

Responsible service of gambling Guidelines for approved trainers

Effective May 2011

In accordance with the *Gaming Machine Act 1991* (the Act), trainers must be approved by the Office of Liquor and Gaming Regulation (OLGR) to develop and deliver approved responsible service of gambling (RSG) training. Applicants may only be approved if they can show they have the ongoing expertise and experience to develop and deliver the training.

Approved trainers are to develop the following modules, incorporating RSG reference material provided by OLGR:

- a. the nationally recognised SITHGAMoo6A (Provide responsible gambling services) module
- b. a bridging module recognising persons who hold a current nationally recognised 'statement of attainment' for SITHGAMoo6A (Provide responsible gambling services) issued within three years prior to obtaining the approved course certificate.

The guidelines

Your attention is drawn to section 337M of the Act which provides the grounds for cancellation, by the chief executive, of a person's approval as a trainer.

During the approval period, you must advise OLGR of any changes in the circumstances/information provided in your application.

The application

1. Your application must be in the **approved form** and accompanied by any documents, identified in the approved form, which the chief executive may reasonably require to approve your application.
2. You must submit your application with the prescribed fee. **See www.olgr.qld.gov.au for a list of current fees.**
3. The required documents include:
 - a. proof of status as a registered training organisation (RTO) and scope of registration
 - b. copies of qualifications for the nominated senior trainer including
 - i. Certificate IV in:
 - (a) TAE40110 (Training and assessment)
 - (b) TAA40104 (Workplace training and assessment); or
 - (c) BSZ40198 (Assessment and workplace training).
 - ii. Current OLGR approved RSG course certificate.

Qualifications and professional requirements

4. Approved trainers are required to demonstrate current RTO status, ensuring compliance with the Australian Quality Training Framework (AQTF) standards.
5. Approved trainers will comply with AQTF standards when conducting training and assessment.
6. Approved trainers will deliver the approved RSG course as defined by OLGR.
7. Approved trainers will deliver a minimum of four (4) hours training during their RSG course.
8. Approved trainers will ensure any professional qualifications specified in the application to become an approved trainer remain current.
9. Approved trainers will maintain a valid professional indemnity insurance policy.
10. Approved trainers will abide by the AQTF requirements for record keeping and all other standards.
11. Approved trainers will comply with adult learning principles when delivering and assessing their course.
12. Approved trainers will include best practice in training. They will demonstrate this by meeting AQTF requirements and contributing to ongoing improvement.
13. Approved trainers will nominate one trainer as the senior trainer. The senior trainer is responsible for ensuring all trainers and assessors employed or engaged by the approved trainer have the required qualifications, ability and experience to deliver RSG training. The senior trainer will also ensure RSG training is delivered to course participants in accordance with the guidelines.
14. The nominated senior trainer must be a trainer who delivers the RSG training on a regular basis and must have current qualifications in:
 - a. Certificate IV:
 - i. TAE40110 (Training and assessment)
 - ii. TAA40104 (Workplace training and assessment); or
 - iii. BSZ40198 (Assessment and workplace training).
 - b. OLGR approved RSG course certificate.
15. All trainers and assessors involved in delivering the approved course must have current qualifications in:
 - a. Certificate IV:
 - i. TAE40110 (Training and assessment)
 - ii. TAA40104 (Workplace training and assessment); or
 - iii. BSZ40198 (Assessment and workplace training).
 - b. OLGR approved RSG course certificates.

Administration processes

16. Approved trainers will maintain regular contact with OLGR to ensure up-to-date knowledge of the reference material and will update course content as information is provided.
17. Approved trainers will ensure they deliver their training program according to OLGR time frames.
18. Approved trainers will use the reference material as required by OLGR.
19. Approved trainers will maintain a list of the names of all attendees, dates of attendance, venue and other relevant information as directed by OLGR.
20. Approved trainers will supply information as requested by OLGR, including details about students' full names and dates of birth, issue/expiry dates of certificates, certificate number, venue and mode of delivery of completed training and assessment.

RSG course certificate

21. The RSG course certificate meets the legislative requirements for mandatory RSG training only. As such, the nationally recognised training logo is not to be used on the approved RSG certificate.
22. Clear advice must be given to course participants that a copy of their RSG course certificate must be provided to OLGR where required and not the statement of attainment.
23. All certificates issued by approved trainers must:
 - a. be issued within 30 days of course completion
 - b. state the student's name in full
 - c. state the student's date of birth
 - d. show the date the certificate is given to the student (issue date)
 - e. state your OLGR approved trainer name as per the approved trainers list found on the OLGR website
 - f. state the RTO number
 - g. show the printed name and signature of the person authorised by the OLGR approved trainer to sign the certificate
 - h. carry a unique identifying number (i.e. the certificate number issued exclusively to the student)
 - i. comply with the certificate template as provided by OLGR.
24. Approved trainers may include their own logo on the certificate.
25. No alterations are to be made on certificates—any such certificates will not be accepted.
26. Approved trainers may reprint an RSG course certificate that has not expired in the current approved format if the original copy has been lost or destroyed. The reprinted certificate must be issued with the *Notice of authorised reprint for course certificate* document (page 6).

Representation and delivery of training

27. Approved trainers are responsible for ensuring their RSG approved course meets the required standards for the AQTF and the unit of competence in SITHGAM006A for hospitality training.
28. Approved trainers must use visual demonstrations to depict real life scenarios of issues that may impact on the responsible service of gambling.
29. Approved trainers will ensure students are provided with accurate information and have the opportunity to achieve the learning outcomes.
30. Approved trainers will declare all costs associated with RSG training 'up front', including cost of full course, cost of bridging course and cost of replacement certificates.
31. Prior to accepting an enrolment, approved trainers will ensure participants are enrolled in the correct course; that is, the participant has enrolled in the Queensland OLGR approved RSG course and will be issued with the OLGR approved certificate for employment in Queensland's gaming industry.
32. OLGR recommends a maximum class size of 25 students. This is consistent with Department of Education and Training advice and Queensland TAFE's aim of encouraging smaller class sizes to ensure individual assistance.
33. Approved trainers will assess students to be sure they understand the approved RSG course content.
34. Before issuing an RSG course certificate, approved trainers must be satisfied that a student has:
 - a. fulfilled all requirements of SITHGAM006A (Provide responsible gambling services)
 - b. demonstrated an acceptable level of knowledge of RSG in Queensland in accordance with the reference material supplied by OLGR.
35. Approved trainers will advise students that as an approved trainer they do not represent OLGR or the Queensland Government.
36. Approved trainers are not to use the Queensland Government logo for any marketing or promotional purpose.

Professional manner

37. Approved trainers will behave in a manner that is professional, respectful, accommodating and tolerant.
38. Approved trainers will address complaints from students quickly and efficiently.
39. In the event of a dispute between an approved trainer and a student, the approved trainer must respond to the dispute and notify OLGR of the dispute. The dispute is to be settled by a means agreed upon by both parties to the dispute.
40. Approved trainers will follow other directions as advised by OLGR.

Online RSG training

41. OLGR recognises that additional skills and resources are required to deliver online training to achieve outcomes that are consistent with in-person training. Therefore, in addition to complying with the above guidelines, applicants delivering RSG training online must also comply with the following guidelines (42–43) for approval as an online RSG trainer.
42. In line with AQTf flexible delivery best practice, applicants for online delivery must provide evidence of:
 - a. storage and backup of records
 - b. recording, logging and documenting online tasks and outcomes
 - c. secure access technologies, including documented procedures for student identification and access to online resources, such as a key/password for access to the website content
 - d. support mechanisms for students when accessing and submitting assessment
 - e. verification processes to authenticate student performances
 - f. information for learners about assessment requirements and processes
 - g. appropriate communication and support for all students, including people with special needs and those in remote locations
 - h. easy access to the website
 - i. easy navigation and download of materials within a reasonable period of time
 - j. processes for feedback and support for students from a trainer (and may include an employer). These must include at a minimum:
 - i. telephone support
 - ii. email support from qualified assessor(s)
 - iii. reasonable availability to provide feedback to students on their performance
 - iv. online tools for participant feedback on satisfaction with the course.
43. Applicants must also document how the online course will:
 - a. use OLGR provided reference materials in its development and delivery
 - b. be consistent with the in-person course
 - c. involve online learning activities that reflect the way in which the knowledge will be used in real-life settings
 - d. use digital video to provide materials depicting real-life scenarios
 - e. be consistent with the in-person mode of delivery (if being provided) for assessment items
 - f. 'lock-out' participants failing a set number of attempts at each stage of assessment. This then requires intervention from a trainer to help with learning (after which a further attempt is provided).
44. While an individual's private details are to be respected, OLGR encourages partnerships between participants and respective employers, giving employers the ability to check an employee participant's progress by consent.

Privacy and personal information

- a. For the purpose of this requirement, ‘personal information’ means information or an opinion, including that information or opinion forming part of a database, whether true or not and whether recorded in material form or not, about an individual whose identity is apparent, or can be reasonably be ascertained, from the information or opinion.
- b. For the purpose of this requirement, ‘approved trainer’ includes any person employed or engaged by the approved trainer to perform duties on behalf of the approved trainer.
- c. If the approved trainer collects or has access to personal information in order to provide the services under the approval, the approved trainer must:
 - i. comply with Parts 1 and 3 of Chapter 2 of the *Information Privacy Act 2009* in relation to the discharge of its obligations under this approval, as if the approved trainer was the Department of Justice and Attorney-General (JAG)
 - ii. not use personal information other than for the purposes of supplying services under the approval, unless required or authorised by law
 - iii. not disclose personal information without the consent of JAG, unless required or authorised by law
 - iv. not transfer personal information outside Australia without JAG’s consent
 - v. ensure that access to personal information is restricted to employees and officers who require access in order to perform their duties
 - vi. ensure that its officers and employees do not access, use or disclose personal information other than in the performance of their duties
 - vii. ensure that its sub-contractors who have access to personal information comply with obligations the same as those imposed on the approved trainer under this clause
 - viii. fully co-operate with JAG to let JAG respond to applications for access to, or amendment of, a document containing an individual’s personal information and to privacy complaints
 - ix. comply with such other privacy and security measures as JAG reasonably advises the approved trainer in writing from time to time.
- d. On request by JAG, the approved trainer must obtain, in a form acceptable to JAG, an executed deed of privacy from its employees, officers or sub-contractors engaged for the purposes of this approval.
- e. The approved trainer must immediately notify JAG when it becomes aware of any breach of requirement (c).
- f. This requirement will survive the expiry or termination of the approval.

Compliance

OLGR undertakes a stringent compliance program for conducting audits and checks, and to investigate complaints concerning approved trainers. This is to ensure your compliance with the requirements for approval as a trainer.

Approved trainers whose conduct does not meet the requirements may have their approval cancelled.

Notice of authorised reprint

Approved trainers may reprint a current RSG course certificate for a course participant if the original has been lost or destroyed. Approved trainers may reissue the certificate in the most recent format even if the original was originally issued in an older format.

Please note that you may only reprint certificates for course participants who have completed the RSG course through your training organisation.

To issue an authorised reprint, the approved trainer must reissue the RSG course certificate with a letter endorsed by the authorised representative of the approved trainer and on the approved trainer's official letterhead.

The letter issued by the approved trainer must include, at a minimum, the:

- name of the approved trainer
- name of the course participant
- date of birth of the course participant
- date the original certificate was issued to the course participant
- date of the authorised reprint
- name of the authorised representative for the approved trainer
- signature of the authorised representative for the approved trainer
- date the letter was issued to the course participant.

The letter must also state that it is the individual's responsibility to ensure that the 'Notice of authorised reprint' letter is kept with the reprinted RSG course certificate.