

# Guidelines to deliver RSA training virtually

Liquor Control Victoria (LCV) approved registered training organisations (RTOs) must comply with the following guidelines to deliver responsible service of alcohol (RSA) training virtually (e.g., video conferencing, virtual classroom technology). These guidelines apply in addition to contractual requirements.

## Delivery of training virtually

If delivering RSA training through video conferencing such as Skype or Zoom, please ensure:

- the online platform provides a high-quality experience for students with minimal interruptions
- any PowerPoint presentation and video content is visible to all students.

## Trainer requirements

To deliver RSA, a trainer must meet the Australian Skills Quality Authority or Victorian Registration and Qualifications Authority requirements to deliver the nationally accredited unit of competency [SITHFAB021](#).

## Class sizes

RTOs are expected to adhere to a class size of no more than 25 students. A class size of less than 25 students may reduce technology interruptions (dropouts, buffering), enable higher interaction and increase responsiveness to student queries.

## Identification of students

Student identity must be confirmed at the start of every training session with a photo ID sighted, as you would for in-person training.

## RSA training materials

Before the training session, students receive a workbook or course materials with instructions on accessing and using the online platform.

## Course content/duration

Course content must remain the same as when delivered in person, including role plays, videos, etc. The minimum recommended duration for SITHFAB021 delivery is at least 6 hours excluding breaks.

## Assessment

You will need to determine how to conduct the assessment component of the training virtually. Assessments must maintain the integrity of the testing and minimise risks of fraud.

You may do this by:

- at the end of the training session, emailing the students an electronic copy of the assessment and allowing 30 minutes for completion. Alternatively, a trainer can observe the completion of the assessment live.
- developing an online assessment requiring a password, whereby each student logs in to complete assessment
- trainer verbally assessing each student at the end of the training session.

The following assessment criteria must be met for virtual delivery:

- trainer completes marking of the assessment out of class time
- student data is entered into the RSA database, and
- RSA Certificate of Completion is distributed to students via email.