026, so our Statement of Attainment does not satisfy the Tasmanian licence-holder tier. We are also not on the NSW Food Authority's approved provider list for food safety supervision, which is a separate scheme again. Check the relevant regulator's own register, and the relevant list within it, before paying anyone — including us.

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.

Why is there no price on this page?

Because it would be wrong within weeks, and a wrong fee is worse than no fee. Ask us for the current figure.

Is a cheaper course worse?

Not necessarily. But check the provider is approved where your state requires approval, and that the unit is on its current scope. That matters far more than price.

Should I pick the shortest course I can find?

Not on that basis alone. Marketing unrealistically short courses is a named regulatory risk, because a compressed duration can compromise the integrity of the training product and generate extension costs. Shortest is not a feature; the accredited unit properly assessed is.

I already have an interstate RSA. Can I use it 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 that bridging course cost anything?

No. It is the same free RSA Refresher Victoria uses for renewals — online and around 90 minutes. Nobody should be charging you a training fee for it.

Do I definitely qualify for the free bridging course?

Not automatically. All three criteria must be met: 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 — so establish it before you rely on it, because the fallback is paying for the full approved course.

How often do I have to do something to stay current in Victoria?

Every three years. LCV's position is that you must complete the free RSA Refresher every three years to keep your RSA certificate current, and that applies to anyone holding a Victorian RSA certificate, not only to licensees. Licensees have a separate obligation of their own under the Liquor Control Reform Act 1998 s 108AA; do not treat the two as the same rule.

Is the Refresher just a formality?

No. LCV states that RSA training, including the RSA Refresher course, includes a module on recognising, preventing and responding to sexual harassment and assault. It is a content module, not a tick-box, and it is not confined to initial certification.

What is Advanced RSA training, and do I have to pay for it?

It is a separate requirement applying to some licence types only — not a renewal of the ordinary certificate and not a substitute for the refresher. Before paying for anything called "advanced", find out which licence condition requires it, because for most roles the answer is that it does not apply.

I have lost my Victorian certificate number and cannot start the Refresher.

Email contact@liquor.vic.gov.au with your full name, date of birth, roughly when you completed the original course, and the name of the training organisation. That is a records lookup, not a re-enrolment. A lost Statement of Attainment is a separate request, made to the RTO that issued it.

Are you approved by Liquor Control Victoria?

Yes, on LCV's in-person provider list, under the one-day RSA course providers. We are not on LCV's separate online provider list, so we are not an approved provider of self-paced online RSA in Victoria.

LCV's own register is the authority and can be checked directly.

What happens if I do an RSA course with a provider LCV has not approved?

You get a nationally recognised Statement of Attainment, and LCV's position is that it "does not allow you to supply alcohol in Victorian licensed venues or locations". The training is real; the Victorian authorisation is not there. You would need to do it again with an approved provider.

What extra content does a Victorian course cover?

On top of SITHFAB021: Victorian liquor laws, drink spiking, checking ID and preventing secondary supply, the use of prone restraint, harm minimisation strategies, and compliance and enforcement.

Am I entitled to a concession or a fee waiver?

Possibly. On a government-subsidised place a provider must offer a concession, capped at no more than 20% of the standard tuition fee, and must offer a full fee waiver to Aboriginal and Torres Strait Islander students, Youth Access Initiative students, students from the Judy Lazarus Transition Centre, and young people on community-based orders. Ask about your own circumstances.

Why was I told I am eligible to enrol but not eligible for funding?

Because they are two different tests. Eligibility to enrol is the provider's entry decision; eligibility for a subsidy turns on residency, the commencement window, physical presence in Victoria, prior qualifications and school enrolment. You can be outside the subsidy and still enrol fee-for-service.

Who decides whether I am eligible for the subsidy?

The provider, not the department — and the provider bears the evidentiary burden for that decision. Claiming a subsidy for an ineligible student is a recovery event, with the funding clawed back, which is why you are asked for documents rather than taken at your word.

I want to study online from another state. Can I still be funded?

Generally no. Skills First requires all training and assessment to be undertaken while physically present in Victoria or in a listed border-region postcode, and there is no general online or interstate concession. The single narrow exception is a student temporarily interstate or overseas for a Practical Placement, who may be trained online for no more than 50% of total scheduled hours. Moving interstate mid-course is a compliance event, not a private arrangement.

I have already done a few short courses this year. Does that affect the price?

It can. Subsidised study is capped at two skill sets and two AQF qualifications per calendar year, and two programs at a time, counted on commencements rather than completions. Short licensing-linked courses reach that ceiling quickly, and beyond it the next one is fee-for-service. Foundation Skills are excluded from the count.

I am enrolled at school. Can I get the subsidy?

No, unless you are a school-based apprentice or trainee. Under clause 2.11 a person enrolled in any school — government, non-government, independent or Catholic — is not eligible for a Skills First subsidy. You are not barred from enrolling and paying fees.

My child is 16. What extra paperwork is there?

A student under 17 at commencement needs an exemption from school attendance unless they are a school-based apprentice or trainee or have completed Year 12 or equivalent. It requires full-time training of at least 25 hours a week excluding travel, term and public holidays, or training plus employment; it must name the provider and the training; and it must be signed by the Regional Director, or by the school principal or Regional Director where Year 10 is complete. The provider signs and retains it, and must notify the Department of Education Regional Office — and the previous Victorian school where applicable — if the student stops attending or completes while still under 17.

Do I pay separately for the NSW card?

The card is obtained from Service NSW as a separate step, in person, with 100 points of identification. Ask your Approved Training Provider what its fee includes rather than assuming either way. On a later renewal, the refresher course itself is not charged but the card issue fee is.

Does the Victorian fee include the LCV module?

No, and it could not. The pre-training survey, the sexual harassment and assault module and the post-training survey are delivered by Liquor Control Victoria on its own Learning Hub after your course, using a certificate number LCV emails you. Your RTO is not in that transaction.

How long do I have to finish the Victorian steps?

Before you start supplying alcohol, or within one month of the date you first supply it.

Which document does my Victorian employer keep?

The RSA Certificate of Completion, kept on site. LCV says you do not need to give them the Statement of Attainment your course provider issues. Keep both documents yourself: the Statement of Attainment is your portable record and the one that credit-transfers into a qualification.

What should I ask for in writing before paying?

The unit code and title, the full fee schedule including prepaid fees, the duration, mode of delivery, location and dates, whether licensing requirements apply, any third-party delivery, the training and wellbeing support available, every obligation to buy materials or equipment or undertake a work placement or travel, and any cost of obtaining a USI or withdrawing. Plus an itemised statement of fees separating tuition, administration and amenities, and how long an enquiry will take to answer. In Victoria, check the stated mode against the matching LCV list.

How long does a provider have to resolve a complaint?

As long as its own published, reasonable timeframe allows. The old fixed 60-day rule has been deleted, so an RTO now sets and must justify its own. What it must give you is procedural fairness, escalation avenues, publicly available procedures, and — on appeal — notice of your right to appeal and of all avenues for independent review, with that independent review available at no or low cost.

How do I know the certificate I receive is genuine?

It must show the RTO's name, registration code and logo, the full title and national code of the unit as listed on the National Register, the Nationally Recognised Training logo, the signature of an authorised individual and a seal, corporate identifier or unique watermark. A "Certificate of Completion" with no unit code and no RTO number is not nationally recognised. It must also be issued within 30 calendar days of the assessment being completed — and an RTO must not issue it at all to someone it has not assessed.

Can my employer pay?

Commonly they do. The credential remains yours and stays attached to your USI. In Western Australia you are required to give your employer a copy of the certificate within 28 days of starting in a service capacity.

Is there a fee to the regulator?

In NSW, yes, for the competency card. In Queensland and WA there is no state fee for RSA at all. Victoria's refresher and bridging course are free.

What is genuinely free in this area?

Four things: Victoria's RSA Refresher, which doubles as the bridging course; the Licensing NT refresher at ntrefreshrsa.com; Victorian RSG training at rsgonline.vic.gov.au, with online and venue-support-worker modules provided free; and in NSW the refresher course itself, though the competency card issue fee is charged.

How old do I have to be?

For enrolment, we accept RSA enrolments from age 15, though a school-enrolled student pays fee-for-service. For working, the rules differ sharply: in Victoria an under-18 may complete the training but must be 18 to serve; Queensland imposes no minimum age under the Liquor Act 1992 and allows under-18s to serve in venues without an adult entertainment permit; and in Western Australia a licensee who employs a juvenile to sell, supply or serve alcohol commits an offence carrying a \$10,000 penalty. Check the rule in your own state rather than assuming a national age.

I hold RSA already. Will a new employer make me pay for another one?

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 (*/rsa/*), NSW's rules (<https://www.nsw.gov.au/business-and-economy/liquor-and-gaming/training/rsa-bridging>) and SA's rules (<https://www.cbs.sa.gov.au/sections/LGL/RSA-approved-providers>).

What if I paid a provider that turns out not to be approved?

Lodge a complaint with both the state liquor regulator and your consumer protection authority, and retrain with a listed provider. In Victoria that is LCV on 1300 182 457 and Consumer Affairs Victoria on 1300 558 181.

Is Responsible Service of Gaming an extra cost?

Victorian RSG is free approved training: online modules through RSG Online and venue-arranged sessions with venue support workers. National SITHGAM training does not replace it. See the official training requirements

(<https://www.justice.vic.gov.au/safer-communities/gambling/responsible-service-of-gaming-training>) and our RSG guide (/courses/responsible-service-of-gambling-rsg-melbourne/).

Is a bundle actually cheaper?

Usually, where the units are ones you genuinely need. SITSS00070 Hospitality Compliance packages SITHFAB021 with SITXFSA005 and SITXFSA006. If you are going to be a food handler as well as a bar attendant — and if you handle ice, cut fruit or unpackaged garnishes, you are — the food safety units are not optional extras.

Does the fee change if I am an international student?

International student enrolment is a separate arrangement, and only three of our courses are CRICOS-registered. Ask directly rather than assuming the domestic fee applies.