



Australian
Industry and
Skills Committee

SIT TOURISM TRAVEL AND HOSPITALITY TRAINING PACKAGE

RESPONSIBLE SERVICE OF ALCOHOL

Case for Endorsement

Name of allocated IRC(s): Tourism, Travel and Hospitality

Name of the SSO: SkillsIQ Limited

NOTE: Please use template as provided. Do not make structural changes, such as adding branding or changing headings

Instructions

- This template provides clear instructions regarding the information the AISC looks for in a Case for Endorsement. The AISC will only approve work where it is satisfied with the evidence provided.
- The Case for Endorsement is a concise and coherent document written in plain English that assures the AISC that the training package component(s) submitted for approval meet the requirements of the:
 - *Standards for Training Packages 2012*
 - *Training Package Products Policy*
 - *Training Package Development and Endorsement Process Policy*
 - industry consensus, to the extent possible.
- When drafting a Case for Endorsement refer to the *Training Package Development and Endorsement Process Policy*.
- Only when industry and the SSO are satisfied that the training package is fit for purpose, in terms of content and quality, is it forwarded to the AISC Secretariat for distribution to the AISC.
- The completed template (excluding attachments) should be no more than 10 pages in length.

PLEASE DELETE INSTRUCTIONS PAGE AND GREEN TEXT PRIOR TO SUBMISSION

1. Administrative details of the Case for Endorsement

*Refer to **Attachment A** for the title and code for each of the training package components that are submitted for approval, and an indication of whether these are updated (including equivalence or non-equivalence status), new or deleted products*

1.1 Case for Change details

- **Reference number of the relevant Case for Change, date it was approved and the scope of work approved by the AISC in relation to training package development work.**

SkillsIQ/TPD2018-19/003 Omnibus - Responsible Service of Alcohol (RSA)

Approved on 26 March 2019

Unit of Competency

SITHFAB021 Provide responsible service of alcohol

Skill Set

SITSS00071 Responsible service of alcohol

At present, all states and territories have their own legislation and regulation relating to responsible service of alcohol, which is referenced and incorporated in training regarding RSA. A review and update of the current Training Package Products that relate to RSA is required to ensure competencies are up-to-date and also to work toward an RSA Unit of Competency that can be used across all jurisdictions to better address key industry needs.

The project focused on the following key points:

- cross-jurisdictional consistency of training
- changes to regulation in regard to RSA
- changes to training practices in relation to RSA.

Updates to the Training Package Products outlined above, will assist in addressing the fundamental need for consistency in RSA training across the country, and to ensure training practices are able to meet industry needs.

1.2 Timeframes and delays

Indicate if the project was delivered in accordance with the agreed timeframe. Include a clear rationale for any project delays.

The work order nominated 12 November 2019 as the agreed project completion date.

Consultation on the project has been slow due to the differing regulations in each state and the NSW liquor regulator raising concerns about the content of the unit. In addition, there have been recommendations from State Training Authorities (STAs) and industry and Registered Training Organisation (RTO) stakeholders to delay the project and lodge this Case for Endorsement with the Hospitality Case for Endorsement, as this RSA update will impact delivery of current qualifications if approved and published on training.gov.au in isolation of the wider Hospitality update.

Further delays due to the COVID-19 shutdown and disruption to the regular work environment resulted in difficulty accessing TAC members and stakeholders and slowed the project significantly.

The Tourism, Travel and Hospitality Industry Reference Committee (IRC) and SkillsIQ, however, provided the Department with quarterly project updates, and took care to inform the department about any changes to the project timeline. SkillsIQ worked steadily to complete the project, ensuring that access to stakeholders was a priority throughout the project.

2. Changes to training products and how these will meet the needs of industry

*Refer to **Attachment B** for information on how the proposed updates to qualifications will better support job roles in industry.*

- Describe the updates to training products that have been made as part of this project and how these changes respond to changes in industry skills needs (e.g. changes in job roles, new technology, regulatory changes, etc)

Cross-jurisdictional consistency

As stated earlier, all states and territories have their own legislation and regulations which set out RSA requirements in the workplace, and consequently these nuances must be included in training. Whilst all jurisdictions mandate compulsory RSA certification for their workforce with duties and responsibilities in serving or supplying alcohol, an RSA certification obtained in one jurisdiction may not always be recognised by another jurisdiction. For example, an RSA certification issued in Queensland is not recognised in New South Wales nor Victoria. Regulators in New South Wales and Victoria instead issue an RSA competency card and an RSA Certificate which is subsequently not recognised in Queensland, nor other jurisdictions.

The separate certification processes and Regulator requirements of states and territories mean that currently, hospitality workers who move interstate (i.e., across jurisdictions) to continue working in the sector need to do initial RSA training multiple times to comply with local workforce requirements.

Undertaking introductory RSA training more than once means individuals are covering skills and content already learnt (and in many cases, applied in a work setting), thereby creating a repetitive procedure not adding value to an individual's existing knowledge or skills-base.

The project has focused on the following key points:

- cross-jurisdictional consistency of training
- changes to regulation in regard to RSA
- changes to training practices in relation to RSA.

SITSS00071 Responsible service of alcohol, includes one unit; SITHFAB021 Provide responsible service of alcohol, which now incorporates the minimum common cross jurisdictional requirements across all jurisdictions.

3. Stakeholder consultation strategy

Refer to *Attachment C* for:

- *list of stakeholders that actively participated in consultation on the project*
- *summary feedback provided by stakeholder type and the IRCs response to this feedback*
- *summary of issues raised during stakeholder consultation and the IRCs response to these issues*

3.1 Identification of stakeholders

- Describe how stakeholders were identified and targeted for participation in this project (e.g. how were stakeholders who have a direct interest in the training products identified?)

SkillsIQ maintains an extensive database of stakeholders across multiple industries. Upon registration, stakeholders indicate the industries in which they are interested and then receive relevant and targeted electronic messages ('e-Blasts') throughout the project.

The SkillsIQ website provides comprehensive information about current projects. The Responsible Service of Alcohol project provided updates which were posted to the website throughout the project.

In addition, SkillsIQ liaised with industry stakeholders including liquor regulators to canvass issues to report to the Responsible Service of Alcohol Technical Advisory Committee (TAC) for consideration of any further changes.

3.2 Strategies for engaging stakeholders

- Outline the consultation strategies that were used to facilitate stakeholder participation used. How was the opportunity to participate via these consultation mechanisms promoted to industry?

The key methodology typically employed to conduct consultation activities was restricted somewhat due to COVID-19 stay-at-home orders and border closures in both 2020 and 2021. The primary method of consultation was therefore the proprietary SkillsIQ Online Feedback Forum, a web-based portal used to publish the consultation and validation drafts and gather feedback from national industry stakeholders. In addition to this, a series of consultation and validation webinars was hosted to ensure national access.

E-Blasts, newsletters and social media announcements were circulated through the following networks to ensure that information regarding the project reached a very broad range of industry stakeholders:

- SkillsIQ database and website
- Liquor regulators
- State and Territory Industry Training Advisory Bodies (ITABs)
- State Training Authorities
- IRC and TAC member networks.

3.3 Participation by different types of stakeholders

- Highlight how the consultation strategy supported participation by relevant stakeholders in rural, regional and remote (where appropriate) areas, and across states.

Training package products were available for review online 24 hours a day during the public consultation and validation periods. Consultation and validation webinars took place on a variety of days and times to ensure all states and territories were able to participate within business hours.

SkillsIQ staff provided briefings to industry stakeholders and liquor regulators, for example attending online forums run by the NSW Office of Liquor and Gaming for RTO stakeholders across the state to update on the project.

4. Evidence of industry support

4.1 Industry support

- Highlight evidence of industry support for the proposed training products provided through the consultation process.

Feedback received during the consultation and validation process highlighted support for the update of the unit and skill set. There is general support for the way the jurisdictional differences have been addressed in the unit.

Please refer to *Attachment C – summary of issues raised during consultation*, for more detail about actions that were taken between drafts to meet industry expectations.

4.2 Engagement of States and Territories

- Illustrate how states/territories have been actively engaged in the project, and the level of state and territory support for the proposed training products.

Throughout each key stage, states and territories have been afforded the opportunity to provide input through the engagement of employers, ITABs, STAs and various state and territory networks and representative bodies. Access to the draft Training Package Products and supporting documentation was provided to these stakeholders. Through these materials stakeholders have gained an understanding of the implementation requirements and potential issues.

STAs will be provided with access to Final Draft Training Package Products, the Case for Endorsement and the CVIG for final comment prior to submission for endorsement. A summary of support received by states and territories will be provided in Attachment G: Industry Support -Summary of STA support.

4.3 Mitigation strategies

- Include evidence that key stakeholders (including training providers) are aware of and support the mitigation strategies of the expected impacts of the changes. This should include any training package components proposed for deletion from the National Register.

A review and update of the current Training Package Products that relate to RSA is required to ensure competencies are up-to-date and also to work toward an RSA Unit of Competency that can be used across all jurisdictions to better address key industry needs.

In the short term, it is anticipated that there will be an administrative burden on RTOs as they transition to deliver the new Training Package Products and update their scope of registration, resources and assessment tools. RTOs will be required to ensure that appropriate equipment and resources are available for the delivery of the core Units and elective choices in this Qualification.

4.4 Letters of industry support

- Attach any industry letters of support for the proposed training products.

Members of the Tourism, Travel and Hospitality IRC and Responsible Service of Alcohol TAC have provided confirmation of their support for the new and updated Training Package proposed for endorsement.

Letters of support can be found in [*Attachment G: Industry Support, Summary of Stakeholder Support*](#).

5. Dissenting views

5.1 Dissenting views/issues raised

- Highlight any dissenting views (i.e. stakeholders views which differ from those of the IRC) raised during stakeholder consultations where resolution was not achieved
 - the IRCs response to the issues raised
 - efforts made to resolve divergent or outstanding issues

One state regulator raised an issue with the removal of the requirement to pour a standard drink from the performance evidence as the inclusion in the national Unit of Competency alleviated the need for this to be included in that state's bridging course for people from other jurisdictions. The removal of this requirement was progressed on the basis of significant industry feedback that this was an implementation barrier for completion of the unit and that the knowledge of responsible service practices and standard drinks was the key outcome of the unit, not the ability to pour a beverage, which is covered in other units of competency in the Training Package. It was noted that the regulators could make additional requirements on top of the unit for certification, whether that be through a formal bridging course or other means, at their discretion. For this reason, the removal of this requirement was upheld by the TAC and IRC.

STAs and RTO stakeholders consulted during the project raised the significant implementation issue that may arise should it be loaded to the National Register prior to the loading of the Hospitality project (scheduled for late 2021). The current RSA unit of competency is a prerequisite for a large number of units in the Hospitality qualifications and if it were to be superseded in advance of the remainder of the Training Package Products, this would in many cases cause students to be unable to progress in their broader qualifications.

For this reason, the IRC requests that the AISC approve the unit and skill set as submitted, but that final endorsement by Skills Ministers and loading to the national register be deferred to occur at the same time as the remaining Hospitality Training Package Products, due for consideration at the December 2021 AISC meeting.

5.2 Rationale for approval

- Identify the reasons why the IRC is recommending training package component(s) are approved despite these divergent views.

At present, all states and territories have their own legislation and regulation relating to responsible service of alcohol, which is referenced and incorporated in training regarding RSA. A review and update of the current Training Package Products that relate to RSA is required to ensure competencies are up-to-date and also to work toward an RSA Unit of Competency that can be used across all jurisdictions to better address key industry needs.

The project looks to address the following key points:

- cross-jurisdictional consistency of training
- changes to regulation in regard to RSA
- changes to training practices in relation to RSA.

The Tourism, Travel and Hospitality IRC supports this Case for Endorsement and believe the Training Package Products address the fundamental need for consistency in RSA training across the country, and will ensure training practices are available to meet industry needs.

6. Reports by exception

- Outline any:
 - report(s) by exception from states and territories
 - efforts by the SSO/IRC to resolve the identified issues
 - the rationale for the IRC position

STAs will be provided with access to the Final Draft training package products, the Case for Endorsement and the Tourism, Travel and Hospitality Companion Volume Implementation Guide (CVIG) for final comment prior to submission for endorsement.

Written support was received from XX, XX, XXX. (Fill in after STA review.)

Reports by Exception include XXXX. (Fill in after STA review.)

7. Mandatory Workplace Requirements

*Refer to **Attachment D** for a list of the units of competency, the MWR, the rationale for this, and evidence of employer support for this requirement.*

There are no mandatory workplace requirements.

8. Implementation of the new training packages

8.1 Implementation issues

- Describe any implementation issues raised by states and territories and/or other stakeholders and the proposed management strategy. For example:
 - how the downstream impacts (including, state and territory funding arrangements) of the changes will be managed (for example, where the case for endorsement recommends the deletion of units/qualifications).
 - implications for other training products in the training system

Any change to units and/or skill sets creates flow-on impacts for RTOs in relation to administrative systems, training resources and assessment materials. A positive impact for all RTOs will be the improved clarity with regard to current industry terminology and practices, technical information and assessment expectations.

In the short term, it is anticipated that there will be an administrative requirement of RTOs as they transition to delivery of the updated unit and skill set.

The following measures will need to be put into place to address systemic issues and ensure effective implementation:

- The creation of new training and assessment resources to reflect the requirements of the revised units

The allocation and management of funding associated with the delivery of new and revised Training Package Products will be determined by the appropriate state and territory bodies in consultation with industry stakeholders in their respective jurisdictions.

- Employers have been active contributors throughout this project and support the changes to the Training Package Products.

As above, of particular note for this Case for Endorsement is the significant implementation issue that may arise should it be loaded to the National Register prior to the loading of the Hospitality project (scheduled for late 2021). The current RSA unit of competency is a prerequisite for a large number of units in the Hospitality qualifications and if it were to be superseded in advance of the remainder of the Training Package Products, this would in many cases cause students to be unable to progress in their broader qualifications.

For this reason, the IRC requests that the AISC approve the unit and skill set as submitted, but that final endorsement by Skills Ministers and loading to the national register be deferred to occur at the same time as the remaining Hospitality Training Package Products.

8.2 Potential for traineeship or apprenticeships

- Include any recommendation from the allocated IRC/s as to whether the proposed training package component(s) may be the basis for a traineeship or an apprenticeship and the nominal duration of the traineeship or apprenticeship.

Not applicable.

8.3 Occupational and licensing requirements

- Explain any linkages between proposed training products and occupational and licensing requirements.

The unit incorporates the knowledge requirements, under state and territory liquor licensing law, for employees engaged in the sale, service or supply of alcohol.

Certification requirements differ across states and territories. In some cases, all people involved in the sale, service including promotional service and supply of alcohol in licensed premises must be certified in this unit. This can include the licensee and security staff.

This unit covers the RSA skill and knowledge requirements common to all states and territories. Some legislative requirements and knowledge will differ across borders. In some cases, after completion of this unit, state and territory liquor authorities require candidates to complete a bridging course to address these specific differences.

Those developing training to support this unit must consult the relevant state or territory liquor licensing authority to determine any accreditation arrangements for courses, trainers and assessors.

8.4 Extension to transition period

Where the need for an extension to the transition period is identified for training products that are the subject of this Case for Endorsement, the SSO will apply to the relevant regulator for an extension to transition, to mitigate the identified impact on other training products, particular student cohorts or industry business needs

- Outline if an extension to the transition period is likely to be required for any products being updated through this project (for example, when training package updates on the national register are expected to be delayed due to dependencies on other projects)
- If yes, please include details (e.g. products impacted, extension anticipated to be requested, rationale).

As noted above, the current RSA unit is listed as a prerequisite for a number of units in the existing Hospitality Training Package qualifications. The IRC recommends that this unit and skill set be held in draft format on the National Register until the Hospitality Training Package currently being updated is endorsed (due late 2021). This would then allow regulators and RTOs to prepare their updated course material on the basis of the approved unit, but not cause an implementation bottleneck with respect of completion of other qualifications.

9. Quality Assurance

The Case for Endorsement meets the following requirements:

<i>Standards for Training Packages 2012</i>	Y
<i>Training Package Products Policy</i>	Y
<i>Training Package Development and Endorsement Process Policy</i>	Y
<i>Companion Volume Implementation Guide is available and quality assured.</i>	Y

*Copies of quality assurance reports are included in **Attachment F**.*

10. Implementation of the Minister's priorities in training packages

*Refer to **Attachment E** for information on no enrolment and low enrolment qualifications reviewed as part of this project, and the outcomes of this review (i.e. product proposed for deletion or retention). Attachment D also includes the rationale for retaining no and/or low enrolment products when this is the proposal.*

Please include an explanation of how approval of the proposed training products will support the reform priorities for training packages agreed by skills ministers in November 2015 and October 2020:

<i>Streamlining/rationalisation of training products</i>	<ul style="list-style-type: none"> Outline the streamlining/rationalisation of the training products that will result from this project <p>The update of this unit and skill set should have the following impacts:</p> <ul style="list-style-type: none"> Reduced duplication of training by those workers relocating to a different jurisdiction Minimize the loss of wages for workers attending training rather than attending work Strengthen labour mobility across State and Territory borders Maximize retention of staff in the sector by supporting mobility.
	<ul style="list-style-type: none"> Describe the analysis of existing training products that has been undertaken during this project to ensure that existing units are used wherever possible, including cross-sector units. <p>This project includes a discrete skill set and unit that is used in many Hospitality qualifications. No other training package products exist to meet these needs.</p>
	<ul style="list-style-type: none"> If any proposed new qualifications or units are supported by existing training products, briefly explain why existing products are unsuitable

The update was required to ensure recent changes in legislative requirements for the service of alcohol are incorporated into the unit and skill set.

Show how this project will affect the net number of units and qualifications in the training products involved

This project has resulted in the update of one skill set and one unit.

<i>Ensure that more information about industry's expectations of training delivery is available to training providers to improve their delivery and to consumers to enable more informed course choices</i>	<p>Industry's expectation is that graduates will be equipped with the skills and knowledge to work under supervision to serve alcohol in a responsible manner.</p> <p>The Tourism, Travel and Hospitality Companion Volume Implementation Guide also provides implementation advice regarding the training package products included in this update.</p>
<i>Ensure the training system better supports individuals to move more easily between related occupations</i>	As mentioned previously, the revised unit will assist in facilitating cross-jurisdictional movement of workers by incorporating the minimum cross-jurisdictional skills and knowledge requirements for responsible service of alcohol.
<i>Improve the efficiency of the training system by creating units that can be owned and used by multiple industry sectors</i> <i>Foster greater recognition of skill sets and work with industry to support their implementation</i>	<p>The skill set and unit have the flexibility to be used in other qualifications and training packages where appropriate.</p> <p>Successful completion of the skill set provides the opportunity for the student to seek work in the hospitality industry without a full qualification.</p>

11. A link to the full content of the proposed training package component(s)

The AISC should be provided with a link to the full, developed training package component(s) to be approved under the Case for Endorsement.

Training Package products are provided in Attachment H: Training Package Products.

This Case for Endorsement was agreed to by the [name] IRC

Name of Chair

Bradley Woods

Signature of Chair

Date

Attachment A: Training products submitted for approval

Please set out in the table below, the training products submitted for approval, including showing whether this is an updated, new or deleted product.

Training Product Name		Type	For existing products, equivalence/non-equivalence status	For updated products, rationale for equivalence/non-equivalence status
Previous Qualification Code and Title	Replacement Qualification Code and Title		E = Equivalent, N = Non-equivalent)	
<i>Qualifications</i>				
NA				
<i>Units of competency</i>				
SITHFAB002 Provide responsible service of alcohol	SITHFAB021 Provide responsible service of alcohol	Updated	E	No change to workplace outcomes
<i>Skill Set</i>				
SITSS00055 Responsible service of alcohol	SITSS00071 Responsible service of alcohol	Updated	E	No change to skill set composition

Attachment B: How qualification updates support job roles

Please use the table below to demonstrate how the proposed updates to qualifications will better support job roles

Job role	Qualification	Proposed updates and how these better support the job role
Not applicable.		

Attachment C: Stakeholder consultation

List of stakeholders that actively participated in stakeholder consultation for the project:

Name	Organisation	Title	Industry	Representation Type	State
Tourism, Travel and Hospitality Industry Reference Committee					
Bradley Woods	Australian Hotels Association	Chief Executive Officer		Peak / Advisory / Association	WA
Lynda Douglas	Defence Catering	Director, National Skills Framework		Employer	ACT
David Gigg	Compass Group	General Manager - Organisational Development		Employer	NSW
Janette Illingsworth	The Star Entertainment Group	Group Training Partnership Manager		Employer	NSW
Iain McDougall	Hospitality Group Training	General Manager		Employer	WA
Reyna Mendes	ClubsNSW	Professional Development Manager		Peak / Advisory / Association	NSW
Claudia Sagripanti	Exhibition and Event Association of Australasia	Chief Executive		Peak / Advisory / Association	NSW
Stuart Lamont	Caravan Industry Association of Australia	Chief Executive Officer		Peak / Advisory / Association	VIC
Stephen Lunn	Australian Culinary Federation National Office	Teacher/Chef/Hospitality Trainer		Peak / Advisory / Association	TAS
Patrick Bedford	Tourism Central Australia	Chair		Peak / Advisory / Association	NT

Joanne Knight	Australian Municipal, Administrative, Clerical and Services Union	National Industrial Officer		Union	VIC
Responsible Service of Alcohol Technical Advisory Committee					
Bradley Woods	Australian Hotels Association	Chief Executive Officer		Peak / Advisory / Association	WA
David Gigg	Compass Group	General Manager - Organisational Development		Employer	NSW
Ron Browne	Clubs Australia	Professional Development Manager		Peak / Advisory / Association	NSW
Timothy Cusack	Department of Defence	Training Development Officer		Government Department	ACT
Ross Tims	Queensland Hotels Association	Industry Training and Safety Manager		Peak / Advisory / Association	QLD
Steve Old	Tasmania Hospitality Association	Chief Executive Officer		Peak / Advisory / Association	TAS
John Green	Australian Hotels Association NSW	Director		Peak / Advisory / Association	NSW
John Hart	Restaurant and Catering Australia	Executive Director		Restaurant and Catering Australia	NSW
David Lorkin	Harvest Education Technical College	General Manager – Organisational Development		Registered Training Organisation	QLD
Des Crowe	Hospitality NT	Chief Executive Officer		Peak / Advisory / Association	NT
Julie Ryan	Retail Drinks Australia	Chief Executive Officer		Retail Drinks Australia	NSW

Industry Stakeholders					
Jenny Treasure	AAAT	<i>Please note positional titles were not requested of stakeholders throughout the project as consultation was conducted prior to the release of the new Case for Endorsement template.</i>	Hospitality - VET	Registered Training Provider	WA
Colleen Drew	ABRA QLD		Hospitality - VET	Registered Training Provider	QLD
Jenny Treasure	Access All Areas Training		Hospitality - VET	Registered Training Provider	WA
Mark Diem	AIPT		Hospitality - VET	Registered Training Provider	QLD
Grade Wicker	Allara Learning		Hospitality - VET	Registered Training Provider	NSW
Tim Chensee	Allara Learning		Hospitality - VET	Registered Training Provider	NSW
Elizabeth Blyth	Allara Learning		Hospitality - VET	Registered Training Provider	NSW
Takemora Satoa	APTC		Tourisma and Hospitality	Employer	NSW
Mark Costello	Asset College		Hospitality - VET	Registered Training Provider	NSW
Mark Costello	Asset College		Hospitality - VET	Registered Training Provider	QLD
Leanne Gillen	Austrain Academy		Hospitality - VET	Registered Training Provider	NSW
Kevin Tabi	Australia Pacific Training Coalition		Hospitality - VET	Registered Training Provider	National
Diane Crittenden	Australian Academy		Hospitality - VET	Registered Training Organisation	NSW

Liz Turley	Australian Hotels Association SA		Hospitality	Industry Association	SA
Tracey Hancock	Australian Skills Quality Authority		VET regulator	Government	National
Monica Wiggins	Avidity Training and Development		Hospitality - VET	Registered Training Organisation	TAS
Alison Elliott	Axial		Hospitality - VET	Registered Training Provider	QLD
Jane Andrews	Box Hill Institute		Hospitality - VET	Registered Training Provider	VIC
Avril Switalla	Chisholm Institute		Hospitality - VET	Registered Training Organisation	VIC
Warrick Steabben	CHT Melbourne		Hospitality - VET	Registered Training Provider	VIC
Michelle Hall	Clubs WA				WA
Alena Ford	Colleges Australia		Hospitality - VET	Registered Training Organisation	QLD
Alison Heagney	Community College Northern Inland		Hospitality - VET	Registered Training Organisation	NSW
Warrick Steabben	Complete Hospitality Training		Hospitality - VET	Registered Training Organisation	VIC
Heather Chand	Consultant			Consultant	
Beth Wilson	CRC Sydenham		Hospitality - VET	Registered Training Provider	VIC
Jay Grace	Crown Perth		Hospitality - VET	Employer/ Registered Training Organisation	WA

Erin Powell	CTA Training Specialists		Hospitality - VET	Registered Training Organisation	QLD
Aaron Bray	CTA Training Specialists		Hospitality - VET	Registered Training Provider	QLD
David Sherwin	David Sherwin				VIC
Amy Hobson	Department of Education		Government	Government Department	QLD
Paul Muenchow	Department of Training and Workforce Development		Government	Government Department	WA
Kirsten Bacon	Dept of Education Tasmania		Government	Government Department	TAS
Roy Leurs	Dept of Education Tasmania		Government	Government Department	TAS
Paul Muenchow	Dept of Training and Workforce Development		Government	Government Department	WA
Judi Cawthorn	The Department of Education Tasmania		Government	Government Department	TAS
Kylie Hoschke	ETC LTD		Hospitality - VET	Employemnt Service/ Registered Training Provider	NSW
Patrice Longville	Evolution Hospitality Institute		Hospitality - VET	Registered Training Organisation	NSW
Tracey Farrow	Future Now		Hospitality - VET	Registered Training Organisation	WA
Tracey Farrow	Future Now		Hospitality - VET	Registered Training Provider	VIC
Rosemary Maaser	Gordon TAFE		Hospitality - VET	Registered Training Provider	VIC

Lynda Williams	Guilford Young College		VET in Schools	Registered Training Provider	TAS
Sarah Andrews	Hospitality NT		Hospitality	Peak Industry Body	NT
Marnie Parker	Independent Schools Queensland		Hospitality - VET	Registered Training Provider	QLD
Yvonne Webb	Industry Skills Advisory Council NT		Tourism and hospitality	Inudustry Training Advisory Body	NT
Claire Monks	ISACNT		Tourism and hospitality	Inudustry Training Advisory Body	NT
Gail Kachel	Joblink Plus		Hospitality - VET	Employemnt Service/ Registered Training Provider	NSW
Miranda Biamis	Lion House		Hospitality - VET	Registered Training Organisation	VIC
Leanne Silveri	Liquor and Gaming NSW		Liquor and Gaming	Government Regulator	NSW
Pauline Phillips	Liquor and Gaming NSW		Liquor and Gaming	Government Regulator	NSW
Adam Moore	MADEC		Hospitality - VET	Registered Training Provider	SA
Sally Browne	MADEC		Hospitality - VET	Registered Training Provider	SA
Marisa Licandro	Marist Regional College		Hospitality - VET	Registered Training Organisation	TAS
Gurpreet Bhatia	MCIE		Hospitality - VET	Registered Training Provider	VIC
Claire Wilson	MGA		Hospitality - VET	Employer Association/ Registered Training Organisation	VIC

Claire Wilson	MGA Industry Retailers		Hospitality - VET	Employer Association/ Registered Training Provider	VIC
Claire Wilson	MGA Industry Training		Hospitality - VET	Employer Association/ Registered Training Provider	VIC
Amy hickman	Miss				VIC
Fran Baldry	Mountain Creek SHS		VET in Schools	Registered Training Provider	QLD
Alison Percy	Mountain District Learning Centre		Hospitality - VET	Registered Training Organisation	VIC
Fleur Sharman	North Regional Tafe		Hospitality - VET	Registered Training Provider	WA
Craig Schaffer	North Regional Tafe, Broome campus		Hospitality - VET	Registered Training Provider	WA
Meagan Martin	Novaskill		Hospitality - VET	Registered Training Provider	NSW
Rachel Woods	Novaskill		Hospitality - VET	Registered Training Provider	NSW
John Carter	NR TAFE		Hospitality - VET	Registered Training Provider	WA
Wayne Bonsak	Prestige Service Training		Hospitality - VET	Registered Training Provider	NSW
Wayne Bonsak	Prestige Service Training		Hospitality - VET	Registered Training Organisation	VIC
Robyn Gooley	QCAA		Tertiary Education	University	QLD
Kathryn Moody	QTIC		Tourism and hospitality	Industry Training Advisory Body	QLD
Jackie Moriarty	Quality Service Skills		Hospitality - VET	Registered Training Provider	VIC

Sam Tucker	Quality Training and Hospitality College		Hospitality - VET	Registered Training Organisation	NSW
Stephen Furlong	Queensford College		Hospitality - VET	Registered Training Provider	NSW
Stephen Furlong	Queensford College		Hospitality - VET	Registered Training Provider	QLD
Robyn Bergmansons	Queensland Department of Education		Department of Education	Government	QLD
Natasha Montesalvo	Queensland Tourism Industry Council		Tourism and hospitality	Industry Training Advisory Body	QLD
Nicole Avery	RAPAD Skilling		Hospitality - VET	Registered Training Provider	QLD
Katrina Higham	Restaurant & Catering Association		Hospitality	Industry Association	NSW
Graham Megginson	Restaurant & Catering Industry Association of Australia		Hospitality	Industry Association	NSW
Angela Miller	Restaurant & Catering Industry Association of Australia		Hospitality	Industry Association	NSW
Jason Hinton	RLSSWA		Hospitality - VET	Registered Training Provider	WA
Emily Melgar	Salford College		Hospitality - VET	Registered Training Organisation	SA
Erin Powell	Servir Group Pty Ltd		Hospitality - VET	Registered Training Provider	NSW
Stuart Dawe	Smartskill		Hospitality - VET	Registered Training Organisation	QLD

Jenni Southern	Smartskill Pty Ltd		Hospitality - VET	Registered Training Provider	QLD
John Moore	SMTAFE		Hospitality - VET	Registered Training Provider	WA
Johnese Mullen	South Regional TAFE		Hospitality - VET	Registered Training Organisation	WA
Peter Homan	SQCT		Hospitality - VET	Registered Training Provider	QLD
Lailani Zarraga	Stanley College		Hospitality - VET	Registered Training Organisation	WA
Ryan Hartley	Statewide Business Training Pty Ltd		Hospitality - VET	Registered Training Provider	NSW
Peter O'Kelly	TAFE		Hospitality - VET	Registered Training Provider	NSW
Michelle Moore	Tafe		Hospitality - VET	Registered Training Provider	NSW
Amanda Roddenby	TAFE NSW		Hospitality - VET	Registered Training Organisation	NSW
Buckley Findlay	TAFE NSW		Hospitality - VET	Registered Training Organisation	NSW
Jane Woodiwiss	TAFE NSW		Hospitality - VET	Registered Training Organisation	NSW
Janet Hanlan	TAFE NSW		Hospitality - VET	Registered Training Organisation	NSW
Jennifer Stuart	TAFE NSW		Hospitality - VET	Registered Training Organisation	NSW
Michelle Moore	TAFE NSW		Hospitality - VET	Registered Training Organisation	NSW

Jenni Downes	TAFE NSW		Hospitality - VET	Registered Training Provider	NSW
Jenni Balenzano	TAFE NSW		Hospitality - VET	Registered Training Provider	NSW
Janet Spencer	TAFE NSW		Hospitality - VET	Registered Training Provider	NSW
Jim McMahon	TAFE NSW		Hospitality - VET	Registered Training Provider	NSW
MICHELLE MOORE	TAFE NSW		Hospitality - VET	Registered Training Provider	NSW
Jessica Gwynne	TCP Training		Hospitality - VET	Registered Training Organisation	QLD
Rowan Sapwell	The Gordon		Hospitality - VET	Registered Training Organisation	QLD
Ann McClintock	TLK Community College		Hospitality - VET	Registered Training Provider	QLD
Ainslie Divers	Urban E learning		Hospitality - VET	Registered Training Provider	QLD
Melissa Differ	Urban E-Learning		Hospitality - VET	Registered Training Organisation	TAS
Melissa Differ	Urban Global		Hospitality - VET	Registered Training Organisation	TAS
Steven J Asnicar	Urban Global		Hospitality - VET	Registered Training Provider	NSW
Danielle McAuliffe	VCAA		Hospitality - VET	Registered Training Provider	NSW
Jaylene Trovato	VERTO Ltd.		Hospitality - VET	Registered Training Provider	VIC
Alison Hollands	Victoria University		Hospitality - VET	Registered Training Provider	NSW

Kirstin Ritchens	Vivacity		Hospitality - VET	Registered Training Provider	QLD
Kristy Files	Western Riverina Community College		Hospitality - VET	Registered Training Provider	QLD
Amy D'Cruz	William Angliss Institue		Hospitality - VET	Registered Training Provider	QLD
David Kerr	William Angliss Institute		Hospitality - VET	Registered Training Provider	QLD
Jillian Hingston	William Angliss Institute		Hospitality - VET	Government	VIC
Amy D'Cruz	William Angliss Institute		Hospitality - VET	Employemnt Service/ Registered Training Provider	
Katherine King	William Angliss Institute		Hospitality - VET	Registered Training Organisation	VIC
Sherren Rahaley	Wodonga TAFE		Hospitality - VET	Registered Training Organisation	TAS
Anh Tran	Complete Hospitality Training		Hospitality - VET	Registered Training Organisation	VIC

Summary of Feedback by Stakeholder type: *Please see table below for Summary of Issues, including Stakeholder Type.*

Stakeholder Type	Key Feedback Points	Actions Taken to Address Feedback
Industry Reference Committee (IRC) Representatives	•	
Peak Industry Bodies	•	
Employers(Non-IRC)	•	
Regulators	•	
Registered Training Organisations (RTOs)	•	
Training Boards/Other	•	
State and Territory Training Authorities (STAs)	•	
Unions	•	
<i>Please add other categories as appropriate</i>	•	

Summary of Issues raised during stakeholder consultation

Issue raised	Stakeholder Type	Key Feedback Points	Actions Taken to Address Feedback
Consultation Draft 1 feedback			
Request to include delivery services in application statement	RTO	<ul style="list-style-type: none"> Delivery services should be included as they may need to recognise minors when delivering alcohol 	Delivery services added to application statement for unit.

Request to include recognition of the use of illicit substances	Peak Industry body	<ul style="list-style-type: none"> Requesting an additional element regarding identifying patrons under the influence of illicit substances 	TAC agreed that illicit substances fall outside the remit of responsible service of alcohol, which is the focus of this unit. Not included.
Request for additional training on discrimination	Peak Industry Body	<ul style="list-style-type: none"> Request to include more training on recognition of people with disability as inexperienced staff may refuse to serve them. Need more content on recognising signs of intoxication. 	TAC reviewed content and agreed that this is covered sufficiently in the elements and performance criteria and also in the knowledge evidence. Not included.
Foundation skills	RTOs	<ul style="list-style-type: none"> Request to include foundation skills for writing incident reports and problem solving when dealing with customers. 	TAC reviewed and agreed that these skills were explicit in performance criteria, therefore did not need to be repeated in the foundation skills sections. Not included.
Role plays as part of Performance Evidence	RTOs	<ul style="list-style-type: none"> Request to ensure that practical demonstration via role plays is not mandated in performance evidence 	This is an implementation issue at the discretion of the RTO delivering and assessing. Unit template does not provide for mandating assessment methods. TAC agreed not to include.
Support for all performance evidence to be able to be collected in an online format	RTOs	<ul style="list-style-type: none"> Request to ensure that all performance evidence may be collected in an online environment to ensure access for a range of learner cohorts in varying geographic areas. 	Performance evidence is written to allow for online assessment. TAC upheld this content. No change required.
Clarity of wording of performance evidence	RTOs	<ul style="list-style-type: none"> Request to change “source and document” organisational or house policies to source and explain to allow for different learner cohorts and to reflect that workers would not document these policies, they 	TAC agreed. Change implemented.

		would read them and explain to customers.	
Specific population groups	RTOs	<ul style="list-style-type: none"> Request to remove mention of specific population groups from performance and knowledge evidence. 	TAC reviewed and disagreed as knowledge of the requirements of different population groups and how to deal with them is essential in understanding responsible service. Not actioned.
Sourcing organisational or house policies	RTOs	<ul style="list-style-type: none"> Request to allow for template organisational or house policies to be used for purposes of assessment. 	TAC reviewed and agreed. Change to assessment conditions to state “template organisational or house policies”.
Factors affecting intoxication	RTO	<ul style="list-style-type: none"> Request to remove factors affecting intoxication from knowledge evidence. 	TAC disagreed as this is essential knowledge when performing responsible service. No change.
Assessment environment	RTO	<ul style="list-style-type: none"> Request to reinstate requirement for a fully operational bar for assessment 	TAC reviewed and concluded that the unit could be delivered and assessed without the requirement of a fully operational bar. No change.
Consultation Draft 2 feedback			
Support for revised unit content and assessment requirements	Peak Industry Body, RTOs	<ul style="list-style-type: none"> Support for revised performance criteria, performance evidence and knowledge evidence as an improvement in terms of being able to deliver requisite skills and knowledge. 	TAC acknowledged support. No change required.
Knowledge regarding fraudulent documents	RTO	<ul style="list-style-type: none"> Request more content on recognising fraudulent driver’s licenses, passports, etc. being used for identification purposes/ 	TAC reviewed and agreed that this falls outside the remit of responsible service. No change.
Difference between verbal warning and refusal of service	RTO	<ul style="list-style-type: none"> Request for more clarity on the difference between a verbal warning and refusal of service. 	TAC reviewed and felt that the content was sufficiently clear. No change.
Costs and effects of alcohol	RTOs	<ul style="list-style-type: none"> Request for more content on the costs of alcohol to the community and the 	TAC reviewed and felt that the unit was about responsible service. Workers will not be required

		effect of alcohol on medical conditions such as cancer.	to refuse service on the basis of the costs or impacts of alcohol, therefore this content is not relevant to this unit. No change.
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Attachment D: Mandatory Workplace Requirements in Training Products

Please set out in the table below training products which include a mandatory workplace requirement (i.e. which must be completed in a workplace)

Code/title	Description of the Requirement (e.g. work placement, assessment requirement)	Rationale for Inclusion	Evidence of employer support
		Not Applicable	

Attachment E: No enrolment and low enrolment training products

No Enrolment:

Please set out in the table below those training products that have had no enrolments over the past three years for which data is available

Units of Competency		
Name of Unit/Unit Code	Proposed for retention/deletion	Rationale for Retention
<i>Not applicable</i>		
Qualifications		
Name of Qualification/ Qualification Code	Proposed for retention/deletion	Rationale for Retention

Low Enrolment:

Please set out in the table below those training products that have had low enrolments over the past three years for which data is available¹

Units of Competency		
Name of Unit/Unit Code	Proposed for retention/deletion	Rationale for Retention
<i>Not applicable</i>		
Qualifications		
Name of Qualification/ Qualification Code	Proposed for retention/deletion	Rationale for Retention

¹ Low enrolment training products are qualifications or units of competency that have had less than 42 enrolments in each of the past three years (*this is the maximum no. of enrolments for the bottom 25% of qualifications based on average enrolments over 2016 - 2018*)

Attachment F: Quality assurance reports

- Independent Quality Report
- Editorial and Equity Report

Training Package Quality Assurance

Quality Report Template

Section 1 – Cover page

Information required	Detail
Training Package title and code	SIT Tourism, Travel and Hospitality Training Package Responsible Serving of Alcohol Project
Number of new qualifications and their titles ¹	Nil
Number of revised qualifications and their titles	Nil One revised Skill Set SITSS00071 Responsible service of alcohol
Number of new units of competency and their titles	Nil
Number of revised units of competency and their titles	One revised unit of competency SITHFAB021 Provide responsible service of alcohol
Confirmation that the panel member is independent of: <ul style="list-style-type: none"> the Training Package or Training Package components review ('Yes' or 'No') development and/or validation activities associated with the Case for Endorsement ('Yes' or 'No') undertaking the Equity and/or Editorial Reports for the training package products that are the subject of this quality report ('Yes' or 'No') 	Bernadette Delaney is independent of the training products review , development or validation process. She did not undertake the Equity and/or Editorial reviews. Yes. Yes. Yes.
Confirmation of the Training Packages or components thereof being compliant with the <i>Standards for Training Packages 2012</i>	Yes, the unit is compliant.
Confirmation of the Training Packages or components thereof being compliant with the <i>Training Package Products Policy</i>	Yes, the unit is compliant.
Confirmation of the Training Packages or components thereof being compliant with the <i>Training Package Development and Endorsement Process Policy</i>	Yes, the unit is compliant.
Panel member's view about whether: <ul style="list-style-type: none"> the evidence of consultation and validation process being fit for purpose and commensurate with the scope estimated impact of the proposed changes is sufficient and convincing 	Consultation was appropriate and commensurate with the project scope. Implementation issues have been reported in the <i>Case for Endorsement</i> .
Name of panel member completing Quality Report	Bernadette Delaney
Date of completion of the Quality Report	10/6/21

¹ When the number of training products is high the titles can be presented as an attached list.

Training Package Quality Assurance

Section 2 – Compliance with the Standards for Training Packages 2012

Standards for Training Packages	Standard met 'yes' or 'no'	Evidence supporting the statement of compliance or noncompliance (including evidence from equity and editorial reports)
<p>Standard 1</p> <p>Training Packages consist of the following:</p> <ol style="list-style-type: none"> 1. AISC endorsed components: <ul style="list-style-type: none"> • qualifications • units of competency • assessment requirements (associated with each unit of competency) • credit arrangements 2. One or more quality assured companion volumes 	Yes	<p>Standard 1 was met.</p> <p>Unit and associated assessment requirements</p> <p>1 revised unit.</p> <p>Qualifications</p> <p>No qualifications</p> <p>No credit arrangements</p> <p>Implementation Guide</p> <p>SIT Tourism, Travel and Hospitality Training Package Companion Volume Implementation Guide (CVIG RX.0).</p> <p>One Skill Set</p>
<p>Standard 2</p> <p>Training Package developers comply with the <i>Training Package Products Policy</i></p>	Yes	<p>Standard 2 was met.</p> <p>The unit of competency <i>SITSS00071 Responsible service of alcohol</i> adheres to the <i>Training Package Products Policy</i> by:</p> <ul style="list-style-type: none"> • presenting correct code and titling • listing relevant Foundation Skills on the unit • addressing access and equity in the CVIG • providing mapping information on the unit and in the CVIG • including equivalence status in the CVIG.
<p>Standard 3</p> <p>Training Package developers comply with the AISC <i>Training Package Development and Endorsement Process Policy</i></p>	Yes	<p>Standard 3 was met.</p> <p>The unit of competency <i>SITSS00071 Responsible service of alcohol</i> adheres to the <i>Training Package Development and Endorsement Process Policy</i> by:</p> <ul style="list-style-type: none"> • following a work order from 2019 and conducting initial consultation in 2019 • conducting Validation consultation during September to October 2020 • establishing a management structure for the unit development of the Tourism, Travel and Hospitality Industry Reference Committee (IRC) • establishing an industry expert committee - Responsible Service of Alcohol Technical Advisory Committee (TAC)

Training Package Quality Assurance

Standards for Training Packages	Standard met 'yes' or 'no'	Evidence supporting the statement of compliance or noncompliance (including evidence from equity and editorial reports)
		<ul style="list-style-type: none"> • using SkillsIQ communication tools for consultation: online web portal as a feedback forum; emails, newsletters and targeted contacts • using consultation and validation webinars to ensure national and regional access • gathering and synthesising industry views to inform unit content • conducting briefings by SkillsIQ of industry stakeholders and liquor regulators, and attending online forums run by different organisations such as the NSW Office of Liquor and Gaming forum for RTOs • contacting a broad range of government; State Training Authorities; industry; regulators and RTOs to gain views and feedback on the unit design and content as well as associated issues of implementation. <p>Attachment C in the <i>Case for Endorsement</i> lists all stakeholders as well as a summary of issues raised during consultations.</p>
Standard 4 Units of competency specify the standards of performance required in the workplace	Yes	Standard 4 was met. The unit of competency <i>SITHFAB021 Provide responsible service of alcohol</i> specified the standards of performance required for serving of alcohol in a range of appropriate workplaces.
Standard 5 The structure of units of competency complies with the unit of competency template	Yes	Standard 5 was met. The Editorial Report (10/6/21) confirmed compliance with Standard 5. The structure of the unit complied with the template as set out in the <i>Standards for Training Packages</i> . The unit design had followed the requirements and the instructions outlined in detail on this template.

Training Package Quality Assurance

Standards for Training Packages	Standard met 'yes' or 'no'	Evidence supporting the statement of compliance or noncompliance (including evidence from equity and editorial reports)
<p>Standard 6</p> <p>Assessment requirements specify the evidence and required conditions for assessment</p>	Yes	<p>Standard 6 was met.</p> <p>Assessment requirements specified the performance and knowledge evidence and outlined the processes to be demonstrated. Assessment conditions and assessor requirements were clearly stated. There was good detail provided on the resources required to assess the unit.</p>
<p>Standard 7</p> <p>Every unit of competency has associated assessment requirements. The structure of assessment requirements complies with the assessment requirements template</p>	Yes	<p>Standard 7 was met.</p> <p>Editorial Report (10/6/21) also confirms compliance. The unit had associated assessment requirements with a consistent style. Assessment requirements followed the required template. There were clear links between required evidence and the unit of competency.</p>
<p>Standard 8</p> <p>Qualifications comply with the Australian Qualifications Framework specification for that qualification type</p>	NA	
<p>Standard 9</p> <p>The structure of the information for the Australian Qualifications Framework qualification complies with the qualification template</p>	NA	
<p>Standard 10</p> <p>Credit arrangements existing between Training Package qualifications and Higher Education qualifications are listed in a format that complies with the credit arrangements template</p>	NA	

Training Package Quality Assurance

Standards for Training Packages	Standard met 'yes' or 'no'	Evidence supporting the statement of compliance or noncompliance (including evidence from equity and editorial reports)
<p>Standard 11</p> <p>A quality assured companion volume implementation guide produced by the Training Package developer is available at the time of endorsement and complies with the companion volume implementation guide template.</p>	Yes	<p>Standard 11 was met.</p> <p>A quality assured <i>Hospitality, Tourism and Travel Companion Volume Implementation Guide</i> was available and complied with the template. The CVIG presented applies to the review and redevelopment of <i>Responsible Service of Alcohol</i> components. It has been requested by the developer, SkillsIQ, to be held for release with the update of <i>SIT Tourism, Travel and Hospitality Training Package</i>, which includes a range of training products that are currently under review and are due for consideration at the December 2021 AISC meeting. This request has been made by the Tourism, Travel and Hospitality Industry Reference Committee due to the prerequisite status of the current RSA unit.</p>
<p>Standard 12</p> <p>Training Package developers produce other quality assured companion volumes to meet the needs of their stakeholders as required.</p>	NA	

Training Package Quality Assurance

Section 3 – Compliance with the training package quality principles

Note: not all training package quality principles might be applicable to every training package or its components. Please provide a supporting statement/evidence of compliance or non-compliance against each principle.

Quality principle 1. Reflect identified workforce outcomes

Key features	Quality principle is met: Yes / No or N/A	Evidence demonstrating compliance/non compliance with the quality principle Please see examples of evidence in the <i>Training Package Development and Endorsement Process Policy</i>
Driven by industry's needs	Yes	<p>The unit <i>SITHFAB021 Provide responsible service of alcohol</i> addressed these industry needs in its development:</p> <ul style="list-style-type: none"> • updating the unit to respond to a national context and incorporate cross-jurisdictional consistency of training • changes to regulation regarding RSA through different State/Territory Liquor Acts • changes to training practices in relation to RSA, such as increased online delivery as well as some states (Vic & NSW) requiring face to face training. <p>Throughout the development process States/ Territories provided relevant information about their particular industry needs so that a consensus could be reached on this unit.</p>
<p>Compliant and responds to government policy initiatives</p> <p>Training package component responds to the COAG Industry and Skills Council's (CISC) training package-related initiatives or directions, in particular the 2015 training package reforms. Please specify which of the following CISC reforms are relevant to the training product and identify supporting evidence:</p> <ul style="list-style-type: none"> • ensure obsolete and superfluous qualifications are removed from the system • ensure that more information about industry's expectations of training delivery is available to training providers to 	Yes	<p>The <i>Case for Endorsement</i> outlined how these training products aligned with training package quality principles. This included:</p> <ul style="list-style-type: none"> • identifying and revising obsolete training products • reducing duplication of training by those workers relocating to a different jurisdiction • ensuring recent changes in legislative requirements for the service of alcohol are incorporated into the unit and skill set • providing through the <i>Hospitality, Tourism and Travel Implementation Guide</i> information for RTOs on implementation issues and industry's expectations of training and assessment. • providing an RSA unit that can be suitable to a range of workplaces and across jurisdictions which increases the efficiency of the training system • presenting a skill set.

Training Package Quality Assurance

<p>improve their delivery and to consumers to enable more informed course choices</p> <ul style="list-style-type: none"> • ensure that the training system better supports individuals to move easily from one related occupation to another • improve the efficiency of the training system by creating units that can be owned and used by multiple industry sectors • foster greater recognition of skill sets 		
<p>Reflect contemporary work organisation and job profiles incorporating a future orientation</p>	<p>Yes</p>	<p>The unit is designed to suit a range of employment contexts and provide transferable skills across enterprises in the hospitality industry. It covers a wide range of job roles selling or serving alcohol including food and beverage attendants; packaged liquor salespersons selling in person, over the phone or online; winery, brewery and distillery cellar door staff; delivery services and supplier sales representatives. The unit also applies to security staff who monitor customer behaviour and to the licensee who is ultimately responsible for responsible service of alcohol (RSA) management.</p>

Quality principle 2: Support portability of skills and competencies including reflecting licensing and regulatory requirements

Key features	Quality principle is met: Yes / No or N/A	Evidence demonstrating compliance with the quality principle Please see examples of evidence in the <i>Training Package Development and Endorsement Process Policy</i>
<p>Support movement of skills within and across organisations and sectors</p>	<p>Yes</p>	<p>According to the <i>Case for Endorsement</i> the development of the unit <i>SITHFAB021 Provide responsible service of alcohol</i> will:</p> <ul style="list-style-type: none"> • strengthen labour mobility across State and Territory borders • maximize retention of staff in the sector by supporting mobility. <p>This unit and skill set will be used across hospitality settings.</p>

Training Package Quality Assurance

Key features	Quality principle is met: Yes / No or N/A	Evidence demonstrating compliance with the quality principle Please see examples of evidence in the <i>Training Package Development and Endorsement Process Policy</i>
Promote national and international portability	Yes	The development of this unit considered a range of work contexts and job roles, involving serving and selling of alcohol, across Australia.
Reflect regulatory requirements and licensing	Yes	<p>The <i>Case for Endorsement</i> explains that this unit ‘incorporates the knowledge requirements, under state and territory liquor licensing law, for employees engaged in the sale, service or supply of alcohol’ (CfE,p13).</p> <p>The unit provides information on certification as stated in the CfE.</p> <p><i>Certification requirements differ across states and territories. In some cases, after completion of this unit, state and territory liquor authorities require candidates to complete a bridging course to address these specific differences.</i></p> <p><i>Those developing training to support this unit must consult the relevant state or territory liquor licensing authority to determine any accreditation arrangements for courses, trainers and assessors.</i></p>

Quality principle 3: Reflect national agreement about the core transferable skills and core job-specific skills required for job roles as identified by industry

Key features	Quality principle is met: Yes / No or N/A	Evidence demonstrating compliance with the quality principle Please see examples of evidence in the <i>Training Package Development and Endorsement Process Policy</i>
Reflect national consensus	Yes	Gaining a national consensus to assist in portability was one of the main objectives and outcomes of this unit - <i>SITHFAB021 Provide responsible service of alcohol</i> - development. National industry stakeholders were fully involved in the development at all stages of the project.
Recognise convergence and connectivity of skills	Yes	As discussed above, this unit can be used across all jurisdictions to better address key industry needs.

Training Package Quality Assurance

Quality principle 4: Be flexible to meet the diversity of individual and employer needs including the capacity to adapt to changing job roles and workplaces

Key features	Quality principle is met: Yes / No or N/A	Evidence demonstrating compliance with the quality principle Please see examples of evidence in the <i>Training Package Development and Endorsement Process Policy</i>
Meet the diversity of individual and employer needs	Yes	This unit applies to a range of workplaces where alcohol is sold, served or supplied, including all types of hospitality venues, packaged liquor outlets and wineries, breweries and distilleries. In some cases, people involved in promotional service and supply of alcohol in licensed premises must be certified in this unit. This can include the licensee and security staff.
Support equitable access and progression of learners	Yes	There are no prerequisites to this unit. Entry is open. The Foundation Skills stated on the unit will assist RTOs and students in identifying the language, literacy, numeracy and employment skills that are essential to performance in this unit.

Quality principle 5: Facilitate recognition of an individual's skills and knowledge and support movement between the school, vocational education and higher education sectors

Key features	Quality principle is met: Yes / No or N/A	Evidence demonstrating compliance with the quality principle Please see examples of evidence in the <i>Training Package Development and Endorsement Process Policy</i>
Support learner transition between education sectors	Yes	This unit is relevant to a range of qualifications across the hospitality, tourism and travel sectors.

Quality principle 6: Support interpretation by training providers and others through the use of simple, concise language and clear articulation of assessment requirements

Key features	Quality principle is met: Yes / No or N/A	Evidence demonstrating compliance with the quality principle Please see examples of evidence in the <i>Training Package Development and Endorsement Process Policy</i>
Support implementation across a range of settings	Yes	This RSA unit has wide applicability across industries and the broad consultation response as outlined in the <i>CfE</i> provides evidence for the range of industries and settings where this unit is relevant (<i>CfE</i> p17).

Training Package Quality Assurance

Key features	Quality principle is met: Yes / No or N/A	Evidence demonstrating compliance with the quality principle Please see examples of evidence in the <i>Training Package Development and Endorsement Process Policy</i>
Support sound assessment practice	Yes	The Assessment Requirements are detailed and based on industry feedback across Australia for necessary requirements. The Performance Evidence is structured so the inclusion of online assessment is possible. Assessment rigor is evidence in the thorough detail provided on the performance criteria, the performance and knowledge evidence and the requirement of assessors to meet regulator requirements but also to <i>'have worked in industry for at least three years where they have applied the skills and knowledge of this unit of competency.'</i>
Support implementation	Yes	The <i>Companion Volume Implementation Guide</i> is appropriately set out and provides advice about implementation.

Training Package Quality Assurance

Editorial Report

1. Cover page	
Information required	Detail
Training Package title and code	SIT Tourism, Travel and Hospitality Training Package Responsible Service of Alcohol (RSA)
Number of new qualifications and their titles	<ul style="list-style-type: none"> Nil
Number of revised qualifications and their titles	<ul style="list-style-type: none"> Nil
Number of new units of competency and their titles	<ul style="list-style-type: none"> Nil
Number of revised units of competency and their titles	1 revised unit: <ul style="list-style-type: none"> SITHFAB021 Provide responsible service of alcohol
Confirmation that the draft training package components are publication-ready	Yes - draft training package components are publication-ready.
Is the Editorial Report prepared by a member of the Quality Assurance Panel? If 'yes' please provide a name.	Yes – Anna Henderson
Date of completion of the report	10062021

2. Content and structure

Units of competency

Editorial requirements	Comments
Standard 5: <ul style="list-style-type: none"> The structure of units of competency complies with the unit of competency template. 	The structure of the draft Units complies with all aspects of the Unit of Competency template: application, elements, performance criteria, foundation skills and unit mapping information. Advice about foundation skills is provided in the SIT Tourism, Travel and Hospitality Training Package Companion Volume Implementation Guide (CVIG), Release X.0.

Training Package Quality Assurance

Editorial requirements	Comments
	Language, literacy and numeracy (LLN) and employment skills essential to performance that are not explicit in the Performance Criteria of Units of Competency are summarised in the Unit's foundation skills table.
Standard 7: <ul style="list-style-type: none"> The structure of assessment requirements complies with the assessment requirements template. 	The draft Unit of Competency specifies the performance evidence (including references to volume and frequency) and knowledge evidence to be demonstrated for assessment, along with required conditions for assessment as per the appropriate template. The assessment requirements cross-reference to the performance criteria requirements.

Qualifications

Editorial requirements	Comments by the editor
Standard 9: <ul style="list-style-type: none"> The structure of the information for qualifications complies with the qualification template. 	N/A
Standard 10: <ul style="list-style-type: none"> Credit arrangements existing between Training Package qualifications and Higher Education qualifications are listed in a format that complies with the credit arrangements template. 	N/A

Training Package Quality Assurance

Companion Volumes

Editorial requirements	Comments by the editor
<p>Standard 11:</p> <ul style="list-style-type: none"> A quality assured companion volume implementation guide is available and complies with the companion volume implementation guide template. 	<p>The Training Package components in this submission are accompanied by the SIT Tourism, Travel and Hospitality Training Package CVIG RX.0, which will be updated to provide implementation advice regarding the Unit and Skill Set included in this update when the remaining Hospitality Training Package Products, which are currently under review and are due for consideration at the December 2021 AISC meeting, are updated. This decision was made by the Tourism, Travel and Hospitality Industry Reference Committee so as to minimise disruption to the training system and students – <i>i.e., the current RSA unit of competency is a prerequisite for a large number of units in the Hospitality qualifications and if it were to be superseded in advance of the remainder of the Training Package Products, this would, in many cases cause student to be unable to progress in their broader qualifications.</i></p> <p>The CVIG complies with the companion volume implementation guide template included in the 2012 Standards.</p>

3. Proofreading

Editorial requirements	Comments by the editor
<ul style="list-style-type: none"> Unit codes and titles and qualification codes and titles are accurately cross-referenced throughout the training package product(s) including mapping information and packaging rules, and in the companion volume implementation guide. 	<p>The Unit code and title have been proofread and cross-referenced with the Case for Endorsement. The CVIG and Hospitality Qualifications that utilise this unit will be updated when the updating of the remaining Hospitality Training Package Products is completed.</p>
<ul style="list-style-type: none"> Units of competency and their content are presented in full. 	<p>Yes, the unit of competency in this submission is presented in full.</p>

Training Package Quality Assurance

Editorial requirements	Comments by the editor
<ul style="list-style-type: none">• The author of the Editorial Report is satisfied with the quality of the training products, specifically with regard to:<ul style="list-style-type: none">◦ absence of spelling, grammatical and typing mistakes◦ consistency of language and formatting◦ logical structure and presentation of the document.◦ compliance with the required templates	I am satisfied with the quality of the Training Package Products with regard to the points listed opposite.

Training Package Quality Assurance

Equity Report

Section 1 – Cover page

Information required	Detail
Training Package title and code	SIT Tourism, Travel and Hospitality Training Package Responsible Service of Alcohol (RSA)
Number of new qualifications and their titles	<ul style="list-style-type: none"> Nil
Number of revised qualifications and their titles	<ul style="list-style-type: none"> Nil
Number of new units of competency and their titles	<ul style="list-style-type: none"> Nil
Number of revised units of competency and their titles	1 revised unit: <ul style="list-style-type: none"> SITHFAB021 Provide responsible service of alcohol
Confirmation that the draft training package components meet the requirements in Section 2 <i>Equity checklist of draft training package components</i>	Yes - draft training package components meet the requirements in Section 2 <i>Equity checklist of draft training package components</i>
Is the Equity Report prepared by a member of the Quality Assurance Panel? If 'yes' please provide the name.	Yes – Anna Henderson
Date of completion of the report	10062021

Training Package Quality Assurance

Section 2 – Equity checklist of draft training package components

Equity requirements	Equity reviewer comments
<p>The training package component(s) comply with Standard 2 of the <i>Standards for Training Packages 2012</i>. The standard requires compliance with the <i>Training Package Products Policy</i>, specifically with the access and equity requirements:</p> <ul style="list-style-type: none">• Training Package developers must meet their obligations under Commonwealth anti-discrimination legislation and associated standards and regulations.• Training Package developers must ensure that Training Packages are flexible and that they provide guidance and recommendations to enable reasonable adjustments in implementation.	<p>Provide brief commentary on whether the draft endorsed components meet each of the equity requirements</p> <p>The draft Unit of Competency complies with Standard 2 of the <i>Standards for Training Packages</i>.</p> <p>The Training Package components in this submission are accompanied by the SIT Tourism, Travel and Hospitality Training Package Companion Volume Implementation Guide (CVIG), Release X.0, which will be updated to provide implementation advice regarding the Unit and Skill Set included in this update when the remaining Hospitality Training Package Products, which are currently under review and due for consideration at the December 2021 AISC meeting, are updated. This decision was made by the Tourism, Travel and Hospitality Industry Reference Committee so as to minimise disruption to the training system and students – <i>i.e., the current RSA unit of competency is a prerequisite for a large number of units in the Hospitality qualifications and if it were to be superseded in advance of the remainder of the Training Package Products, this would, in many cases cause student to be unable to progress in their broader qualifications.</i></p> <p>The CVIG provides advice on access and equity considerations including reasonable adjustment for learners with disabilities.</p>

Training Package Quality Assurance

Section 3 - Training Package Quality Principles

Quality Principle 4

Be **flexible** to meet the diversity of individual and employer needs, including the capacity to adapt to changing job roles and workplaces.

Key features

Do the units of competency meet the diversity of individual and employer needs and support equitable access and progression of learners?

What evidence demonstrates that the units of competency and their associated assessment requirements are clearly written and have consistent breadth and depth so that they support implementation across a range of settings?

Are there other examples that demonstrate how the key features of flexibility are being achieved?

Equity requirements	Equity reviewer comments
1. What evidence demonstrates that the draft components provide flexible qualifications/units of competency that enable application in different contexts?	<p>The draft Unit incorporates the knowledge requirements, under state and territory liquor licensing law, for employees engaged in the sale, service or supply of alcohol.</p> <p>It covers the RSA skill and knowledge requirements common to all states and territories and provides flexibility to accommodate their various Certification requirements.</p> <p>The Application of the Unit notes that some legislative requirements and knowledge will differ across borders and that, in some cases, after completion of this unit, state and territory liquor authorities require candidates to complete a bridging course to address these specific differences.</p>
2. Is there evidence of multiple entry and exit points?	The Unit of Competency in this submission does not have entry requirements.
3. Have prerequisite units of competency been minimised where possible?	There are no prerequisite requirements in the draft Unit.
4. Are there other examples of evidence that demonstrate how the key features of the flexibility principle are being achieved?	<p>The draft Skill Set and Unit have the flexibility to be used in many other qualifications and training packages where appropriate.</p> <p>Successful completion of the Skill Set provides the opportunity for the student to seek work in the hospitality industry without a full qualification.</p>

Training Package Quality Assurance

Quality Principle 5

Facilitate **recognition** of an individual's skills and knowledge and support movement between the school, vocational education and higher education sectors.

Key features

Support learner transition between education sectors.

Equity requirements	Equity reviewer comments
1. What evidence demonstrates pathways from entry and preparatory level as appropriate to facilitate movement between schools and VET, from entry level into work, and between VET and higher education qualifications?	The SIT Tourism, Travel and Hospitality Training Package CVIG RX.0 provides guidance on occupational pathways for the Tourism, Travel and Hospitality industry.

Quality Principle 6

Support interpretation by training providers and others through the use of simple, concise language and clear articulation of assessment requirements.

Key features

Support implementation across a range of settings and support sound assessment practices.

Equity requirements	Equity reviewer comments
1. Does the Companion Volume Implementation Guide include advice about: <ul style="list-style-type: none">• Pathways• Access and equity• Foundation skills? (see Training Package Standard 11)	Yes - the SIT Tourism, Travel and Hospitality Training Package CVIG RX.0 provides advice on: <ul style="list-style-type: none">• Occupational outcomes• Access and equity and advice on reasonable adjustments for learners with disabilities• Foundation skills – explanation about language, literacy and numeracy (LLN) and employment skills necessary for effective participation in the workforce.
2. Are the foundation skills explicit and recognisable within the training package and do they reflect and not exceed the foundation skills required in the workplace?	Yes, certain levels of reading, writing, numeracy, and oral communication skills as set out in the Australian Core Skills Framework (ACSF) and employment skills essential to performance that are not explicit in the performance criteria of the Unit of Competency are summarised in the Unit's foundation skills table.

Attachment G: Industry Support

Summary of Letters of Support

Name	Organisation	Title	Industry	Representation Type	State
Bradley Woods	Australian Hotels Association	Chief Executive Officer		Peak / Advisory / Association	WA
David Gigg	Compass Group	General Manager - Organisational Development		Employer	NSW
Reyna Mendes	ClubsNSW	Professional Development Manager		Peak / Advisory / Association	NSW
Claudia Sagripanti	Exhibition and Event Association of Australasia	Chief Executive		Peak / Advisory / Association	NSW
Stuart Lamont	Caravan Industry Association of Australia	Chief Executive Officer		Peak / Advisory / Association	VIC
Stephen Lunn	Australian Culinary Federation National Office	Teacher/Chef/Hospitality Trainer		Peak / Advisory / Association	TAS
Sarah Rosen	NSW ITAB	Executive Officer		Industry Training Advisory Bodies	NSW
Simon Chan	Fortune Village	General Manager		Employer	NSW
Paul Rifkin	Chefpaulrifkin consulting	Executive Chef		Employer	NSW
Rick Myatt	Australian Travel Careers Council	Chief Executive Officer		Employer	NSW
Iain McDougall	Hospitality Group Training	General Manager		Employer	WA
Ross Tims	Queensland Hotels Association	Training Manger		Peak / Advisory / Association	QLD



June 9th, 2021

Melinda Brown
General Manager
SkillsIQ
GPO Box 4194
SYDNEY NSW 2001

Re: Endorsement of the Responsible Service of Alcohol Training Package Products packaged in the SIT Tourism Travel and Hospitality Training Package

Dear Melinda,

Compass Group (Australia) Pty Ltd is one division of Compass Group PLC, the world's leading food and support services company. We have provided food and support services to our clients in Australia for more than forty years.

Compass Group staff, via our specialist sector brands, provide Food and Support Services such as Cooking, Meal Service, Cleaning, Accommodation and Facilities Management, at Mining Camps, Defence Bases, Hospitals, Corporate Offices, Aged Care Homes and Leisure Venues across New South Wales and the rest of Australia.

We are a major employer and stakeholder in the Hospitality sector, employing over 10,000 people across the country.

As a member of the Tourism, Travel and Hospitality Industry Reference Committee (IRC) representing Compass Group, I can confirm that Compass Group believes that the hospitality sector has been given sufficient opportunity to express their needs, and that those needs have been appropriately responded to through the updated and newly developed Responsible Service of Alcohol Training Package Products to be included in the SIT Tourism, Travel and Hospitality Training Package.

Compass Group believes that the Responsible Service of Alcohol Training Package Products proposed for endorsement reflect the skills needs of the hospitality sector, address identified skills gaps and allow for outcomes that meet specific workforce needs.

The removal of the requirement to demonstrate pouring of standard drinks allows for additional focus on the knowledge required around the requirements of responsible service, which is the key focus of the unit of competency. It also facilitates online delivery of the unit,



which provides additional access, particularly to learners in regional and remote areas. Packaging this unit within a skill set further allows for straightforward implementation of this essential training for workers in the hospitality sector.

The IRC supports the approval of the unit of competency and skill set, but as outlined in the Case for Endorsement, requests that the final endorsement and loading to the national register be completed in line with the remaining hospitality Training Package Products in late 2021 to avoid implementation issues caused by prerequisite arrangements for other units in the SIT Tourism, Travel and Hospitality Training Package. Prompt approval of this unit and skill set will allow sufficient time for Registered Training Organisations and state/territory regulators to make the necessary arrangements for efficient implementation once final endorsement has taken place.

Compass Group will continue to support the SIT Tourism, Travel and Hospitality Training Package and SkillsIQ through ongoing advice to ensure that the Training Package maintains industry currency.

Regards,

A handwritten signature in black ink, appearing to read 'D. Gigg'.

David Gigg
Leadership Development Specialist
Compass Group

Wednesday, 9th June 2021

Melinda Brown
General Manager
SkillsIQ
GPO Box 4194
SYDNEY NSW 2001

**Re: Endorsement of the Responsible Service of Alcohol Training Package Products packaged in the SIT
Tourism Travel and Hospitality Training Package**

Dear Melinda,

ClubsNSW represents more than 1200 member clubs and makes an important contribution to state and national policy direction, including the development for industry-specific legislation relating to alcohol, gambling, taxation, and industrial relations. In addition to these services, ClubsNSW executes media and PR communications, tailored training solutions, financial services, events, and responsible gambling services. The Association's purpose is to lead a sustainable industry that makes a growing contribution to the NSW community, seeks to strengthen conditions for those working within the industry, and to support the local communities they serve

As a member of the Tourism, Travel and Hospitality Industry Reference Committee (IRC) representing ClubsNSW, I can confirm ClubsNSW believes that the hospitality sector has been given sufficient opportunity to express their needs, and that those needs have been appropriately responded to through the updated and newly developed Responsible Service of Alcohol Training Package Products to be included in the SIT Tourism, Travel and Hospitality Training Package.

ClubsNSW believes that the Responsible Service of Alcohol Training Package Products proposed for endorsement reflects the skills needs of the hospitality sector, addresses identified skills gaps and allows for outcomes that meet specific workforce needs.

The removal of the requirement to demonstrate pouring of standard drinks allows for additional focus on the knowledge required around the requirements of responsible service, which is the key focus of the unit of competency. It also facilitates online delivery of the unit, which provides additional access, particularly to learners in regional and remote areas. Packaging this unit within a skill set further allows for straightforward implementation of this essential training for workers in the hospitality sector.

The IRC supports the approval of the unit of competency and skill set, but as outlined in the Case for Endorsement, requests that the final endorsement and loading to the national register be completed in line with the remaining hospitality Training Package Products in late 2021 to avoid implementation issues caused by prerequisite arrangements for other units in the SIT Tourism, Travel and Hospitality Training Package. Prompt approval of this unit and skill set will allow sufficient time for Registered Training Organisations and state/territory regulators to make the necessary arrangements for efficient implementation once final endorsement has taken place.

ClubsNSW will continue to support the SIT Tourism, Travel and Hospitality Training Package and SkillsIQ through ongoing advice to ensure that the Training Package maintains industry currency.

Yours sincerely,

A handwritten signature in grey ink, appearing to read 'Reyna Mendes'.

Reyna Mendes
Learning & Development Manager, ClubsNSW
Director - Club Directors Institute
Tel: 0429325737





11 June 2021

Melinda Brown
General Manager
SkillsIQ
GPO Box 4194
Sydney NSW 2001

**Re: Endorsement of the Responsible Service of Alcohol Training Package Products packaged in the
SIT Tourism Travel and Hospitality Training Package**

Dear Melinda

SkillsIQ NSW ITAB is supported by the NSW Department of Education to provide independent advice to the NSW government on the training and skills needs of the service sector. One of the three industries represented is tourism, travel and hospitality supported through the SkillsIQ NSW Tourism, Travel and Hospitality Industry Advisory Committee (IAC). It is comprised of key industry and peak body representatives who are able to provide an independent voice to NSW Government on the training and skills development needs of the industry, to help ensure it has the skilled workforce able to meet current and future job roles.

SkillsIQ NSW ITAB has ensured that, through the IAC, relevant industry stakeholders have been consulted as part of the revision of the Responsible Service of Alcohol Training Package Products to be included in the SIT Tourism, Travel and Hospitality Training Package.

On behalf of the SkillsIQ NSW Tourism, Travel and Hospitality Industry Advisory Committee, we believe that the hospitality sector has been given sufficient opportunity to express their needs, and that those needs have been appropriately responded to through the updated and newly developed Responsible Service of Alcohol Training Package Products.

We believe that the Responsible Service of Alcohol Training Package Products proposed for endorsement reflect the skills needs of the hospitality sector, address identified skills gaps and allow for outcomes that meet specific workforce needs.

The removal of the requirement to demonstrate pouring of standard drinks allows for additional focus on the knowledge required around the requirements of responsible service, which is the key focus of the unit of competency. It also facilitates online delivery of the unit, which provides additional access, particularly to learners in regional and remote areas. Packaging this unit within a skill set further allows for straightforward implementation of this essential training for workers in the hospitality sector.

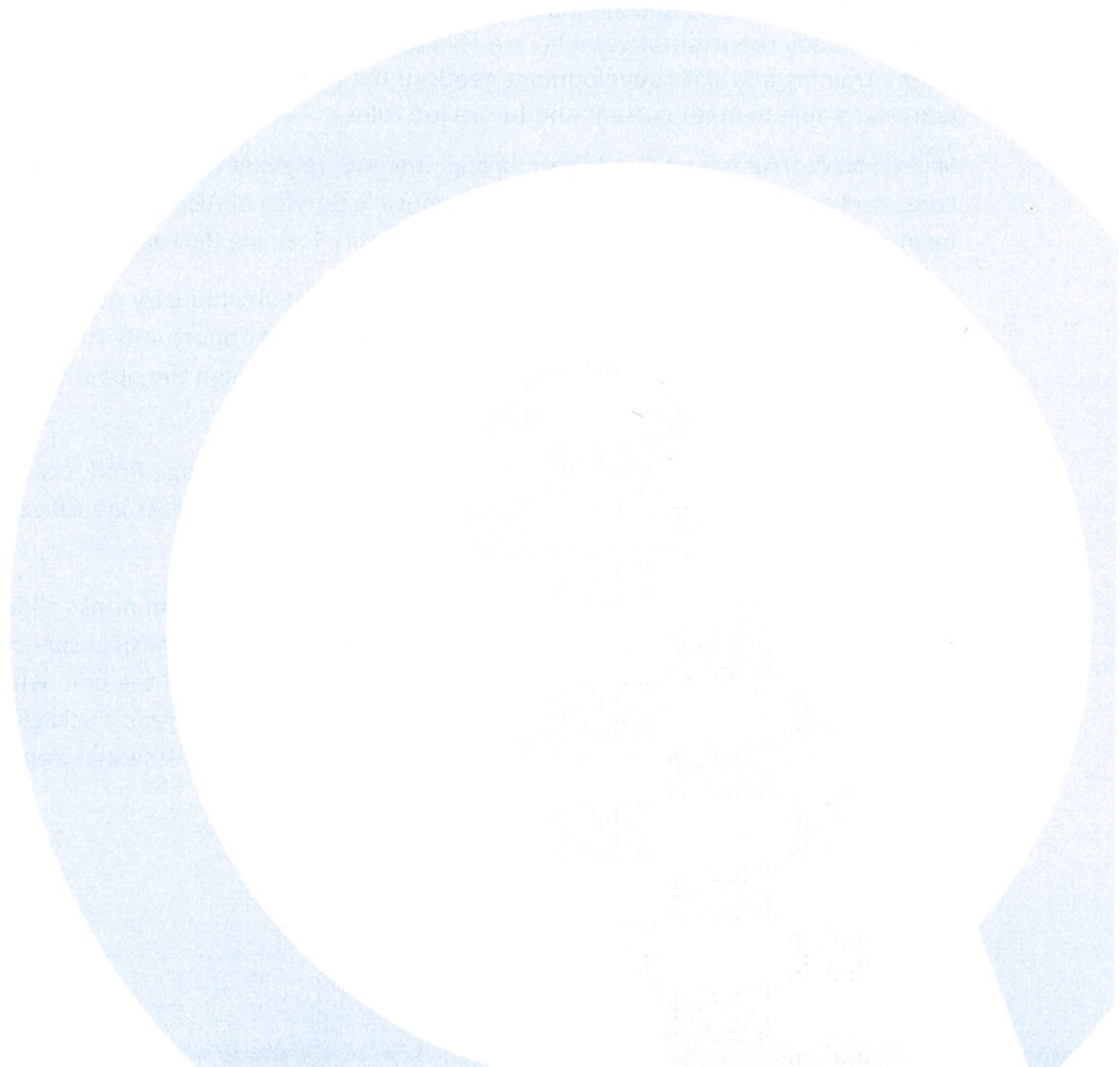


We support the approval of the unit of competency and skill set, but as outlined in the Case for Endorsement, request that the final endorsement and loading to the national register be completed in line with the remaining hospitality Training Package Products in late 2021 to avoid implementation issues caused by prerequisite arrangements for other units in the SIT Tourism, Travel and Hospitality Training Package. Prompt approval of this unit and skill set will allow sufficient time for Registered Training Organisations and state/territory regulators to make the necessary arrangements for efficient implementation once final endorsement has taken place.

The SkillsIQ NSW Tourism, Travel and Hospitality Industry Advisory Committee will continue to support the SIT Tourism, Travel and Hospitality Training Package and SkillsIQ through ongoing advice to ensure that the Training Package maintains industry currency.

Kind regards

Sarah Rosen
Executive Officer
SkillsIQ NSW ITAB



幸花邨 酒家

FORTUNE VILLAGE

CHINESE RESTAURANT

Melinda Brown
General Manager
SkillsIQ
GPO Box 4194
SYDNEY NSW 2001

Wednesday 09 June 2021.

Re: Endorsement of the Responsible Service of Alcohol Training Package Products packaged in the SIT Tourism Travel and Hospitality Training Package

Dear Melinda,

The Fortune Village Chinese Restaurant is Sydney's CBD oldest Chinese Restaurant, being established in 1981. We are a 115 seat, sit down restaurant, that has a wide customer base serving a combination of traditional and modern Asian dishes in a warm comfortable environment.

As a member of the hospitality sector representing Fortune Village Chinese Restaurant, I can confirm the Fortune Village Chinese Restaurant, believes that the hospitality sector has been given sufficient opportunity to express their needs, and that those needs have been appropriately responded to through the updated and newly developed Responsible Service of Alcohol Training Package Products to be included in the SIT Tourism, Travel and Hospitality Training Package.

Fortune Village Chinese Restaurant believes that the Responsible Service of Alcohol Training Package Products proposed for endorsement reflect the skills needs of the hospitality sector, address identified skills gaps and allow for outcomes that meet specific workforce needs.

The removal of the requirement to demonstrate pouring of standard drinks allows for additional focus on the knowledge required around the requirements of responsible service, which is the key focus of the unit of competency. It also facilitates online delivery of the unit, which provides additional access, particularly to learners in regional and remote areas. Packaging this unit within a skill set further allows for straightforward implementation of this essential training for workers in the hospitality sector.

Fortune Village Chinese Restaurant supports the approval of the unit of competency and skill set, but as outlined in the Case for Endorsement, requests that the final endorsement and loading to the national register be completed in line with the remaining hospitality Training Package Products in late 2021 to avoid implementation issues caused by prerequisite arrangements for other units in the SIT Tourism, Travel and Hospitality Training Package. Prompt approval of this unit and skill set will allow sufficient time for Registered Training Organisations and state/territory regulators to make the necessary arrangements for efficient implementation once final endorsement has taken place.

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Sydney NSW 2000

P 02 9299 7273
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E enquiries@fortunevillage.com.au

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FORTUNE VILLAGE

CHINESE RESTAURANT

Fortune Village Chinese Restaurant, will continue to support the SIT Tourism, Travel and Hospitality Training Package and SkillsIQ through ongoing advice to ensure that the Training Package maintains industry currency.

Regards,

Simon Chan
General Manager

209 Clarence St.
Sydney NSW 2000

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www.fortunevillage.com.au

chefpaulrifkin consulting

Consulting - Mentoring - Kitchen Analysis

10/06/2021
Melinda Brown
General Manager
SkillsIQ
GPO Box 4194
SYDNEY NSW 2001

Re: Endorsement of the Responsible Service of Alcohol Training Package Products packaged in the SIT Tourism Travel and Hospitality Training Package

Dear Melinda,

I run a consulting business specialising in the Club sector.

As a member of the hospitality sector representing chefpaulrifkin consulting I can confirm I believe that the hospitality sector has been given sufficient opportunity to express their needs, and that those needs have been appropriately responded to through the updated and newly developed Responsible Service of Alcohol Training Package Products to be included in the SIT Tourism, Travel and Hospitality Training Package.

Chefpaulrifkin consulting believes that the Responsible Service of Alcohol Training Package Products proposed for endorsement reflect the skills needs of the hospitality sector, address identified skills gaps and allow for outcomes that meet specific workforce needs.

The removal of the requirement to demonstrate pouring of standard drinks allows for additional focus on the knowledge required around the requirements of responsible service, which is the key focus of the unit of competency. It also facilitates online delivery of the unit, which provides additional access, particularly to learners in regional and remote areas. Packaging this unit within a skill set further allows for straightforward implementation of this essential training for workers in the hospitality sector.

Chefpaulrifkin consulting supports the approval of the unit of competency and skill set, but as outlined in the Case for Endorsement, requests that the final endorsement and loading to the national register be completed in line with the remaining hospitality Training Package Products in late 2021 to avoid implementation issues caused by prerequisite arrangements for other units in the SIT Tourism, Travel and Hospitality Training Package. Prompt approval of this unit and skill set will allow sufficient time for Registered Training Organisations and state/territory regulators to make the necessary arrangements for efficient implementation once final endorsement has taken place.


Chefpaulrifkin consulting] will continue to support the SIT Tourism, Travel and Hospitality Training Package and SkillsIQ through ongoing advice to ensure that the Training Package maintains industry currency.

Regards,

Paul Rifkin
Executive Chef
Chefpaulrifkin consulting

Paul Rifkin
Consultant Chef
Available anywhere
chefpaulrifkin consulting
abn 66899195998



Tweed Heads NSW
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 Paul Rifkin
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FROM CLASSROOMS TO CAREERS

9th June, 2021

Melinda Brown
General Manager
SkillsIQ Ltd
GPO Box 4194
SYDNEY NSW 2001

**Re: Endorsement of the Responsible Service of Alcohol Training Package
Products packaged in the SIT Tourism Travel and Hospitality Training Package**

Dear Melinda,

I refer to your request to review the above matter and provide our comments prior to the submission..

The Australian Travel Careers Council (ATCC) was established 9 years ago by a group of industry experts representing major industry employers, including Qantas, Avis group, PHT travel group, The Council of Australian Tour Operators, etc.. ATCC positions itself as an advisory to the travel industry businesses in education & training and skills development. Our aim is to continue to promote career opportunities in travel & tourism sector to students and other non-institutional learners from schools, vocational training colleges and public by working alongside organizations like SkillsIQ Ltd., State & Commonwealth Governments' Training Services authorities and our industry employers.

As a member of the Tourism, Travel and Hospitality Industry Reference Committee (IRC) representing key employers of travel & tourism sector, I can confirm the ATCC believes that the hospitality sector has been given sufficient opportunity to express their needs, and that those needs have been appropriately responded to through the updated and newly developed Responsible Service of Alcohol Training Package Products to be included in the SIT Tourism, Travel and Hospitality Training Package.

ATCC further believes that the Responsible Service of Alcohol Training Package Products proposed for endorsement reflects the skills needs of the hospitality sector,



FROM CLASSROOMS TO CAREERS

addresses identified skills gaps and allows for outcomes that meet specific workforce needs.

The removal of the requirement to demonstrate pouring of standard drinks allows for additional focus on the knowledge required around the requirements of responsible service, which is the key focus of the unit of competency. It also facilitates online delivery of the unit, which provides additional access, particularly to learners in regional and remote areas. Packaging this unit within a skill set further allows for straightforward implementation of this essential training for workers in the hospitality sector.

The IRC supports the approval of the unit of competency and skill set, but as outlined in the Case for Endorsement, requests that the final endorsement and loading to the national register be completed in line with the remaining hospitality Training Package Products in late 2021 to avoid implementation issues caused by prerequisite arrangements for other units in the SIT Tourism, Travel and Hospitality Training Package. Prompt approval of this unit and skill set will allow sufficient time for Registered Training Organisations and state/territory regulators to make the necessary arrangements for efficient implementation once final endorsement has taken place.

ATCC will continue to support the SIT Tourism, Travel and Hospitality Training Package and SkillsIQ through ongoing advice to ensure that the Training Package maintains industry currency.

Regards,



Rick Myatt FAICD FAIM

Chief Executive Officer

Australian Travel Careers Council

Cc: Ian Carew Reid, Chair, ATCC.



HOSPITALITY GROUP TRAINING

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9 June

Melinda Brown
General Manager
SkillsIQ
GPO Box 4194
SYDNEY NSW 2001

**Re: Endorsement of the Responsible Service of Alcohol Training Package Products
packaged in the SIT Tourism Travel and Hospitality Training Package**

Dear Melinda

Hospitality Group Training (HGT) is a group training organisation and as the largest employer of apprentice chefs in Western Australia has been servicing the hospitality and tourism industries since 1984.

As a member of the Tourism, Travel and Hospitality Industry Reference Committee (IRC) representing HGT I can confirm that I believe that the hospitality sector has been given sufficient opportunity to express its needs, and these have been responded to appropriately within the updated Responsible Service of Alcohol (RSA) Training Package Products to be included in the SIT Tourism, Travel and Hospitality Training Package.

It is felt that the RSA Training Package Products proposed for endorsement reflect current skills needs of the hospitality sector, address identified skills gaps and allow for outcomes aligned with specific workforce needs.

As a Member of the IRC I support the approval of the unit of competency and skill set, however as outlined in the Case for Endorsement, also support that the final endorsement and loading to the national register only be completed in line with the remaining hospitality Training Package Products later in 2021, This is to avoid implementation issues caused by prerequisite arrangements for other units in the SIT Tourism, Travel and Hospitality Training Package. Earlier approval of this unit and skill set will allow sufficient time for Registered Training Organisations and state/territory regulators to make the necessary arrangements for efficient implementation in anticipation of final endorsement.

HGT will continue to support the SIT Tourism, Travel and Hospitality Training Package and SkillsIQ with ongoing advice to ensure that the Training Package maintains industry currency.

Yours sincerely

Iain McDougall
General Manager

9 June 2021

9 June 2021

Melinda Brown
General Manager
SkillsIQ
GPO Box 4194
SYDNEY NSW 2001

**Re: Endorsement of the Responsible Service of Alcohol Training Package Products
packaged in the SIT Tourism Travel and Hospitality Training Package**

Dear Melinda,

The Queensland Hotels Association (QHA) is the peak industry body for the hotel sector in Queensland. The QHA is a membership-based Industry Association comprising of trading hotels, resorts, casinos and accommodation businesses. We are also a Registered Training Organisation, delivering accredited and non-accredited training to members and the wider hospitality industry. This includes SITHFAB002 Provide Responsible Service of Alcohol delivering both online and in a face to face capacity.

As a member of the Responsible Service of Alcohol Technical Advisory Committee (TAC) representing the QHA, I can confirm the Association believes that the hospitality sector has been given sufficient opportunity to express their needs, and that those needs have been appropriately responded to through the updated and newly developed Responsible Service of Alcohol Training Package Products to be included in the SIT Tourism, Travel and Hospitality Training Package.

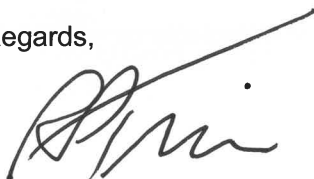
The QHA believes that the Responsible Service of Alcohol Training Package Products proposed for endorsement reflect the skills needs of the hospitality sector, address identified skills gaps and allow for outcomes that meet specific workforce needs.

The removal of the requirement to demonstrate pouring of standard drinks allows for additional focus on the knowledge required around the requirements of responsible service, which is the key focus of the unit of competency. It also facilitates online delivery of the unit, which provides additional access, particularly to learners in regional and remote areas. Packaging this unit within a skill set further allows for straightforward implementation of this essential training for workers in the hospitality sector.

The TAC supports the approval of the unit of competency and skill set, but as outlined in the Case for Endorsement, requests that the final endorsement and loading to the national register be completed in line with the remaining hospitality Training Package Products in late 2021 to avoid implementation issues caused by prerequisite arrangements for other units in the SIT Tourism, Travel and Hospitality Training Package. Prompt approval of this unit and skill set will allow sufficient time for Registered Training Organisations and state/territory regulators to make the necessary arrangements for efficient implementation once final endorsement has taken place.

The QHA will continue to support the SIT Tourism, Travel and Hospitality Training Package and SkillsIQ through ongoing advice to ensure that the Training Package maintains industry currency.

Regards,



Ross Tims
Training Manager
Queensland Hotels Association

Attachment H: Training Package Products

SITSS00071	Responsible Service of Alcohol	
Description	A set of skills to equip an individual to sell, serve or supply alcohol responsibly.	
Pathways information	Achievement of this unit provides credit towards qualifications in tourism, travel, hospitality and holiday parks and resorts in the SIT Tourism, Travel and Hospitality Training Package.	
Licensing / regulatory information	<p>Certification requirements apply at a state and territory level to individuals involved in the sale, service, promotional service, delivery and supply of alcohol. Certification in some States relies on the achievement of SITHFAB021 Provide responsible service of alcohol.</p> <p>Responsible service of alcohol (RSA) legislative and knowledge requirements differ across borders. Those developing training to support the RSA unit must consult the relevant state or territory liquor licensing authority to determine any accreditation arrangements for courses, trainers and assessors.</p>	
Skill set requirements	Unit code	Unit title
	SITHFAB021	Provide responsible service of alcohol
Target group	This skill set is for personnel involved in the sale, service, promotional service, delivery and supply of alcohol to customers. It also applies to the licensee who is ultimately responsible for managing the responsible service of alcohol.	
Suggested words for statement of attainment	This unit of competency from the SIT Tourism, Travel and Hospitality Training Package provides the skills and knowledge for individuals to responsibly sell, serve or supply alcohol.	

UNIT CODE	SITHFAB021
UNIT TITLE	Provide responsible service of alcohol
APPLICATION	<p>This unit describes the performance outcomes, skills and knowledge required to responsibly sell, serve or supply alcohol.</p> <p>Responsible practices must be undertaken wherever alcohol is sold, served or supplied, including where alcohol samples are served during on-site product tastings. This unit therefore applies to any workplace where alcohol is sold, served or supplied, including all types of hospitality venues, packaged liquor outlets and wineries, breweries and distilleries.</p> <p>The unit applies to all levels of personnel involved in the sale, service, including promotional service and supply of alcohol in licensed premises. Those selling or serving alcohol may include food and beverage attendants; packaged liquor salespersons selling in person, over the phone or online; winery, brewery and distillery cellar door staff; delivery services and supplier sales representatives. The unit also applies to security staff who monitor customer behaviour and to the licensee who is ultimately responsible for responsible service of alcohol (RSA) management.</p> <p>The unit incorporates the knowledge requirements, under state and territory liquor licensing law, for employees engaged in the sale, service or supply of alcohol.</p> <p>Certification requirements differ across states and territories. In some cases, all people involved in the sale, service including promotional service and supply of alcohol in licensed premises must be certified in this unit. This can include the licensee and security staff.</p> <p>This unit covers the RSA skill and knowledge requirements common to all States and Territories. Some legislative requirements and knowledge will differ across borders. In some cases, after completion of this unit, state and territory liquor authorities require candidates to complete a bridging course to address these specific differences.</p> <p>Those developing training to support this unit must consult the relevant state or territory liquor licensing authority to determine any accreditation arrangements for courses, trainers and assessors.</p>
PREREQUISITE UNIT	Nil
COMPETENCY FIELD	Food and Beverage
UNIT SECTOR	Hospitality

ELEMENTS	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>

1. Follow the principles of responsible service of alcohol.	<p>1.1. Identify the provisions of relevant state or territory legislation, licensing requirements, house policy and responsible service of alcohol principles.</p> <p>1.2. Where appropriate, request and obtain acceptable proof of age prior to sale or service.</p> <p>1.3. Provide accurate information to customers on alcoholic beverages according to organisation or house policy and government legislation.</p> <p>1.4. Assist customers with information on a range of non-alcoholic beverages available for purchase.</p> <p>1.5. Identify issues related to the sale or service of alcohol to different types of customers, especially those at risk.</p>
2. Assist customers to drink within appropriate limits.	<p>2.1. Use knowledge of industry requirements and professional standards to determine the volume for standard drinks or samples.</p> <p>2.2. Use a professional manner to encourage customers to drink within appropriate limits.</p> <p>2.3. Identify erratic drinking patterns as an early sign of possible intoxication and take appropriate action.</p> <p>2.4. Monitor emotional and physical state of customers for signs of intoxication and signs of illicit or other drug use.</p> <p>2.5. Where appropriate, offer food and non-alcoholic beverages in accordance with house policy.</p> <p>2.6. Decline requests for alcohol to be dispensed in a manner that is irresponsible and advise customers of the reasons for the refusal.</p>
3. Assess alcohol affected customers and identify those to whom sale or service must be refused.	<p>3.1. Assess intoxication levels of customers using appropriate methods.</p> <p>3.2. Identify factors that may affect individual responses to alcohol.</p> <p>3.3. Identify customers to whom sale or service must be refused according to state and territory legislation.</p>
4. Refuse to provide alcohol.	<p>4.1. Refuse sale or service in a professional manner, state reasons for the refusal, and where appropriate point out signage.</p> <p>4.2. Provide appropriate assistance to customers when refusing service.</p> <p>4.3. Where appropriate, give customers a verbal warning and ask them to leave the premises according to organisational or house requirements, the specific situation, and provisions of state or territory legislation and regulations.</p> <p>4.4. Use appropriate communication and conflict resolution skills to handle difficult situations.</p> <p>4.5. Refer difficult situations beyond the scope of own responsibility to the appropriate person.</p> <p>4.6. Promptly identify situations that pose a threat to the safety or security of colleagues, customers or property, and seek assistance from appropriate colleagues according to organisational or house policy.</p>

FOUNDATION SKILLS

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

SKILLS	DESCRIPTION
Reading skills to:	<ul style="list-style-type: none"> read at times complex information in:

	<ul style="list-style-type: none"> ◦ general, regulatory and advisory information issued by local, or state and territory liquor licensing authorities ◦ in house policies and procedures ◦ specific provisions of relevant state or territory licensing requirements • read a range of identification (ID) and proof of age documents, signage, and warning signs and wording within in-house policies and procedures.
Oral communication skills to:	<ul style="list-style-type: none"> • provide information on responsible service of alcohol laws in a way that is easily understandable for customers • speak firmly and clearly with intoxicated customers in a manner that de-escalates conflict.
Numeracy skills to:	<ul style="list-style-type: none"> • calculate volume and number of standard drinks or samples • determine customer's age from date of birth on ID and proof of age documents.
Teamwork skills to:	<ul style="list-style-type: none"> • share customer information with team members to ensure proper responsible service of alcohol practices within the organisation.
Self-management skills to:	<ul style="list-style-type: none"> • deal with hostile or uncooperative customers in a professional manner and in line with organisational procedures.
UNIT MAPPING INFORMATION	Supersedes and is equivalent to SITHFAB002 Provide responsible service of alcohol
LINKS	Companion Volume Implementation Guide

TITLE	Assessment Requirements for SITHFAB021 Provide responsible service of alcohol
PERFORMANCE EVIDENCE	<p>Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:</p> <ul style="list-style-type: none"> • interpret the relevant legal requirements for responsible sale or service of alcohol for the local state or territory law • source and explain two organisational or house policies and procedures that must be followed for the responsible sale or service of alcohol • outline at least three early indicators of intoxication and outline suitable intervention strategies to prevent intoxication • outline the procedure to refuse sale or service of alcohol and assist each of the following groups of intoxicated customers: <ul style="list-style-type: none"> ◦ those in emotional or physical distress ◦ those with no food consumption during extended service of alcohol ◦ those who appear to be under the effect of illicit substances or other drugs • interpret organisational or house requirements and outline appropriate communication and conflict-resolution skills to be used when asking the following different intoxicated customers to leave the premises: <ul style="list-style-type: none"> ◦ one compliant customer ◦ one difficult customer refusing to leave.

KNOWLEDGE EVIDENCE	<p>Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:</p> <ul style="list-style-type: none"> • public interest reasons for implementing responsible service of alcohol (RSA) practices: <ul style="list-style-type: none"> ◦ alcohol related harms and the benefits of RSA for the wider community • ways of assessing intoxication: <ul style="list-style-type: none"> ◦ observing changes in behaviour ◦ observing emotional and physical state ◦ monitoring drink purchases • customers to whom sale or service should be refused according to house policy and state and territory legislation: <ul style="list-style-type: none"> ◦ minors and those purchasing on behalf of minors ◦ intoxicated persons • impact of excessive drinking on: <ul style="list-style-type: none"> ◦ local neighbourhood and community ◦ hospitality venues and the liquor industry ◦ premises and staff ◦ other customers ◦ particular groups of customers who are at heightened risk: <ul style="list-style-type: none"> - Aboriginal and Torres Strait Islander communities - people affected by the consumption of illicit and other drugs - pregnant women - young people ◦ physical and mental health of individuals who drink to excess ◦ productivity of individuals who drink to excess ◦ those around the person drinking to excess: <ul style="list-style-type: none"> - family - friends - colleagues ◦ government agencies: <ul style="list-style-type: none"> - local police - health facilities - road authorities - local councils • key agencies and how to source relevant information on laws, regulations and codes of practice or conduct • methods of supplying information on responsible sale or service of alcohol to customers: <ul style="list-style-type: none"> ◦ use of signage ◦ verbally ◦ websites • current promotional and strategic community education campaigns developed and conducted by agencies and industry groups • effects of alcohol on: <ul style="list-style-type: none"> ◦ emotional behaviour ◦ health ◦ physical alertness • factors that affect individual responses to alcohol: <ul style="list-style-type: none"> ◦ food consumption ◦ gender
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	<ul style="list-style-type: none"> ◦ general health ◦ rate of consumption ◦ other substances taken ◦ weight • time for effects of alcohol to be registered • what constitutes a standard drink for different beverage types and acceptable measures of alcohol: <ul style="list-style-type: none"> ◦ alcoholic percentages and standard drinks in a range of frequently sold alcoholic beverages and vessels • indicators of erratic drinking patterns: <ul style="list-style-type: none"> ◦ mixing a wide range of drink types ◦ drinking quickly and in quick succession ◦ ordering more than one drink for own consumption ◦ consistently returning to the tasting site to request more samples ◦ ordering multiple or large samples ◦ ordering 'triple shots' or extra-large drinks • communications methods used when refusing service: <ul style="list-style-type: none"> ◦ using open and non-aggressive body language ◦ using a number of strategies to defuse a situation: <ul style="list-style-type: none"> - taking the person away from an audience - blaming the refusal on 'the law' ◦ monitoring the reactions of other customers ◦ picking early warning signs and intervening before the person is intoxicated ◦ not using physical touch or aggressive body language ◦ remaining calm and using tactful language • appropriate means of assistance to be offered when refusing service: <ul style="list-style-type: none"> ◦ assisting the customer to connect with their designated driver or companions ◦ offering alternatives to alcohol including food or non-alcoholic drinks ◦ organising or providing relevant information on transport for customers wishing to leave • principles of responsible delivery of packaged liquor: <ul style="list-style-type: none"> ◦ ensuring adequate instruction to person delivering liquor ◦ seeking proof that the delivery is being received by a person over the age of 18 ◦ procedures for delivering alcohol to unoccupied premises • purpose and benefits of RSA • principles of harm minimisation • strategies to minimise the harm associated with liquor abuse: <ul style="list-style-type: none"> ◦ those laid down in legislation or codes of conduct ◦ organisational policies designed to reduce alcohol-related harm in the community • key provisions of liquor laws, regulations or house policies at a depth relevant to entry-level roles in licensed premises and the following general requirements and information that must be considered for the relevant State or Territory: <ul style="list-style-type: none"> ◦ legislative definition of intoxication; intoxicated person or unduly intoxicated
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	<ul style="list-style-type: none"> ◦ role of individual staff members and supervisors or managers in providing responsible service of alcohol, and seller or server duty of care and liability ◦ content of RSA warning signs ◦ requirements or practices relating to the remote sale and delivery of alcohol sales generated via the telephone, fax, email, internet or mail ◦ requirements for proof of age under local legislation ◦ provisions for retaining and reporting falsified proof of age documents ◦ provisions for requiring someone to leave the premises ◦ procedures for barring customers from premises ◦ opening and closing hour provisions ◦ requirements for monitoring noise and disturbances in and around licensed premises ◦ personal requirements to maintain currency in RSA certification ◦ products that are banned or undesirable when responsibly selling or serving alcohol ◦ personal and business implications of breaching any laws or regulations ◦ offences relating to the sale or service of alcohol and ramifications of non-compliance with the law and industry codes for the organisation, licensee and individual staff members • legal drink and drive limits customised to state or territory legislation • organisation specific policies and procedures for the responsible sale or service of alcohol.
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ASSESSMENT CONDITIONS	<p>Assessment must be conducted in a safe environment where evidence gathered demonstrates competency in the unit outcomes.</p> <p>Assessment must ensure access to:</p> <ul style="list-style-type: none"> • template organisational policies and procedures for the responsible sale, service or supply of alcohol • signage: <ul style="list-style-type: none"> ◦ signs that comply with wording required by legislation ◦ standard promotional signs issued by the relevant state or territory licensing authority • information or plain English fact sheets distributed by government regulators or industry bodies <p>Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors; and:</p> <ul style="list-style-type: none"> • have worked in industry for at least three years where they have applied the skills and knowledge of this unit of competency.
LINKS	Companion Volume Implementation Guide