



Course Information Booklet for One Day Courses

BarMax Australia and 1-AAA Barmax are trading names for the Registered Training Organisation Tertius Training Pty Ltd (Provider Code 41242).

Welcome to your one-day accredited Hospitality course. This course may be either or both of;

- SITHFAB002 - Provide responsible service of alcohol
- Or
- SITHGAM001 - Provide responsible gambling services

This Course information Booklet is provided to inform you of the specific details of your one-day course.

This Course Information Booklet should be read together with our Student Information Handbook - One Day Courses, which provides more detailed information on our policies and procedures and how they affect you as a student of BarMax for all courses. We encourage you to read this Student Information Handbook and the Course Information Handbook prior to enrolment. Both documents are available on our website www.barmax.com.au (see 'downloads').

There are also a few policies at the end of this booklet that you really need to know and understand. Once you have read, and understood the Student Information Handbook, and this course information booklet, you will be asked to complete your enrolment form, provide the required proof of identity and complete and sign an acknowledgement form stating that you understand the details of your course.

The duration of the course;

Both the RSA and RCG are taught for 1 day each (plus meal breaks). This is a strict requirement by Liquor and Gaming NSW. When you are having a meal or coffee break you are required to return to the class when required by the trainer. Should you fail to return to the class at the time required you may be ineligible to complete the training for the day. In that instance you must reschedule your training for another day.

The scope of the RSA course and how you will be assessed;

Unit of Competency	SITHFAB002 - Provide responsible service of alcohol
Session Outline	This unit describes the performance outcomes, skills and knowledge required to responsibly sell or serve alcohol
How you will be assessed for each unit of competency	<p>At the end of the one-day course you will be required to undertake an assessment to establish your understanding of the required skills and knowledge to provide the Responsible Service of Alcohol.</p> <p>This assessment comprises questions in the following formats;</p> <ol style="list-style-type: none"> 1) Multiple choice 2) Short answer 3) True/False

The scope of the RCG course and how you will be assessed;

Unit of Competency	SITHGAM001 - Provide responsible gambling services
Session Outline	This unit describes the performance outcomes, skills and knowledge required to provide responsible gambling services, and information to customers who require assistance with their problem gambling
How you will be assessed for each unit of competency	<p>At the end of the one-day course you will be required to undertake an assessment to establish your understanding of the required skills and knowledge to provide Responsible Gambling Services.</p> <p>This assessment comprises questions in the following formats;</p> <ol style="list-style-type: none"> 1) Multiple choice 2) Short answer 3) True/False

Fees and refund policy

Responsible Service of Alcohol (RSA) costs \$140* when purchased as a single unit.

Provide Responsible Gambling Services (RCG) costs \$100* when purchased as a single unit.

*The fees above must be paid prior to attending the course.

Tertius Training (BarMax) does not offer refunds on one day courses however the student may reschedule their course (See below) at no additional cost provided 3 working days' notice is provided. Additionally, the student can transfer the course to any other eligible member of the public.

Should the student need to reschedule, if three clear working days' notice is given (does not include Saturday and Sunday nor public holidays) there is no additional fee however if three working days' notice is not provided a \$50 rescheduling fee is applied to each one-day course requiring to be rescheduled.

Discretion may be exercised by the CEO in some situations to authorise a refund of enrolment fee or rescheduling fee if the circumstances warrant it.

Where refunds are approved, the refund payment will be paid to the student within 14 days of the CEO's determination

Rules you must follow whilst being trained

BarMax makes every effort to provide an environment suitable for all students to learn and develop their skills and knowledge. To assist in helping achieve this for you and your fellow students BarMax has the following rules which must be strictly observed.

- Any attendee who arrives at the course more than 10 minutes late to the specified start time of a face to face course will be refused entry into the course. Additionally, a penalty will apply (see fees to reschedule).
- Students are provided with breaks throughout the course. Students arriving more than 10 minutes late from the allocated break will be refused re-entry to that course and must arrange to re-sit the entire course. Additionally, a penalty will apply (see fees to re-schedule).
- All students must provide a current valid Photo ID to obtain entry to any of our courses (e.g. driver's license, passport, Photo Card or Student Card).
- A student may be refused entry to, or removed from a class for the following reasons;
 - failure to provide current valid Photo ID
 - Failing to adhere to BarMax's or venue's dress requirement - where the student attends any venue such as a club or hotel, the dress requirements of that club or hotel are imposed upon the student. For example: this will normally prohibit the wearing of singlets, micro miniskirts, sandals or thongs, shirts with offensive writing, ripped/torn clothes.
 - Disturbing, causing discomfort, threatening the safety and security of/to other students, staff, patrons or the property of the provider or the venue.
 - If the student is under the influence of alcohol or non-prescription drugs
 - Breaching the laws of the Commonwealth or State.
 - Breaching age requirements for the course.

If the student has been refused entry for any of the reasons above that student may request to reschedule the course after a rescheduling fee of \$50 has been received by BarMax.

Terms and Conditions

A full copy of our Terms and Conditions can be found on our website www.barmax.com.au

Further information on complaints and appeals

BarMax Australia is committed to providing a fair complaints and appeals process. Further information on complaints and appeals is found in our BarMax Student Handbook - One Day Courses. This information addresses the following points and more;

- What is a complaint?
- What is an appeal?
- Early resolution or complaints and appeals
- Relationship to continuous improvement
- Complaint and appeals handling

4. Communication with BarMax

Students who wish to contact BarMax regarding any issue may use the following forms of contact:

Phone: 02 9211 4110 Mon-Friday 9:00am to 5:00pm

Fax: 02 9211 4118 Mon-Friday 9:00am to 5:00pm

Email: enquiries@barmax.com.au

Postal BarMax Australia
P.O. Box 909
Broadway NSW 2007

When you have successfully completed your selected units of competency, you will be eligible to apply for your NSW Photo Competency Card issued by Liquor and Gaming NSW.

A Statement of Attainment will also be issued by BarMax Australia.

If you require any assistance at all, please don't hesitate to contact us.

We hope you enjoy your training program!