



RSA Alcohol Australia

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1. Under the NSW Liquor Act 2007, which of the following persons is legally required to hold a current RSA certificate before serving alcohol?

- A. Only staff who work more than 20 hours per week
- B. Only staff employed at venues with a capacity over 100 people
- C. Any person who serves, sells, or supplies liquor in a licensed venue
- D. Only the licensee or venue manager

2. What does RSA stand for in the context of alcohol service?

- A. Responsible Sales of Alcohol
- B. Regulated Service of Alcohol
- C. Responsible Service of Alcohol
- D. Relaxed Service of Alcohol

3. A customer shows signs of intoxication and asks for another drink. Under the NSW Liquor Act 2007, what must the staff member do?

- A. Refuse service, as it is an offence to supply liquor to an intoxicated person
- B. Ask a manager before deciding whether to serve the customer
- C. Serve a smaller-sized drink as a compromise
- D. Continue serving but switch the customer to low-alcohol beer

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4. When checking the identification of a customer for age verification, what is the legal age for purchasing alcohol in most Australian states and territories?

- A. 18 years old
- B. 16 years old
- C. 21 years old
- D. 20 years old



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5. Which of the following is an acceptable form of photo ID under NSW Liquor & Gaming guidelines for verifying a customer's age?

- A. A library card with a photo
- B. An employer-issued staff access card
- C. An Australian passport
- D. A Medicare card

6. In a licensed venue, if a customer appears to be intoxicated, what is the recommended course of action?

- A. Refuse service of alcohol
- B. Offer them another drink
- C. Ignore their behavior
- D. Serve them water and food

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7. Under the NSW Liquor Act 2007, what is the minimum age at which a person may be served alcohol in a licensed venue?

- A. 16 years
- B. 18 years
- C. 17 years
- D. 21 years

8. In the context of RSA, what does 'Duty of Care' refer to?

- A. The responsibility of the patron to consume alcohol responsibly
- B. The legal obligation of the venue and its staff to ensure the safety and well-being of patrons
- C. The responsibility of law enforcement to monitor alcohol service
- D. The responsibility of government to regulate alcohol prices

9. One standard drink in Australia is defined as any drink containing how many grams of pure alcohol?

- A. 10 grams
- B. 12 grams
- C. 15 grams
- D. 8 grams

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10. What is the purpose of responsible service of alcohol signage in a licensed venue?

- A. To promote happy hour specials
- B. To advertise drink discounts
- C. To inform customers of the venue's opening hours
- D. To remind customers of responsible drinking and available support

11. A licensee at a Sydney hotel is found to have repeatedly allowed intoxicated patrons to remain on the premises. Under the NSW Liquor Act 2007, which of the following best describes the potential consequence?

- A. The only available penalty is a mandatory reduction in trading hours
- B. The licensee may face substantial monetary penalties and risk licence suspension or cancellation
- C. The licensee may receive a verbal warning from Liquor & Gaming NSW on the first occasion only
- D. The licensee faces no personal liability; only the serving staff member is penalised

12. What should you do if you suspect a customer is attempting to buy alcohol for someone who is underage?

- A. Sell the alcohol discreetly to avoid confrontation
- B. Ask for proof of the underage person's age as well
- C. Politely refuse the sale and explain the law
- D. Ignore the situation and complete the sale

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13. An adult patron asks to buy a bottle of wine to take home as a gift for a 16-year-old family member. Under the NSW Liquor Act 2007, supplying alcohol to a minor via an adult is known as what, and is it permitted?

- A. Secondary supply; it is permitted if the adult signs a declaration
- B. Proxy purchasing; it is always legal when the buyer is over 18
- C. Secondary supply; it is an offence unless the minor's parent or guardian directly provides it in a private setting
- D. Contributory supply; it is only an offence if the minor is under 16

14. RSA certificates are typically valid for an indefinite period in most Australian states.

- A. True
- B. False



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15. A patron's speech is slurred, their eyes are glassy, and they are swaying when standing still. Under RSA guidelines, which principle governs the staff member's obligation in this situation?

- A. Privacy law: staff cannot act on observable behaviour without the patron's consent
- B. Customer service: staff should seat the patron and offer water before deciding
- C. Harm minimisation: staff must refuse further service to prevent foreseeable harm to the patron and others
- D. Duty of care: staff must call the patron a taxi before making any service decision

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16. What is the term for a standard unit of alcohol in Australia?

- A. Standard Beverage
- B. Liquor Measure
- C. Responsible Drink
- D. Standard Drink

17. A venue's licence specifies that it must stop serving alcohol at midnight. A customer orders a drink at 11:58 pm and is still at the bar at 12:05 am. What is the staff member's responsibility regarding licence conditions?

- A. The drink already ordered may be served and consumed; a new order placed after midnight must be refused
- B. The customer should be immediately removed from the premises at midnight regardless of whether they ordered
- C. Licence trading hours apply only to takeaway sales, not on-premise consumption
- D. Service must continue until the customer finishes; the licence condition only applies to new arrivals

18. Which of the following is NOT a key responsibility of someone serving alcohol responsibly?

- A. Identifying underage patrons
- B. Promoting excessive drinking
- C. Monitoring alcohol consumption
- D. Refusing service when necessary

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19. Which NSW government body is responsible for enforcing compliance with the Liquor Act 2007 at licensed premises?

- A. NSW Health Department
- B. Liquor & Gaming NSW
- C. The Australian Border Force
- D. The Australian Competition and Consumer Commission (ACCC)

20. Which of the following strategies is most effective in preventing underage drinking in a licensed venue?

- A. Implementing a strict 'no entry' policy for all patrons under 21
- B. Checking identification for all patrons who appear to be under 25
- C. Refusing service to patrons who appear underage, even if they have valid identification
- D. Offering special promotions and discounts for young patrons

21. A new staff member without an RSA certificate is rostered on for a shift and begins serving alcohol without informing the manager. Under the NSW Liquor Act 2007, who bears legal liability for this breach?

- A. Both the licensee and the staff member, because the Act imposes obligations on both parties
- B. Only the licensee, because the licensee is solely responsible for all staff conduct
- C. Neither party is liable unless a patron was actually harmed during the shift
- D. Only the staff member, because they knowingly served without certification

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22. In the context of RSA, what does the term 'RSA Marshal' typically refer to?

- A. A specially trained security staff member
- B. A certified RSA trainer
- C. A law enforcement officer responsible for RSA enforcement
- D. A patron who assists in monitoring alcohol service

23. Under the NSW Liquor Act 2007, a licensee claims they did not personally observe a staff member serve an intoxicated patron and therefore cannot be held responsible. Is this defence valid?

- A. No, licensees have a non-delegable duty to ensure harm-minimisation practices are followed by all staff
- B. Yes, liability rests entirely with whichever staff member made the service decision
- C. Yes, personal observation is required to establish the licensee's liability
- D. No, but the licensee's penalty is automatically halved if they were not present at the time



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24. Which of the following is an example of a 'standard drink' in Australia, representing approximately 10 grams of pure alcohol?

- A. A pint of beer
- B. A glass of wine
- C. A double shot of spirits
- D. A jug of sangria

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25. An RSA-certified staff member is pressured by a manager to continue serving a visibly intoxicated patron to avoid losing a high-value customer. What is the staff member's correct legal and professional position?

- A. Refuse to serve the patron, as RSA obligations are personal and the staff member faces individual liability for serving an intoxicated person
- B. Follow the manager's instruction, as the manager holds the licence and bears all responsibility
- C. Offer the patron a non-alcoholic drink instead, which satisfies both the manager and the law
- D. Comply this once and report the incident to Liquor & Gaming NSW the following business day

26. According to the intoxication provisions in liquor legislation in ALL State or Territories, the terms intoxication, an intoxicated person or unduly intoxicated for the purpose of RSA are most accurately defined as:

- A. A person whose speech, balance, co-ordination or behaviour is noticeably affected, and it is reasonable in the circumstances to believe that this is as a result of consuming liquor as a minor
- B. A person whose speech, balance, co-ordination or behaviour is noticeably affected, and it is reasonable in the circumstances to believe that this is as a result of consuming liquor
- C. A person whose speech, balance or behaviour is noticeably affected, and it is reasonable in the circumstances to believe that this is as a result of consuming liquor without eating
- D. A person whose co-ordination is impaired, and it is reasonable in the circumstances to believe that the person has consumed more than four (4) standard drinks within an hour

27. Under the NSW Liquor Act 2007, which of the following best describes the legal definition of 'intoxicated'?

- A. A person whose speech, balance, coordination or behaviour is noticeably affected by alcohol or another drug
- B. A person who has consumed more than four standard drinks in one sitting
- C. A person who has a blood alcohol concentration above 0.05
- D. A person who appears drowsy or falls asleep at the venue



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28. The principles of harm minimisation and community safety as described in liquor acts across the various States and Territories can best be described as:

- A. Minimising the number of unduly intoxicated people, drink driving accidents and incidents of vandalism
- B. Minimising the harmful health, social and economic consequences of alcohol misuse and abuse on the individual and the community
- C. Minimising the amount of people requiring treatment for alcohol abuse, the level of security required to protect the public and the inconvenience to the community of being located close to licensed venues
- D. Minimising the cost to government of policing licensed venues

29. How many grams of pure alcohol are contained in one Australian standard drink?

- A. 8 grams
- B. 12 grams
- C. 15 grams
- D. 10 grams

30. According to liquor legislation and regulations in ALL States or Territories, what best describes the duty of care obligations held by RSA workers?

- A. Discourage patrons from engaging in activities which can harm themselves or others, including irresponsible, erratic or rapid drinking.
- B. Employees taking care to protect the venue and its fixtures and fittings from damage due to intoxicated customers
- C. Customers understanding about RSA and what it means for them
- D. Encourage patrons to make plans to get themselves home when expecting a big night out.



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Answer Key & Explanations

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1. C — Any person who serves, sells, or supplies liquor in a licensed venue

The NSW Liquor Act 2007 and Liquor & Gaming NSW require that any person who serves, sells, or supplies liquor at a licensed venue must hold a current RSA certification before doing so.

2. C — Responsible Service of Alcohol

3. A — Refuse service, as it is an offence to supply liquor to an intoxicated person

Section 73 of the NSW Liquor Act 2007 makes it a specific offence to supply liquor to an intoxicated person on licensed premises; refusal is mandatory, not discretionary.

4. A — 18 years old

5. C — An Australian passport

Liquor & Gaming NSW recognises only four forms of acceptable proof-of-age ID: Australian driver licence, Australian passport, NSW Photo Card, and a Proof of Age card — a library or Medicare card is not accepted.

6. A — Refuse service of alcohol

7. B — 18 years

The NSW Liquor Act 2007 prohibits the sale or supply of liquor to any person under the age of 18 years, making 18 the legal minimum age for being served alcohol.

8. B — The legal obligation of the venue and its staff to ensure the safety and well-being of patrons

9. A — 10 grams

In Australia, one standard drink is legally defined as containing 10 grams of pure alcohol, and this measure underpins harm-minimisation advice given to patrons.

10. D — To remind customers of responsible drinking and available support

11. B — The licensee may face substantial monetary penalties and risk licence suspension or cancellation

Under the NSW Liquor Act 2007, licensees bear primary responsibility for harm-minimisation compliance and can face significant financial penalties, licence conditions, suspension, or cancellation for repeated breaches.

12. C — Politely refuse the sale and explain the law

13. C — Secondary supply; it is an offence unless the minor's parent or guardian directly provides it in a private setting

The NSW Liquor Act 2007 restricts secondary supply — providing alcohol to a minor through a third party — and only permits it when a parent or guardian supplies it to their own minor child in a private (non-licensed) setting.



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14. B — False

RSA certificates typically have an expiration date.

15. C — Harm minimisation: staff must refuse further service to prevent foreseeable harm to the patron and others

RSA training under the NSW Liquor Act 2007's harm-minimisation framework requires staff to act on observable signs of intoxication by refusing further service to prevent harm to the patron and the wider community.

16. D — Standard Drink

17. A — The drink already ordered may be served and consumed; a new order placed after midnight must be refused

Under NSW licence conditions, a drink ordered before the trading-hours cut-off may generally be completed, but no new orders must be accepted after the authorised trading period ends; staff must enforce this boundary.

18. B — Promoting excessive drinking

19. B — Liquor & Gaming NSW

Liquor & Gaming NSW is the state regulatory authority responsible for licensing, compliance, and enforcement of the Liquor Act 2007 across all licensed premises in New South Wales.

20. B — Checking identification for all patrons who appear to be under 25

21. A — Both the licensee and the staff member, because the Act imposes obligations on both parties

The NSW Liquor Act 2007 imposes concurrent obligations: the licensee must ensure all staff hold RSA before serving, and the individual staff member must not serve without certification — both can face penalties.

22. A — A specially trained security staff member

An RSA Marshal is a specially trained security staff member responsible for monitoring alcohol service in a licensed venue.

23. A — No, licensees have a non-delegable duty to ensure harm-minimisation practices are followed by all staff

The NSW Liquor Act 2007 places a non-delegable harm-minimisation duty on licensees; they remain liable for breaches by staff even when not personally present at the time of the unlawful service.

24. B — A glass of wine

25. A — Refuse to serve the patron, as RSA obligations are personal and the staff member faces individual liability for serving an intoxicated person

RSA duties under the NSW Liquor Act 2007 are personal: each certified staff member is individually responsible for not serving intoxicated patrons, and a manager's instruction to do so does not transfer or remove that individual liability.

26. B — A person whose speech, balance, co-ordination or behaviour is noticeably affected, and it is reasonable in the circumstances to believe that this is as a result of consuming liquor

27. A — A person whose speech, balance, coordination or behaviour is noticeably affected by alcohol or another drug



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Under the NSW Liquor Act 2007, a person is intoxicated if their speech, balance, coordination or behaviour is noticeably affected, and it is reasonable to conclude this is due to the consumption of alcohol or another drug — there is no BAC threshold in the definition.

28. B — Minimising the harmful health, social and economic consequences of alcohol misuse and abuse on the individual and the community

29. D — 10 grams

One Australian standard drink contains exactly 10 grams of pure alcohol, as defined by the National Health and Medical Research Council and used throughout NSW RSA training.

30. A — Discourage patrons from engaging in activities which can harm themselves or others, including irresponsible, erratic or rapid drinking.



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