

SITHFAB201 Matrix Map

(Generated Saturday, 21 May 2016)

ELEMENTS AND PERFORMANCE CRITERIA

Element	Performance Criteria	Task / Question Map
1. Sell or serve alcohol responsibly.	1.1 Sell or serve alcohol according to provisions of relevant state or territory legislation, licensing requirements and responsible service of alcohol principles.	Legislative Requirements: Q1 Responsible Practices and Promotions: Q1 Q2 Q3 Key Agencies: Q1 Q2 Final Assessment 1: Q1
	1.2 Provide accurate information to customers on alcoholic beverages according to organisation or house policy and government legislation, including types, strengths, standard drinks and the alcoholic percentages of a range of frequently sold alcoholic beverages.	Standard Drinks and Acceptable Measures: Q1 Q2 Q3 Calculating Standard Drinks: Q1 Q2 Q3 Q4 Measuring Alcohol: Q1 Q2 Q3 Q4
	1.3 Assist customers with information on the range of non alcoholic beverages available for purchase.	Minimising Intoxication: Q1 Q2 Scenario Quiz 1: Q1 Persons Affected by Drugs: Q2 Strategies when Refusing Service: Q1 Providing Assistance: Q1 Q2 Final Assessment 1: Q9
	1.4 Identify issues related to the sale and service of alcohol to different types of customers, especially those at risk, and incorporate them into sales or service.	Duty of Care: Q1 Proof of Age Requirements: Q1 Drink Spiking: Q1 Persons at Risk: Q1 Drinking Within Limits: Q1 Q2 Q3 Final Assessment 2: Q6

<p>2. Assist customers to drink within appropriate limits.</p>	<p>2.1 Prepare and serve standard drinks or samples according to industry requirements.</p>	<p>Responsible Practices and Promotions: Q1 Q2 Q3 Standard Drinks and Acceptable Measures: Q1 Q2 Q3 Measuring Alcohol: Q1 Q2 Q3 Q4 Q5 Q6 Q7</p>
	<p>2.2 Encourage customers courteously and diplomatically to drink within appropriate limits.</p>	<p>Scenario Quiz 1: Q1 Strategies when Refusing Service: Q1 Q2 Q3 Q4</p>
	<p>2.3 Recognise erratic drinking patterns as an early sign of possible intoxication and take appropriate action.</p>	<p>Drinking Within Limits: Q1 Q2 Q3 Scenario Quiz 1: Q1 Signs of Intoxication: Q1 Q2 Q3 Final Assessment 1: Q7 Final Assessment 2: Q6 Q7</p>
	<p>2.4 Monitor emotional and physical state of customers for signs of intoxication and ill effects of illicit or other drug usage.</p>	<p>Drinking Within Limits: Q1 Q2 Q3 Scenario Quiz 1: Q1 Persons Affected by Drugs: Q1 Q2 Signs of Intoxication: Q1 Q2 Q3 Final Assessment 1: Q7 Final Assessment 2: Q7</p>
	<p>2.5 Where appropriate, offer food and non alcoholic beverages.</p>	<p>Minimising Intoxication: Q1 Q2 Scenario Quiz 1: Q1 Strategies when Refusing Service: Q1 Final Assessment 1: Q9</p>
	<p>2.6 Politely decline requests for alcohol to be dispensed in a manner that is irresponsible, or which encourages the rapid or excessive consumption of alcohol, and advise customers of the reasons for the refusal.</p>	<p>Responsible Practices and Promotions: Q1 Q2 Q3 Strategies when Refusing Service: Q1 Q2 Q3 Q4 Body Language: Q1 Q2 Q3 Minimising Risk: Q1 Final Assessment 1: Q8</p>
<p>3. Assess alcohol affected customers and identify customers to whom sale or service must be refused.</p>	<p>3.1 Assess intoxication levels of customers using a number of methods, including observing changes in behaviour, observing emotional and physical state, and monitoring noise levels and drink purchases.</p>	<p>Drinking Within Limits: Q1 Q2 Q3 Scenario Quiz 1: Q1 Signs of Intoxication: Q1 Q2 Q3 Final Assessment 1: Q7 Final Assessment 2: Q6 Q7</p>

	<p>3.2 When assessing intoxication, take into account factors that may affect individual responses to alcohol.</p>	<p>Persons at Risk: Q1 Drinking Within Limits: Q1 Q2 Q3 Scenario Quiz 1: Q1 Alcohol: Q1 Q2 Q4 Q5 Intoxication: Q1 Q2 Signs of Intoxication: Q1 Q2 Q3 Final Assessment 2: Q1</p>
	<p>3.3 Identify customers to whom sale or service must be refused according to state and territory legislation, including minors, those purchasing on behalf of minors, intoxicated persons, and persons affected by the consumption of illicit and other drugs.</p>	<p>Remote Sale and Delivery of Alcohol: Q1 Proof of Age Requirements: Q1 Persons at Risk: Q1 Drinking Within Limits: Q1 Q2 Q3 Scenario Quiz 1: Q1 Persons Affected by Drugs: Q1 Q2 Reasons for Refusing the Service of Alcohol: Q1 Q2 Minors: Q1 Q2 Q3 Final Assessment 1: Q2 Q3 Q6 Q7 Q8 Final Assessment 2: Q2 Q3 Q4 Q5 Q6 Q7 Q8</p>
	<p>3.4 Where appropriate, request and obtain acceptable proof of age prior to sale or service.</p>	<p>Proof of Age Requirements: Q1 Q2 Checking Proof of Age: Q1 Q2 Q3 Q4 Q5 Checking Identification: Q1 Q2 Q3 Q4 Scenario Quiz 2: Q1 Scenario Quiz 3: Q1 Final Assessment 1: Q2 Final Assessment 2: Q1</p>
<p>4. Refuse to provide alcohol.</p>	<p>4.1 Refuse service in a polite manner and state reasons for the refusal.</p>	<p>Checking Proof of Age: Q1 Persons at Risk: Q1 Reasons for Refusing the Service of Alcohol: Q1 Q2 Strategies when Refusing Service: Q1 Q2 Q3 Q4 Minimising Risk: Q1</p>

	<p>4.2 Speak to intoxicated customers in a suitable and consistent manner, minimising confrontation and arguments and point out signage.</p>	<p>Scenario Quiz 1: Q1 Strategies when Refusing Service: Q1 Q3 Q4 Body Language: Q1 Q2 Q3 Conflict Resolution Skills: Q1 Q2 Final Assessment 1: Q7 Final Assessment 2: Q7</p>
	<p>4.3 Provide appropriate assistance to customers when refusing service.</p>	<p>Providing Assistance: Q1 Q2 Final Assessment 1: Q10</p>
	<p>4.4 Where appropriate, give customers a verbal warning and ask them to leave the premises according to organisation or house requirements, the specific situation and provisions of state or territory legislation and regulations.</p>	<p>Strategies when Refusing Service: Q1 Q4 Final Assessment 2: Q7</p>
	<p>4.5 Use appropriate communication and conflict resolution skills to handle difficult situations.</p>	<p>Scenario Quiz 1: Q1 Strategies when Refusing Service: Q1 Q2 Q3 Q4 Body Language: Q1 Q2 Q3 Conflict Resolution Skills: Q1 Q2</p>
	<p>4.6 Refer difficult situations beyond the scope of individual responsibility to the appropriate person.</p>	<p>Training: Q1 Scenario Quiz 1: Q1 Strategies when Refusing Service: Q1 Q4 Conflict Resolution Skills: Q1</p>

	<p>4.7 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 policy.</p>	<p>Training: Q1 Glass Ban and the Banning of Products: Q1 Drink Spiking: Q1 Drinking Within Limits: Q1 Q2 Q3 Scenario Quiz 1: Q1 Reasons for Refusing the Service of Alcohol: Q1 Q2 Minimising Risk: Q1 Q2 Q3 Conflict Resolution Skills: Q1 Q2 Final Assessment 1: Q2 Q8 Q10 Final Assessment 2: Q3 Q8</p>
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REQUIRED SKILLS

Required Skill	Task / Question Map
communication to:	
<i>provide complex information on responsible service of alcohol laws in a way that is readily understood by customers</i>	<i>Penalties Quiz: Q1 Q2 Q3</i> <i>Final Assessment 1: Q3 Q4 Q5</i>
<i>speak firmly and clearly with intoxicated customers</i>	<i>Scenario Quiz 1: Q1</i> <i>Strategies when Refusing Service: Q1 Q4</i> <i>Body Language: Q1 Q2 Q3</i> <i>Conflict Resolution Skills: Q1</i> <i>Final Assessment 1: Q7</i> <i>Final Assessment 2: Q7</i>
<i>deal with customers sensitively, courteously and discreetly using non-confrontational language</i>	<i>Scenario Quiz 1: Q1</i> <i>Strategies when Refusing Service: Q1 Q3 Q4</i> <i>Body Language: Q1 Q2 Q3</i> <i>Conflict Resolution Skills: Q1</i> <i>Final Assessment 2: Q7</i>
<i>critical thinking skills to assess intoxication levels of customers</i>	<i>Drink Spiking: Q1</i> <i>Persons at Risk: Q1</i> <i>Scenario Quiz 1: Q1</i> <i>Signs of Intoxication: Q1 Q2 Q3</i> <i>Minimising Risk: Q1</i> <i>Final Assessment 1: Q7</i> <i>Final Assessment 2: Q1 Q7</i>

<p><i>initiative and enterprise skills to offer food and nonalcoholic beverages to assist customers</i></p>	<p><i>Minimising Intoxication: Q1 Q2</i> <i>Scenario Quiz 1: Q1</i> <i>Persons Affected by Drugs: Q2</i> <i>Strategies when Refusing Service: Q1</i> <i>Providing Assistance: Q1 Q2</i> <i>Final Assessment 1: Q9</i></p>
<p><i>learning skills to continuously update knowledge of changing responsible service of alcohol laws and regulations</i></p>	<p><i>Legislative Requirements: Q1</i> <i>Penalties Quiz: Q1 Q2 Q3</i> <i>Liquor Education Programs: Q1</i> <i>Key Agencies: Q1 Q2</i> <i>Final Assessment 1: Q1 Q3 Q4 Q5</i></p>
<p><i>literacy skills to:</i></p>	
<p><i>read and interpret documents such as identification (ID) cards, proof of age cards, driverâ€™s licences, statutory signage, warning signs and wording within advertising or promotional material, inhouse policies and procedures and any general plain English regulatory and advisory information issued by local, or state and territory liquor licensing authorities</i></p>	<p><i>Signage: Q1 Q2</i> <i>Licensed Premises and the Community: Q3</i> <i>Legislative Requirements: Q1</i> <i>Checking Identification: Q1 Q2 Q3 Q4</i> <i>Scenario Quiz 2: Q1</i> <i>Scenario Quiz 3: Q1</i> <i>Final Assessment 1: Q1 Q3 Q4 Q5</i> <i>Final Assessment 2: Q1</i></p>
<p><i>numeracy skills to measure and calculate standard drinks or samples and calculate blood alcohol levels to determine alcohol consumption</i></p>	<p><i>Checking Proof of Age: Q1</i> <i>Standard Drinks and Acceptable Measures: Q1 Q2 Q3</i> <i>Calculating Standard Drinks: Q1 Q2 Q3 Q4</i></p>
<p><i>problem-solving skills to:</i></p>	

<p><i>identify customers to whom sale or service must be refused</i></p>	<p><i>Remote Sale and Delivery of Alcohol: Q1</i> <i>Proof of Age Requirements: Q1</i> <i>Persons at Risk: Q1</i> <i>Drinking Within Limits: Q1 Q2 Q3</i> <i>Scenario Quiz 1: Q1</i> <i>Persons Affected by Drugs: Q1 Q2</i> <i>Reasons for Refusing the Service of Alcohol: Q1 Q2</i> <i>Minimising Risk: Q1 Q2 Q3</i> <i>Minors: Q1 Q2 Q3</i> <i>Final Assessment 1: Q2 Q8</i> <i>Final Assessment 2: Q1 Q3 Q6 Q7</i></p>
<p><i>identify intoxicated persons and refuse service</i></p>	<p><i>Persons at Risk: Q1</i> <i>Drinking Within Limits: Q1 Q2 Q3</i> <i>Scenario Quiz 1: Q1</i> <i>Intoxication: Q1 Q2</i> <i>Signs of Intoxication: Q1 Q2 Q3</i> <i>Reasons for Refusing the Service of Alcohol: Q1 Q2</i> <i>Minimising Risk: Q1 Q2 Q3</i> <i>Final Assessment 1: Q2 Q7 Q8</i> <i>Final Assessment 2: Q1 Q3 Q6 Q7</i></p>
<p><i>identify situations that pose a safety threat and seek assistance from appropriate colleagues</i></p>	<p><i>Training: Q1 Q2</i> <i>Responsible Practices and Promotions: Q1 Q2 Q3</i> <i>Drink Spiking: Q1</i> <i>Drinking Within Limits: Q1 Q2 Q3</i> <i>Scenario Quiz 1: Q1</i> <i>Minimising Risk: Q1 Q2 Q3</i> <i>Conflict Resolution Skills: Q1 Q2</i> <i>Final Assessment 1: Q8</i></p>

<i>teamwork skills to share customer information with team members to ensure proper responsible service of alcohol practices within the organisation.</i>	<i>Training: Q1 Q2 Scenario Quiz 1: Q1 Minimising Risk: Q1 Q2 Q3</i>
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REQUIRED KNOWLEDGE

Required Knowledge	Task / Question Map
public interest reasons for implementation of responsible service of alcohol practices, including:	
<i>government and community concern with alcohol misuse and abuse</i>	<i>The Responsible Service of Alcohol: Q1 Q2 Duty of Care: Q1 Remote Sale and Delivery of Alcohol: Q1 Q2 Q3 Licensed Premises and the Community: Q1 Q2 Q3 Liquor Education Programs: Q1</i>
<i>crime, violence and antisocial behaviour associated with alcohol abuse</i>	<i>The Responsible Service of Alcohol: Q1 Q2 Licensed Premises and the Community: Q1 Final Assessment 1: Q7</i>
impact of excessive drinking on:	
<i>local neighbourhood and community</i>	<i>The Responsible Service of Alcohol: Q1 Q2 Licensed Premises and the Community: Q1 Q2 Q3 Liquor Education Programs: Q1</i>
<i>premises and staff</i>	<i>Licensed Premises and the Community: Q1 Body Language: Q3 Conflict Resolution Skills: Q1 Q2</i>
<i>customers</i>	<i>Duty of Care: Q1 Q2 Q3</i>
<i>particular types of customers who may be at heightened risk such as young people, pregnant women and minors</i>	<i>Proof of Age Requirements: Q1 Drink Spiking: Q1 Persons at Risk: Q1 Final Assessment 1: Q2 Q3 Q6 Final Assessment 2: Q4 Q5</i>
<i>government agencies such as the local police, health facilities and road authority</i>	<i>Licensed Premises and the Community: Q1 Liquor Education Programs: Q1 Key Agencies: Q1</i>

<i>key agencies and how to source relevant information on laws, regulations and codes of practice or conduct</i>	<i>Key Agencies: Q1 Q2</i>
<i>current promotional and strategic community education campaigns developed and conducted by agencies and industry groups</i>	<i>Liquor Education Programs: Q1</i>
<i>effects of alcohol on:</i>	
<i>emotional state</i>	<i>Drinking Within Limits: Q1 Q2 Q3 Scenario Quiz 1: Q1</i>
<i>health</i>	<i>The Responsible Service of Alcohol: Q1 Q2 Drink Driving: Q3 Alcohol: Q1 Q2 Q3 Q4 Q5</i>
<i>physical alertness</i>	<i>Alcohol: Q1 Q2 Q3 Q4 Q5</i>
<i>factors that affect individual responses to alcohol, including:</i>	
<i>gender</i>	<i>Drink Driving: Q1 Q2 Q3 Alcohol: Q1 Q2 Q3 Q4 Q5</i>
<i>weight</i>	<i>Drink Driving: Q3 Alcohol: Q1 Q2 Q3 Q4 Q5</i>
<i>general health</i>	<i>Drink Driving: Q1 Q2 Q3 Alcohol: Q1 Q2 Q3 Q4 Q5</i>
<i>rate of consumption</i>	<i>Drink Driving: Q3 Alcohol: Q1 Q2 Q3 Q4 Q5</i>
<i>food intake</i>	<i>Drink Driving: Q3 Minimising Intoxication: Q1 Alcohol: Q1 Q2 Q3 Q4 Q5</i>
<i>other substances taken</i>	<i>Drink Driving: Q3 Alcohol: Q1 Q2 Q3 Q4 Q5</i>
<i>time for effects of alcohol to be registered</i>	<i>Drink Driving: Q3 Alcohol: Q1 Q2 Q3 Q4 Q5</i>

<p><i>standard drinks and acceptable measures of alcohol</i></p>	<p><i>Standard Drinks and Acceptable Measures: Q1 Q2 Q3</i> <i>Final Assessment 1: Q9</i> <i>Calculating Standard Drinks: Q1 Q2 Q3 Q4</i> <i>Measuring Alcohol: Q1 Q2 Q3 Q4 Q5 Q6 Q7</i></p>
<p><i>indicators of intoxication, including ways of assessing intoxication of customers</i></p>	<p><i>Drink Spiking: Q1</i> <i>Scenario Quiz 1: Q1</i> <i>Signs of Intoxication: Q1 Q2 Q3</i> <i>Final Assessment 1: Q2 Q7</i> <i>Final Assessment 2: Q4 Q6 Q7 Q8</i></p>
<p><i>ways of assessing customers affected by the consumption of illicit and other drugs</i></p>	<p><i>Drink Spiking: Q1</i> <i>Drinking Within Limits: Q2</i> <i>Persons Affected by Drugs: Q1 Q2</i></p>
<p>principles of harm minimisation and strategies to minimise the harm associated with liquor abuse:</p>	
<p><i>strategies laid down in legislation and codes of conduct developed by government agencies or industry groups</i></p>	<p><i>Duty of Care: Q1</i> <i>Licensed Premises and the Community: Q1</i> <i>Legislative Requirements: Q1</i> <i>Key Agencies: Q1 Q2</i></p>
<p><i>organisational policies that are designed to reduce the harm associated with liquor abuse</i></p>	<p><i>Licensed Premises and the Community: Q1</i> <i>Training: Q1</i> <i>Legislative Requirements: Q1</i></p>
<p>the key provisions of liquor laws and regulations at a depth relevant to the scope of job responsibility within licenced premises, including the following list that expresses general statements about requirements of liquor legislation and information that must be customised for each State or Territory:</p>	

<p><i>legislative definition of intoxication; intoxicated person and unduly intoxicated</i></p>	<p><i>Licensed Premises and the Community: Q1 Q2 Q3</i> <i>Alcohol: Q1</i> <i>Intoxication: Q1 Q2</i> <i>Final Assessment 1: Q2 Q3 Q7</i> <i>Final Assessment 2: Q3 Q6 Q7 Q8</i></p>
<p><i>role of individual staff members and supervisors or managers in providing responsible service of alcohol, including seller or server duty of care and liability</i></p>	<p><i>Duty of Care: Q1 Q2 Q3</i> <i>Training: Q1</i> <i>Minimising Intoxication: Q1 Q2</i></p>
<p><i>requirement to adopt and use statutory signage on the premises for the entire range of circumstances applicable to the organisation</i></p>	<p><i>Signage: Q1 Q2</i> <i>Licensed Premises and the Community: Q3</i> <i>Glass Ban and the Banning of Products: Q1</i></p>
<p><i>requirements for mandatory content of any warning signs and wording within advertising or promotional material of any form, such as print advertising or internet sales</i></p>	<p><i>Licensed Premises and the Community: Q3</i> <i>Glass Ban and the Banning of Products: Q1</i></p>
<p><i>requirements for the remote sale and delivery of alcohol sales generated via the telephone, fax, email or mail</i></p>	<p><i>Remote Sale and Delivery of Alcohol: Q1 Q4</i></p>
<p><i>requirements for proof of age and obligations to minors under local legislation</i></p>	<p><i>Proof of Age Requirements: Q1</i> <i>Checking Proof of Age: Q1</i> <i>Penalties Quiz: Q1</i> <i>Checking Identification: Q1 Q4</i> <i>Scenario Quiz 2: Q1</i> <i>Scenario Quiz 3: Q1</i> <i>Minors: Q1 Q2 Q3</i> <i>Final Assessment 1: Q2 Q3 Q6</i> <i>Final Assessment 2: Q1 Q4 Q5</i></p>

<i>provisions for retaining and reporting falsified proof of age documents</i>	<p>Checking Proof of Age: Q1 Q2 Q3 Q4 Q5</p> <p>Penalties Quiz: Q1</p> <p>Checking Identification: Q1</p> <p>Scenario Quiz 2: Q1</p> <p>Scenario Quiz 3: Q1</p> <p>Final Assessment 2: Q1 Q4 Q5</p>
<i>provisions for requiring someone to leave the premises</i>	<p>Penalties Quiz: Q1</p> <p>Strategies when Refusing Service: Q1 Q2 Q3 Q4</p> <p>Final Assessment 2: Q8</p>
<i>transportation options</i>	<p>Duty of Care: Q1</p> <p>Strategies when Refusing Service: Q1</p> <p>Providing Assistance: Q1</p>
<i>barring procedures</i>	<p>Strategies when Refusing Service: Q1 Q2 Q3 Q4</p> <p>Providing Assistance: Q1 Q2</p> <p>Conflict Resolution Skills: Q1</p>
<i>opening and closing hour provisions</i>	<p>Signage: Q2</p>
<i>requirements for monitoring noise and disturbances in and around licenced premises</i>	<p>Licensed Premises and the Community: Q1</p>
<i>requirements laid down in codes of practice or conduct developed by government agencies or industry groups</i>	<p>Legislative Requirements: Q1</p> <p>Key Agencies: Q1 Q2</p>
<i>requirements described by an inhouse policy, standard or code of practice or conduct</i>	<p>Key Agencies: Q1 Q2</p> <p>Strategies when Refusing Service: Q4</p> <p>Measuring Alcohol: Q4</p>
<i>training and record keeping requirements</i>	<p>Duty of Care: Q1</p> <p>Training: Q1</p>
<i>banned or undesirable products</i>	<p>Responsible Practices and Promotions: Q1 Q2 Q3</p> <p>Glass Ban and the Banning of Products: Q1</p> <p>Refusal of Service: Q1 Q2</p>

<p><i>personal and business implications of breaching any laws, regulations, government or industry-driven codes of practice or conduct</i></p>	<p><i>Licensed Premises and the Community: Q1</i> <i>Training: Q1</i> <i>Penalties Quiz: Q1 Q2 Q3</i></p>
<p><i>offences and penalties relating to offences</i></p>	<p><i>Penalties Quiz: Q1 Q2 Q3</i> <i>Final Assessment 1: Q1</i></p>
<p><i>legal restrictions on alcohol use customised to state or territory legislation, including intoxication provisions of liquor licensing laws</i></p>	<p><i>Remote Sale and Delivery of Alcohol: Q1 Q2 Q3</i> <i>Penalties Quiz: Q1 Q2 Q3</i> <i>Final Assessment 1: Q1 Q7</i> <i>Final Assessment 2: Q7</i></p>
<p><i>legal drink and drive limits.</i></p>	<p><i>Drink Driving: Q1 Q2</i></p>

CRITICAL ASPECTS

Critical Aspects	Task / Question Map
Assessment must ensure use of: an operational food and beverage outlet providing the service of alcohol with the fixtures, large and small equipment and workplace documentation defined in the Assessment Guidelines; this may be a:	
<i>real industry workplace</i>	
<i>simulated industry environment such as a training bar or food and beverage outlet servicing customers</i>	
<i>industry realistic ratios of service staff to customers</i>	
<i>relevant and current publications, signage, information and plain English fact sheets distributed by government regulators and industry bodies</i>	Signage: Q1 Q2
<i>trainers and assessors approved or accredited by the liquor licensing authority, where required by certain states or territories.</i>	

RANGE STATEMENTS

Range Statements	Task / Question Map	
<i>Issues may include:</i>	<i>demeanour and mood</i>	<i>Drink Driving: Q3 Persons at Risk: Q1 Scenario Quiz 1: Q1 Signs of Intoxication: Q1</i>
	<i>familiarity with specific customers</i>	
	<i>perceived effects of illicit and other drug usage</i>	<i>Drink Spiking: Q1 Persons Affected by Drugs: Q1</i>
	<i>perceived health status</i>	<i>Drink Driving: Q3</i>
	<i>physical stature</i>	
	<i>social context.</i>	<i>Intoxication: Q1</i>
<i>Those at risk may include:</i>	<i>Aboriginal and Torres Strait Islanders</i>	<i>Remote Sale and Delivery of Alcohol: Q1 Q2 Q3 Persons at Risk: Q1</i>
	<i>minors</i>	<i>Proof of Age Requirements: Q1 Persons at Risk: Q1 Minors: Q1 Q2 Q3 Final Assessment 1: Q1 Q2 Q3 Q6 Final Assessment 2: Q4 Q5</i>
	<i>people affected by the consumption of illicit and other drugs</i>	<i>Drink Spiking: Q1 Persons at Risk: Q1 Drinking Within Limits: Q1 Persons Affected by Drugs: Q1 Q2 Alcohol: Q1</i>
	<i>people from nonEnglish speaking backgrounds</i>	<i>Persons at Risk: Q1</i>
	<i>women</i>	<i>Drink Spiking: Q1 Persons at Risk: Q1 Alcohol: Q1</i>

	<i>young customers.</i>	<i>Proof of Age Requirements: Q1 Persons at Risk: Q1</i>
<i>Standard drinks should be measured using:</i>	<i>appropriate nip measures</i>	<i>Standard Drinks and Acceptable Measures: Q1 Q2 Q3 Measuring Alcohol: Q1 Q2 Q3 Q4 Q7</i>
	<i>appropriately sized sample glasses</i>	<i>Standard Drinks and Acceptable Measures: Q1 Q2 Q3</i>
	<i>electronic dispensing and measuring devices.</i>	<i>Standard Drinks and Acceptable Measures: Q1 Q2 Q3 Measuring Alcohol: Q1 Q2 Q3 Q4</i>
<i>Samples may include tastings of any item for sale in a:</i>	<i>brewery</i>	<i>Drinking Within Limits: Q1</i>
	<i>distillery</i>	
	<i>hospitality venue</i>	
	<i>retail liquor outlet</i>	
	<i>winery.</i>	<i>Drinking Within Limits: Q1</i>
<i>Erratic drinking patterns may include:</i>	<i>mixing a wide range of drink types</i>	<i>Drinking Within Limits: Q1 Q2 Q3</i>
	<i>drinking quickly and asking for more immediately</i>	<i>Drinking Within Limits: Q1 Q2 Q3 Scenario Quiz 1: Q1</i>
	<i>ordering more than one drink for selfconsumption</i>	<i>Drinking Within Limits: Q1 Q2 Q3</i>
	<i>mixing alcohol consumption with consumption of prescription or illicit drugs</i>	<i>Drinking Within Limits: Q1 Q2 Q3 Persons Affected by Drugs: Q1</i>
	<i>consistently returning to the tasting site to request more samples</i>	<i>Drinking Within Limits: Q1 Q2 Q3</i>
	<i>ordering multiple samples</i>	<i>Drinking Within Limits: Q1 Q2 Q3</i>
	<i>ordering large samples</i>	<i>Drinking Within Limits: Q1 Q2 Q3</i>
	<i>ordering "triple shots" or extra large drinks.</i>	<i>Drinking Within Limits: Q1 Q2 Q3</i>

<p>Requests for drinks to be dispensed in a manner that is irresponsible, or which encourages the rapid or excessive consumption of liquor include:</p>	<p>jugs of spirits and mixers</p>	<p>Responsible Practices and Promotions: Q1 Refusal of Service: Q1 Final Assessment 1: Q1</p>
	<p>large samples</p>	<p>Responsible Practices and Promotions: Q1 Refusal of Service: Q1 Final Assessment 1: Q1</p>
	<p>laybacks</p>	<p>Licensed Premises and the Community: Q1 Responsible Practices and Promotions: Q1 Refusal of Service: Q1 Final Assessment 1: Q1</p>
	<p>multiple samples for selfconsumption</p>	<p>Responsible Practices and Promotions: Q1 Refusal of Service: Q1 Final Assessment 1: Q1</p>
	<p>rocket fuel</p>	<p>Responsible Practices and Promotions: Q1 Refusal of Service: Q1 Final Assessment 1: Q1</p>
	<p>shooters</p>	<p>Licensed Premises and the Community: Q1 Responsible Practices and Promotions: Q1 Refusal of Service: Q1 Final Assessment 1: Q1</p>
	<p>test tubes</p>	<p>Licensed Premises and the Community: Q1 Responsible Practices and Promotions: Q1 Refusal of Service: Q1 Q2 Final Assessment 1: Q1 Q9</p>
	<p>yard glasses.</p>	<p>Responsible Practices and Promotions: Q1 Refusal of Service: Q1 Final Assessment 1: Q1 Q9</p>

<i>Changes in behaviour may involve the customer becoming:</i>	<i>aggressive</i>	<i>Drinking Within Limits: Q1 Q2 Q3 Scenario Quiz 1: Q1 Final Assessment 1: Q7</i>
	<i>disorderly</i>	<i>Drinking Within Limits: Q1 Q2 Q3 Scenario Quiz 1: Q1 Final Assessment 1: Q5 Q7</i>
	<i>quarrelsome</i>	<i>Drinking Within Limits: Q1 Q2 Q3 Scenario Quiz 1: Q1 Final Assessment 1: Q7</i>
	<i>violent.</i>	<i>Drinking Within Limits: Q1 Q2 Q3 Final Assessment 1: Q7</i>
<i>Factors include:</i>	<i>food intake</i>	<i>Drink Driving: Q3 Minimising Intoxication: Q1 Alcohol: Q1 Q2 Q5 Final Assessment 1: Q9</i>
	<i>gender</i>	<i>Drink Driving: Q3 Alcohol: Q1</i>
	<i>general health</i>	<i>Drink Driving: Q3 Alcohol: Q1</i>
	<i>other substances taken, especially illicit and other drugs</i>	<i>Drink Spiking: Q1 Persons Affected by Drugs: Q1 Alcohol: Q1</i>
	<i>rate of consumption</i>	<i>Alcohol: Q1</i>
	<i>weight.</i>	<i>Drink Driving: Q3 Alcohol: Q1</i>
<i>Proof of age includes:</i>	<i>current drivers licence</i>	<i>Checking Proof of Age: Q1 Q2 Q3 Q4 Q5 Checking Identification: Q1 Scenario Quiz 2: Q1 Scenario Quiz 3: Q1 Final Assessment 1: Q1 Final Assessment 2: Q1 Q2</i>

	<i>passport</i>	<i>Checking Proof of Age: Q1</i> <i>Checking Identification: Q1</i> <i>Scenario Quiz 2: Q1</i> <i>Scenario Quiz 3: Q1</i> <i>Final Assessment 1: Q1</i> <i>Final Assessment 2: Q1 Q2</i>
	<i>photo card</i>	<i>Proof of Age Requirements: Q1</i> <i>Checking Proof of Age: Q1</i> <i>Checking Identification: Q1</i> <i>Scenario Quiz 2: Q1</i> <i>Scenario Quiz 3: Q1</i> <i>Final Assessment 1: Q1</i> <i>Final Assessment 2: Q1 Q2</i>
	<i>proof of age card.</i>	<i>Proof of Age Requirements: Q1</i> <i>Checking Proof of Age: Q1</i> <i>Checking Identification: Q1</i> <i>Scenario Quiz 2: Q1</i> <i>Scenario Quiz 3: Q1</i> <i>Final Assessment 1: Q1</i> <i>Final Assessment 2: Q1 Q2</i>
<i>Intoxicated denotes:</i>	<i>drunk</i>	<i>Drinking Within Limits: Q1 Q2 Q3</i>
	<i>those to whom service may be refused due to excessive consumption of alcohol</i>	<i>Drinking Within Limits: Q1 Q2 Q3</i> <i>Strategies when Refusing Service: Q1 Q2 Q4</i> <i>Final Assessment 2: Q7</i>
	<i>“unduly intoxicated” may also be used in some state or territory legislation.</i>	<i>Licensed Premises and the Community: Q1</i> <i>Drinking Within Limits: Q1 Q2 Q3</i> <i>Refusal of Service: Q1 Q2</i> <i>Final Assessment 1: Q1 Q2 Q3 Q7</i> <i>Final Assessment 2: Q1 Q3 Q6 Q7 Q8</i>
<i>Signage may include:</i>	<i>signs produced inhouse that comply with wording required by legislation</i>	<i>Licensed Premises and the Community: Q3</i> <i>Glass Ban and the Banning of Products: Q1</i>

	<i>standard promotional signs issued by the relevant state or territory licensing authority</i>	<i>Signage: Q1 Q2 Penalties Quiz: Q1 Q2 Q3 Minors: Q1</i>
	<i>warning notices within any form of advertising.</i>	
<i>Appropriate assistance may include:</i>	<i>assisting the customer to connect with their designated driver</i>	<i>Providing Assistance: Q1</i>
	<i>offering alternatives to alcohol, including food</i>	<i>Minimising Intoxication: Q1 Q2 Scenario Quiz 1: Q1 Providing Assistance: Q1 Q2</i>
	<i>offering to sell or serve nonalcoholic drinks</i>	<i>Minimising Intoxication: Q1 Q2 Scenario Quiz 1: Q1 Persons Affected by Drugs: Q2 Strategies when Refusing Service: Q1 Providing Assistance: Q1 Q2 Final Assessment 1: Q9 Final Assessment 2: Q7</i>
	<i>organising transport for customers wishing to leave</i>	<i>Duty of Care: Q1 Drink Spiking: Q2 Q3 Providing Assistance: Q1 Final Assessment 2: Q7</i>
	<i>providing information on taxis.</i>	<i>Duty of Care: Q1 Providing Assistance: Q1 Final Assessment 1: Q10 Final Assessment 2: Q7</i>
<i>Communication and conflict resolution skills may include:</i>	<i>using open and non-aggressive body language</i>	<i>Strategies when Refusing Service: Q3 Body Language: Q1 Q2 Q3 Conflict Resolution Skills: Q1 Final Assessment 2: Q7</i>

	<p><i>using a number of strategies to diffuse a situation, such as taking the person away from an audience or blaming the refusal on the "law"</i></p>	<p><i>Strategies when Refusing Service: Q1 Q4</i> <i>Body Language: Q1 Q2 Q3</i> <i>Conflict Resolution Skills: Q1 Q2</i> <i>Final Assessment 2: Q7</i></p>
	<p><i>monitoring the reactions of other customers</i></p>	<p><i>Body Language: Q1</i> <i>Conflict Resolution Skills: Q1</i></p>
	<p><i>picking early warning signs and intervening before the person is intoxicated</i></p>	<p><i>Training: Q1</i> <i>Drinking Within Limits: Q1 Q2 Q3</i> <i>Scenario Quiz 1: Q1</i> <i>Body Language: Q1</i> <i>Conflict Resolution Skills: Q1 Q2</i> <i>Final Assessment 1: Q7</i> <i>Final Assessment 2: Q7</i></p>
	<p><i>not using physical touch or body language</i></p>	<p><i>Scenario Quiz 1: Q1</i> <i>Strategies when Refusing Service: Q1 Q3 Q4</i> <i>Body Language: Q1 Q2 Q3</i> <i>Conflict Resolution Skills: Q1</i> <i>Final Assessment 2: Q7</i></p>
	<p><i>remaining calm and using tactful language.</i></p>	<p><i>Scenario Quiz 1: Q1</i> <i>Body Language: Q1 Q2 Q3</i> <i>Conflict Resolution Skills: Q1</i> <i>Final Assessment 2: Q7</i></p>