



Course Handbook

Creating professionals since 1999

Registered training provider no. 6871

 9559 0025

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ABOUT US

CMNL Academy is a Sydney based Registered Training Organisation (RTO) which was developed by Canterbury-Hurlstone Park RSL Club in 1999 to provide a relevant resource to the community in workplace training.

As an (RTO) accredited by the Australian Skills Quality Authority, we deliver nationally recognised training for those looking to enter the workforce, or to those who want to further develop their careers.

For over 20 years we have enjoyed an excellent reputation as an innovative centre for quality hospitality and business training outcomes.

OUR FACILITIES

Our classroom workshops are held inside Canterbury-Hurlstone Park RSL Club, 20-26 Canterbury Rd Hurlstone Park NSW 2193. In October 2014 we opened our contemporary purpose-built training room, fully equipped with a full-service bar, espresso machines and plasma screen. A comfortable and ambient environment for a fun & hands on way to learn job ready skills in true to life environment.

WHAT WE OFFER

In addition to our workshops, short courses and full-length qualification and traineeship training, CMNL Academy also offers - customised training and recognition services for the registered clubs industry. We also have a proud history of providing subsidised training to local school students in Cert II in Hospitality, Cafe, RSA and RCG courses.

OUR CREDENTIALS

We are accredited by the Australian Skills Quality Authority to deliver Nationally Recognised Training. We are also recognised by Liquor and Gaming NSW and NSW Food Authority as approved providers of mandatory training for the Clubs industry. RTO National Code 6871.

PROGRAM BENEFITS

- Can be customised to suit the needs of individual organisations
- Are designed to allow flexible delivery option
- Have realistic class sizes to maximise the quality of the learning provided
- Are competitively priced
- Are delivered by professional trainers with extensive experience in the industry.

COURSE SCHEDULE

We are constantly reviewing our course offering and scheduling, please check the website for current course options and dates.

COURSE CATEGORIES

Full Qualifications

Nationally recognised Qualifications

- BSB40520 Certificate IV in Leadership and Management
- SIT20322 Certificate II in Hospitality
- SIT30622 Certificate III in Hospitality
- SIT30821 Certificate III in Commercial Cookery

Short Courses

Nationally recognised course units offered individually or as skills groups

- SITXFSA005 - Use hygienic practices for food safety
- SITXFSA006 - Participate in safe food handling practices
- SITHFAB025 - Prepare and serve espresso coffee
- SITHFAB021 - Provide responsible service of alcohol
- SITHGAM022 - Provide responsible gambling services

NB: You will require a USI to commence nationally recognised qualifications/units of competency. Please refer to Student Handbook for instructions and guidelines.

Non-accredited

- Advanced Responsible Conduct of Gambling (ARCG)

BSB40520 Certificate IV in Leadership and Management



This qualification reflects the role of individuals working as developing and emerging leaders and managers in a range of enterprise and industry contexts.

As well as assuming responsibility for their own performance, individuals at this level are likely to provide leadership, guidance, and support to others. They may also have some responsibility for organising and monitoring the output of teams.

They apply solutions to a defined range of predictable and unpredictable problems and analyse and evaluate information from a variety of sources.

Job Roles - Coordinator, Leading Hand, Supervisor, Team Leader, Duty Manager

Certificates to be awarded

On successful completion of all required units of competency you will be awarded a Nationally Recognised Certificate with an Academic Transcript for BSB40520 Certificate IV in Leadership and Management. On successful completion of some units but not the full course, you will be awarded a Statement of Attainment and Academic Transcript listing the units completed.

Course Type: Government subsidised Traineeship

Study Type: Work-based training combined with workplace assessing, self-paced study and Face to face workshops

Duration: 6-18 months

Course Fee: Government subsidised Fee-free traineeship*

*Smart and Skilled Eligibility

To apply for this course, you must meet the Smart and Skilled eligibility criteria:

<https://smartandskilled.nsw.gov.au/are-you-eligible>

Pre-requisite: Applicants must be currently under employment.

Entry requirements: The course requires a proficient level of literacy-speaking, reading and comprehension and writing. These skills are necessary for a person working in a Leadership and Management role.

Our enrolment process requires students to complete a language, literacy, and numeracy assessment to ensure they meet the minimum LLN requirements for the course. We want to make sure the selected program is not above learners' capabilities to participate.

5 CORE UNITS

BSBLDR411	Demonstrate leadership in the workplace
BSBLDR413	Lead effective workplace relationships
BSBOPS402	Coordinate business operational plans
BSBXCM401	Apply communication strategies in the workplace
BSBXTW401	Lead and facilitate a team

7 ELECTIVE UNITS

Electives can be subject to change depending on Chosen pathway

BSBLDR412	Communicate effectively as a workplace leader
BSBCRT411	Apply critical thinking to work practices
BSBLDR414	Lead team effectiveness
BSBTWK401	Build and maintain business relationships
BSBWHS411	Implement and monitor WHS policies, procedures, and programs
BSBPEF403	Lead personal development
BSBPEF502	Develop and use emotional intelligence

Assessment

All assessments must be completed within 6-18 months of the commencement date. Students will be provided with a learner guide for each unit to support their learning and assessment.

Assessments to be completed for each unit include:

- Learner workbook
- Learner Assessment Pack

Assessment types may include:

- Written questions
- Case studies and Research tasks
- Project
- Third party report

Students are permitted two (2) submissions for each assessment activity. If students are unable to complete an assessment activity satisfactory after the second attempt, they may choose to pay a fee to be assessed in the activity a third time or to attend the full unit training again. Please refer to our student handbook to get the detailed fee information.

Self- paced Learning

Students with little or no experience in Leadership and Management should allow approximately 5 - 10 hours per unit to complete all learning and assessment activities.

Students who have experience or a work history in Leadership and Management may be able to complete assessment activities in a shorter period.

Recognition of Prior Learning (RPL)

To be eligible for RPL, the student must demonstrate currency in that subject. If you think you are eligible for RPL, please contact us on (02) 9559 0025 or info@cmnlacademy.com.au

SIT20322 Certificate II in Hospitality



This qualification reflects the role of individuals who have a defined and limited range of hospitality operational skills and basic industry knowledge. They are involved in mainly routine and repetitive tasks and work under direct supervision.

This qualification provides a pathway to work in various hospitality settings, such as restaurants, hotels, motels, catering operations, clubs, pubs, cafés, and coffee shops.

Certificates to be awarded

On successful completion of all required units of competency you will be awarded a Nationally Recognised Certificate with an Academic Transcript for SIT20322 Certificate II in Hospitality. On successful completion of some units but not the full course, you will be awarded a Statement of Attainment and Academic Transcript listing the units completed.

You can use this qualification to gain credit for part of Certificate III and IV in Hospitality or a range of other qualifications at Cert III or IV levels.

Course Type: Government subsidised Traineeship

Study Type: Work-based training combined with workplace assessing, self-paced study and Face to face workshops

Duration: 6-12 months

Course Fee: Government subsidised Fee-free traineeship*

*Smart and Skilled Eligibility:

To apply for this course, you must meet the Smart and Skilled eligibility criteria:

<https://smartandskilled.nsw.gov.au/are-you-eligible>

Pre-requisite: Applicants must be currently working in hospitality industry sector.

Entry requirements: The course requires a proficient level of literacy-speaking, reading and comprehension and writing. These skills are necessary for a person working in a hospitality role.

Our enrolment process requires students to complete a language, literacy, and numeracy assessment to ensure they meet the minimum LLN requirements for the course. We want to make sure the selected program is not above learners' capabilities to participate.

6 CORE UNITS

BSBTWK201	Work effectively with others
SITHIND006	Source and use information on the hospitality industry
SITHIND007	Use hospitality skills effectively
SITXCCS011	Interact with customers
SITXCOM007	Show social and cultural sensitivity
SITXWHS005	Participate in safe work practices

6 ELECTIVE UNITS

Electives can be subject to change depending on Chosen pathway

SITXFSA005	Use hygienic practices for food safety
SITHFAB022	Clean and tidy bar areas
SITHFAB021	Provide responsible service of alcohol
SITHFAB023	Operate a bar
SITHFAB025	Prepare and serve espresso coffee
SITHGAM022	Provide responsible gambling services

Assessment

All assessments must be completed within 6-12 months of the commencement date for the training. Students will be provided with a learner guide for each unit to support their learning and assessment.

Assessments to be completed for each unit include:

- Learner workbook
- Learner Assessment Pack
- Record of Training Logbook

Assessment methodologies may include:

- Written questions
- Case studies
- Role plays
- Observation/Demonstration

Students are permitted two (2) submissions for each assessment activity. If students are unable to complete an assessment activity satisfactory after the second attempt, they may choose to pay a fee to be assessed in the activity a third time or to attend the full unit training again. Please refer to our student handbook to get the detailed fee information.

Self- paced Learning

Students with little or no experience in hospitality should allow approximately 5 – 10 hours per week to complete all learning and assessment activities.

Students who have experience or a work history in hospitality industry may be able to complete assessment activities in a shorter period.

Recognition of Prior Learning (RPL)

To be eligible for RPL, the student must demonstrate currency in that subject. If you think you are eligible for RPL, please contact us on (02) 9559 0025 or info@cmnlacademy.com.au

SIT30622 Certificate III in Hospitality



This qualification reflects the role of individuals who have a range of well-developed hospitality service, sales or operational skills and sound knowledge of industry operations. Using discretion and judgement, they work with some independence and under supervision using plans, policies, and procedures to guide work activities.

This qualification provides a pathway to work in organisations such as restaurants, hotels, motels, clubs, pubs, cafés, and coffee shops. This qualification allows for multiskilling and for specialisation in accommodation services, food and beverage and gaming.

Certificates to be awarded

On successful completion of all required units of competency you will be awarded a Nationally Recognised Certificate with an Academic Transcript for SIT30622 Certificate III in Hospitality. On successful completion of some units but not the full course, you will be awarded a Statement of Attainment and Academic Transcript listing the units completed.

You can use this qualification to gain credit for part of Certificate IV in Hospitality or a range of other qualifications at Cert III or IV levels.

Course Type: Government subsidised Traineeship

Study Type

- Work-based training combined with workplace assessing:
 - Face-to-Face workshops
 - Workplace training
 - Self-paced study

Duration: 12-18 months

Course Fee: Government subsidised Fee-free traineeship*

*Smart and Skilled Eligibility

To apply for Government funding, you must meet the Smart and Skilled eligibility criteria:

<https://smartandskilled.nsw.gov.au/are-you-eligible>

Pre-requisite: Applicants must be currently under employment.

Entry requirements: The course requires a proficient level of literacy-speaking, reading and comprehension and writing. These skills are necessary for a person working in a Leadership and Management role.

Our enrolment process requires students to complete a language, literacy, and numeracy assessment to ensure they meet the minimum LLN requirements for the course. We want to make sure the selected program is not above learners' capabilities to participate.

6 CORE UNITS

SITHIND006	Source and use information on the hospitality industry
SITHIND008	Work effectively in hospitality service
SITXCCS014	Provide service to customers
SITXCOM007	Show social and cultural sensitivity
SITXHRM007	Coach others in job skills
SITXWHS005	Participate in safe work practices

9 ELECTIVE UNITS

Electives can be subject to change depending on

SITHFAB021	Provide responsible service of alcohol
SITHGAM022	Provide responsible gambling services
SITXFSA005	Use hygienic practices for food safety
SITHFAB025*	Prepare and serve espresso coffee
SITHFAB027	Serve food and beverage
SITXFSA006	Participate in safe food handling practices
SITHFAB023	Operate a bar
SITHGAM023	Attend gaming machines
SITHFAB022*	Clean and tidy bar areas

*Indicates a pre-requisite is required

Assessment

All assessments must be completed within 12 months of the commencement date. Students will be provided with a learner guide for each unit to support their learning and assessment.

Assessments to be completed for each unit include:

- Learner workbook
- Learner Assessment Pack

Assessment types may include:

- Written questions
- Case studies
- Research tasks
- Project
- Third party report

Students are permitted two (2) submissions for each assessment activity. If students are unable to complete an assessment activity satisfactory after the second attempt, they may choose to pay a fee to be assessed in the activity a third time or to attend the training again for that Unit of Competency. Please refer to our student handbook to for fee information.

Self- paced Learning

Students with little or no experience in the area of Leadership and Management should allow approximately 5 - 10 hours per unit to complete all learning and assessment activities.

Students who have experience or a work history in Leadership and Management may be able to complete assessment activities in a shorter period.

Recognition of Prior Learning (RPL)

To be eligible for RPL, the student must demonstrate currency in that subject. If you think you are eligible for RPL, please contact us on (02) 9559 0025 or info@cmnlacademy.com.au

SIT30821 Certificate III in Commercial Cookery



This qualification reflects the role of cooks who use a wide range of well-developed cookery skills and sound knowledge of kitchen operations to prepare food and menu items. Using discretion and judgement, they work with some independence and under limited supervision using plans, policies, and procedures to guide work activities.

Completion of this qualification contributes to recognition as a trade cook.

This qualification provides a pathway to work as a cook in organisations such as restaurants, hotels, clubs, pubs, cafes, and coffee shops.

Certificates to be awarded

On successful completion of all required units of competency you will be awarded a Nationally Recognised Certificate with an Academic Transcript for SIT30821 Certificate III in Commercial Cookery. On successful completion of some units but not the full course, you will be awarded a Statement of Attainment and Academic Transcript listing the units completed.

You can use this qualification to gain credit for part of Certificate III and IV in Hospitality or a range of other qualifications at Cert III or IV levels.

Course Type: Government subsidised & Fee-free apprenticeships

Study Type: Work-based training combined with workplace assessing, self-paced study and Face to face workshops

Duration: 18 months – 24 months

Course Fees: Course fees for this apprenticeship training is fully subsidised by the NSW Government under the Smart and Skilled Fee Free apprenticeships initiative. For eligible apprentices, there will be no requirement to pay the fee.

Smart and Skilled Eligibility:

To apply for this course, you must meet the Smart and Skilled eligibility criteria. You can find more information by going to vet.nsw.gov.au/choosing-vet/fee-free-apprenticeships

Pre-requisite:

The course requires a proficient level of literacy-speaking, reading and comprehension and writing. These skills are necessary for a person working in a front of house role.

Our enrolment process requires students to complete a language, literacy, and numeracy assessment to ensure they meet the minimum LLN requirements for the course. We want to make sure the selected program is not above learners' capabilities to participate.

20 CORE UNITS

SITHCCC023*	Use food preparation equipment
SITHCCC027 *	Prepare dishes using basic methods of cookery
SITHCCC028 *	Prepare appetisers and salads
SITHCCC029 *	Prepare stocks, sauces and soups
SITHCCC030 *	Prepare vegetable, fruit, egg and farinaceous dishes
SITHCCC031*	Prepare vegetarian and vegan dishes
SITHCCC035*	Prepare poultry dishes
SITHCCC036 *	Prepare meat dishes
SITHCCC037 *	Prepare seafood dishes
SITHCCC041*	Produce cakes, pastries and breads
SITHCCC042*	Prepare food to meet special dietary requirements
SITHCCC043 *	Work effectively as a cook
SITHKOP009 *	Clean kitchen premises and equipment
SITHKOP010	Plan and cost recipes
SITHPAT016*	Produce desserts
SITXFSA005	Use hygienic practices for food safety
SITXFSA006	Participate in safe food handling practices
SITXHRM007	Coach others in job skills
SITXINV006*	Receive store and maintain stock
SITXWHS005	Participate in safe work practices

5 ELECTIVE UNITS

Electives can be subject to change depending on Chosen pathway

SITHCCC026*	Package prepared foodstuffs
SITXCOM007	Show social and cultural sensitivity
SITHCCC0038**	Produce and serve food for buffets
SITHCCC044**	Prepare specialised food items
SITXWHS006	Identify hazards, assess, and control safety risks

*Indicates a pre-requisite is required

Assessment

Students will be provided with a learner guide for each unit to support their learning and assessment.

Assessments to be completed for each unit include:

- Learner workbook
- Learner Assessment Pack
- Record of Training Logbook

Assessment types may include:

- Written questions
- Case studies
- Role plays
- Observation/Demonstration
- Research tasks

Students are permitted two (2) submissions for each assessment activity. If students are unable to complete an assessment activity satisfactory after the second attempt, they may choose to pay a fee to be assessed in the activity a third time or to attend the full unit training again. Please refer to our student handbook to get the detailed fee information.

Self- paced Learning

Students with little experience in hospitality should allow approximately 5 – 10 hours per unit to complete all learning and assessment activities.

Students who have experience or a work history in hospitality industry may be able to complete assessment activities in a shorter timeframe.

Recognition of Prior Learning (RPL)

To be eligible for RPL, the student must demonstrate currency in that subject. If you think you are eligible for RPL, please contact us on (02) 9559 0025 or info@cmnlacademy.com.au.

Short Courses

Nationally recognised course units offered individually or as a partial qualification

Food Hygiene and Barista



This fun and practical course is designed to give you the necessary skills and knowledge required to use personal hygiene practices to prevent contamination of food and extract and serve espresso coffee beverages using commercial espresso machines and grinders. This course applies to any hospitality organization that serve espresso coffee beverages and espresso machine operators who operate with some level of independence and under limited supervision.

Certificate to be awarded: On successful completion you will be awarded a nationally recognised Statement of Attainment for:

SITXFSA005 Use hygienic practices for food safety (*Pre-requisite unit for SITHFAB025*)

SITHFAB025 Prepare and serve espresso coffee

Duration: 2 days (9:30am – 4:30pm)

Location: CMNL Academy purpose-built training bar located at lower-level Canterbury-Hurlstone Park RSL Club.

Cost: \$180

Course Requirements

No late entries to class.

Students must bring:

- Photo identification (license or passport)
- A valid Unique Student Identifier (USI)
- Pen and paper to make notes and complete assessment activities
- Comfortable clothing for working in an and around our training bar
- Flat and closed shoes

This Course combines plain English and questioning to ensure all learners can have the best possible chance at comprehending the required knowledge and skills. If you need assistance due to your Language, Literacy or Numeracy Skills, please contact us on

(02) 9559 0025 or info@cmnlacademy.com.au

Credit Transfer

If you have completed SITXFSA005 Use hygienic practices for food safety unit from another training provider, please contact CMNL Academy administration team to apply for a Credit Transfer Application to complete.

Course Information

Our Barista course is delivered in a small group environment for maximum 10-12 participants to ensure a more personal training experience and more practical time for your barista skills. This course will cover both theory training and practical skills training and during the training, you will learn how to:

- Follow hygiene procedures and identify food hazards
- Report any personal health issues
- Prevent food contamination
- Prevent cross-contamination by washing hands
- Organize coffee workstation
- Select and grind coffee beans
- Advise customers and take espresso coffee orders
- Extract and monitor quality of espresso
- Undertake milk texturing process
- Serve espresso coffee beverages
- Clean espresso equipment

Please contact us on (02) 9599 0025 to make an appointment for your practical session and/or one-to-one session.

Assessment Information

You will be assessed for both theory knowledge and practical skills for this course. Assessments to be completed include:

- Written activities
- Observation/Demonstration
- Role Play
- Final Exam

Students are required to complete all assessment tasks satisfactory to be deemed competent for this course.

If students are assessed as not competent for any of the assessment activities, a free re-assessment will be offered. If students are assessed as not competent again, a re-assessment fee will be applied to re-sit the assessment for a third time (for the detailed fee information, please refer to our online student handbook). If students are assessed as not competent for the third time, they will be required to pay the full course fee to attend the full course again.

Food Hygiene



Course Aim

This unit describes the performance outcomes, skills and knowledge required to use personal hygiene practices to prevent contamination of food that might cause food-borne illnesses. It requires the ability to follow predetermined organisational procedures and to identify and control food hazards.

Who should attend this course?

This unit applies to all tourism, hospitality, and catering organisations with permanent or temporary kitchen premises or smaller food preparation or bar areas.

This includes restaurants, cafes, clubs, hotels, bars, tour operators, attractions, function, event, exhibition and conference caterers, educational institutions, aged care facilities, correctional centres, hospitals, defence forces, cafeterias, kiosks, canteens, fast food outlets, residential caterers, in flight and other transport caterers.

It applies to food handlers which can be any person who directly handles food or food contact surfaces food such as cutlery, plates, and bowls. People at many levels use this skill in the workplace during their daily activities, including cooks, chefs, caterers, kitchen stewards, kitchen hands, bar and food and beverage attendants and sometimes room attendants and front office staff.

Certificate to be awarded: On successful completion of this course nationally recognized certificate for:

- SITXFSA005 Use hygienic practices for food safety

Duration: From 9:30am to 1:30pm

Location

CMNL Academy purpose-built training facility, lower-level Canterbury-Hurlstone Park RSL Club

Cost: \$60

NOTE: Students also have the option of continuing for the day for an additional \$130.00 and gaining a Food Safety Supervisor certificate.

Course Requirements

No late entries to classes.

Students must bring:

- Photo identification (license or passport)
- A valid Unique Student Identifier (USI)
- Pen and paper to make notes and complete assessment activities
- Comfortable clothing for working in an and around our training bar
- Flat and closed shoes

This Course combines plain English and questioning to ensure all learners can have the best possible chance at comprehending the required knowledge and skills. If you need assistance due to your Language, Literacy or Numeracy Skills, please contact us on (02) 9559 0025 or info@cmnlacademy.com.au

Course Information

This course will cover both theory and practical skills training. Topics of this course are:

- Follow hygiene procedures and identify food hazards
- Report any personal health issues
- Prevent food contamination
- Prevent cross-contamination by washing hands

Assessment Information

You will be assessed for both theory knowledge and practical skills for this course. Assessments to be completed include:

- Written activities
- Case Study
- Observation/Demonstration

Students are required to complete all assessment tasks satisfactory to be deemed competent for this course.

If students are assessed as not competent for any of the assessment activities, a free re-assessment will be offered. If students are assessed as not competent again, a re-assessment fee will be applied to re-sit the assessment for a third time (for the detailed fee information, please refer to our online student handbook). If students are assessed as not competent for the third time, they will be required to pay the full course fee to attend the full course again.

FSS – Food Safety Supervisor



This two-day course meets the compliance requirements of the NSW legislation that applies to the mandatory Food Safety Supervisor position.

The course creates awareness of personal and workplace hygiene requirements, safe practices of storage, cooking and serving of food, and putting food safety policies and plans into effect in the workplace.

Course Aim: To provide training to Food Safety Supervisors in safe food handling practices that can be implemented in businesses. The aim is to reduce the incidence of food borne illness attributed to food handling errors in the hospitality industry and increase consumer confidence in food served in NSW.

Who should attend this course? This course is well suited for people engaged in industry.

Any business that serves food that is ready to eat, potentially hazardous and not sold and served in its package must appoint and train at least one Food Safety Supervisor who must attend this course. This includes businesses such as restaurants, cafes, takeaway shops, bakeries, caterers, hotels, clubs, pubs, food markets, mobile food vendors and supermarket hot food sales.

Certificates to be awarded: On successful completion of this course, you will be awarded a Nationally recognised Statement of Attainment for:

- SITXFSA005 Use hygienic practices for food safety **and**
- SITXFSA006 Participate in safe food handling practices **and**

You will also be awarded the NSW FOOD Authority – Food Safety Supervisor Certificate

Duration: Day 1 - 9:30am to 3:30pm
Day 2 – 9.30am to 4:00pm

Location

CMNL Academy purpose-built training facility, lower-level Canterbury-Hurlstone Park RSL Club

Cost: \$190

Course Requirements

All students are required to arrive 30 minutes before the course start time for registration and ID check.

Students must bring:

- Photo identification (license or passport)
- A valid Unique Student Identifier (USI)
- Pen and paper to make notes and complete assessment activities
- Comfortable clothing for working in an and around our training bar
- Flat and closed shoes

This Course combines plain English and questioning to ensure all learners are able to have the best possible chance at comprehending the required knowledge and skills. If you need assistance due to your Language, Literacy or Numeracy Skills, please contact us on

(02) 9559 0025 or info@cmnlacademy.com.au

Course Information

This course will cover both theory and practical skills training. Topics of this course are:

- Use hygienic practices in food safety
- Follow food safety program
- Store food safely
- Prepare food safely
- Provide safe single use items
- Maintain a clean environment
- Dispose of food safely

Assessment Information

You will be assessed for both theory knowledge and practical skills for this course. Assessments to be completed include:

- Written activities
- Observation/Demonstration
- Final Exam

Students are required to complete all assessment tasks satisfactory to be deemed competent for this course.

If students are assessed as not competent for any of the assessment activities, a free re-assessment will be offered. If students are assessed as not competent again, a re-assessment fee will be applied to re-sit the assessment for a third time (for the detailed fee information, please refer to our online student handbook). If students are assessed as not competent for the third time, they will be required to pay the full course fee to attend the full course again.

RSA – SITHFAB021 Provide responsible service of alcohol



This one-day course is a mandatory requirement under the Liquor Act and Registered Clubs Act for those seeking employment in a licensed premise or Registered Club.

Course Aim: The program deals with the rights and responsibilities involved in the sale, service, or supply of alcohol in NSW.

Certificates to be awarded: On successful completion of this course, you will be awarded a nationally recognised Statement of Attainment for SITHFAB021 Provide responsible services of alcohol

You will also be awarded the Liquor and Gaming NSW RSA interim certificate which will allow you to apply for the NSW Competency card.

Duration: 1 Day from 9:30am to 4:00pm

Location: CMNL Academy training room, lower-level Canterbury-Hurlstone Park RSL Club

Cost: \$199 (includes the cost of the Liquor and Gaming NSW Competency Card)

Course Requirements

No late entries to classes. Mandatory class times 9.30am – 4pm (30min break) or minimum 6hrs full class time.

Students must bring:

- Photo identification (license or passport)
- A valid Unique Student Identifier (USI)
- Pen and paper to make notes and complete assessment activities

This course combines plain English and questioning to ensure all learners are able, to have the best possible chance at comprehending the required knowledge and skills. If you need assistance due to your Language, Literacy or Numeracy Skills, please contact us on (02) 9559 0025 or

info@cmnlacademy.com.au

Course Information: Topics of this course are:

- The context of RSA in NSW
- Legislative framework for RSA
- Impact of Alcohol
- Preventing intoxication and underage drinking

This one-day training will cover both theory knowledge and practical skills and you will learn how to:

- Sell or serve alcohol responsibly
- Assist customers to drink within appropriate limits
- Assess alcohol affected customers and identify customers whom sale or service must be refused
- Refuse to provide alcohol

Assessment Information

You will be assessed for both theory knowledge and practical skills for this course. Assessments to be completed include:

- Written activities
- Role play
- Final Exam

Students are required to complete all assessment tasks satisfactory to be deemed competent for this course.

If students are assessed as not competent for any of the assessment activities, a free re-assessment will be offered. If students are assessed as not competent again, a re-assessment fee will be applied to re-sit the assessment for a third time (for the detailed fee information, please refer to our online student handbook). If students are assessed as not competent for the third time, they will be required to pay the full course fee to attend the full course again.

RCG – SITHGAM022 Provide responsible gambling services



This one-day course is a mandatory requirement under the Gaming Machine Act and Registered Clubs Act for those seeking employment in a licensed premise or Registered Club where there are gaming machines.

Course Aim: This program provides:

- The necessary knowledge and understanding of the current NSW gaming legislation
- Rights and responsibilities of individuals under that legislation to support harm minimization and responsible gaming activities

Certificates to be awarded

On successful completion of this course, you will be awarded a nationally recognised Statement of Attainment in SITHGAM022 Provide responsible gambling services.

In addition, you will be emailed a link from NSW Liquor and Gaming (**Refer to “Assessment Information”** below). You will also be awarded the Liquor and Gaming NSW RSA interim certificate which will allow you to apply for the NSW Competency card.

Duration: 1 Day from 9:30am to 4:00pm

Location: CMNL Academy training room, lower-level Canterbury-Hurlstone Park RSL Club

Cost: \$149 (includes the cost of the Liquor and Gaming NSW Competency Card)

Course Requirements

No late entries to classes. Mandatory class times 9.30am – 4pm (30min break) or minimum 6hrs full class time.

Students must bring:

- Photo identification (license or passport)
- A valid Unique Student Identifier (USI)
- Pen and paper to make notes and complete assessment activities

This Course combines plain English and questioning to ensure all learners can have the best possible chance at comprehending the required knowledge and skills. If you need assistance due to your Language, Literacy or Numeracy Skills, please contact us on (02) 9559 0025 or info@cmnlacademy.com.au

Course Information

Topics of this course are:

- Government, gambling, and legislation
- Statutory signage requirements
- Gambling inducements, player prizes, reward schemes, cash, and cheque dispensing
- Minors
- Responsible and problem gambling
- Responding to potential problem gamblers
- Self-exclusion and counselling

Assessment Information

You will be assessed for both theory knowledge and practical skills for this course. Assessments to be completed include:

- Written activities
- Case study
- Role play
- Final Exam

Students are required to complete all assessment tasks satisfactory to be deemed competent for this course.

If students are assessed as not competent for any of the assessment activities, a free re-assessment will be offered. If students are assessed as not competent again, a re-assessment fee will be applied to re-sit the assessment for a third time (for the detailed fee information, please refer to our online student handbook). If students are assessed as not competent for the third time, they will be required to pay the full course fee to attend the full course again.

On successful completion of your RCG course, L&G NSW will email you a link with instructions on how to access and complete the mandatory L&G NSW online RCG assessment.

The online assessment is in addition to the in-class assessment. It is issued by L&G. It comprises of 30, mostly multiple choice and multiple answer questions. You need to score **100% to pass** and have unlimited attempts to successfully answer each question as you go. The assessment is expected to take 30-45 minutes to complete.

On passing the assessment L&GNSW will email you an RCG interim certificate. The interim certificate is valid for 90 days and allows you to work immediately.

To obtain the NSW RCG competency card, present your interim certificate to a Service NSW Centre and complete a 100-point identification check. Service NSW will send your card to your nominated address via mail. Please allow up to one month for its delivery.

Advanced Responsible Conduct of Gambling (ARCG)

NB: This course is designed to comply with NSW Liquor Legislation obligations and does not result in a nationally accredited training outcome. It will link to your Liquor and Gaming endorsed competency card.

Course Aim

The new voluntary non-accredited Advanced Responsible Conduct of Gambling (ARCG) training is recommended for roles with greater harm minimisation responsibilities, including:

- licensees of a full hotel licence
- secretaries of a registered club
- gambling floor managers and supervisors
- anyone holding an RCG competency card wishing to complete this course for career progression

Training Details: The ARCG course will cover:

- Anticipating and managing high-intensity situations using advanced interpersonal skills
- Managing high-intensity situations involving angry and distressed patrons, and concerned family members
- Leading a culture of proactive gambling harm minimisation
- Responsible conduct of gambling in practice

Certificates to be awarded: You will be issued a course completion certificate once the course has been successfully completed. NSW Liquor and Gaming will also update your current electronic competency card, with this new endorsement. Physical cards will be at your own expense.

Note: In NSW, all competencies must expire on the same date, calculated five years from the first competency gained. For example, if your RCG competency expires in Dec 2024, even if you gain your ARCG competency in Dec 2023 both competencies will still have an expiration date of Dec 2024. This ensures all your competencies are current and expire on the same date.

Duration: 6 hours

Location

Canterbury Hurlstone Park RSL Club
20 – 26 Canterbury Road Hurlstone Park NSW 2193 Or Client Site upon request

Cost: \$350