

Mandatory responsible service of gambling training

What is mandatory responsible service of gambling (RSG) training?

From 1 October 2010, it became mandatory for certain people involved in Queensland's gaming industry to have a current RSG course certificate.

The RSG certificate can only be issued by an Office of Liquor and Gaming Regulation (OLGR) approved trainer upon successful completion of the RSG course.

Do I need to complete the RSG course?

All people who carry out gaming duties or gaming tasks within a licensed club or licensed hotel must complete the approved RSG course, including:

- eligible licensee
- gaming nominee
- holder of a gaming employee licence performing gaming duties
- any person performing gaming tasks.

An eligible licensee is an individual licensee who is ordinarily present on the licensed premises when the premises is open for the conduct of gaming.

Gaming duties may only be performed by licensed gaming staff. You are performing a gaming duty if you:

- supervise employees who are responsible for the conduct of gaming
- supervise the access to the internal parts of a gaming machine
- supervise money clearances
- issue keys for the security of gaming machines to employees
- supervise entries in accounting records required to be kept and maintained under the *Gaming Machine Act 1991*
- arrange repairs to gaming equipment
- perform or witness payouts over \$500 (as the designated gaming employee).

Gaming tasks may be performed by licensed and non-licensed gaming staff. You are performing a gaming task if you:

- prepare self-exclusion orders/exclusion directions
- prepare a revocation notice for an exclusion direction

- make an entry in Form 3G 'Register of Excluded Persons'
- prepare a Form 3R 'Report on Excluded Persons'
- prepare a Form 3H 'Notice of Contravention'.

Where can I do the RSG course?

To obtain the approved RSG course certificate you must complete your training with an OLGR approved trainer.

Not all training providers have been approved by OLGR to deliver the approved RSG course. Only OLGR certificates issued by approved RSG trainers will be accepted.

For a list of current OLGR approved trainers, please visit the OLGR website www.olgr.qld.gov.au

When do I have to do the RSG course?

From 1 October 2010, all new gaming employees have three months from the date of starting employment to obtain their approved RSG course certificate.

What if I was employed before 1 October 2010?

You have until 1 July 2011 to obtain the approved RSG certificate, provided you were employed or engaged immediately before 1 October 2010 as any of the following:

- eligible licensee
- gaming nominee
- holder of a gaming employee licence performing gaming duties
- any person performing gaming tasks.

How long does the RSG course take?

The course takes approximately four to five hours.

Can I complete the RSG course online?

Some OLGR approved trainers may offer the approved RSG course online. The online option allows for the course to be completed at your own pace.

For information on trainers offering online RSG training, please refer to the OLGR website www.olgr.qld.gov.au



Approved RSG course certificate

Approved trainers issue the RSG course certificate for successful completion of the RSG course. The following is the only certificate that is recognised as the approved RSG course certificate.

The image shows a sample of a 'Responsible Service of Gambling Course Certificate'. The form has a green header with the text 'Responsible Service of Gambling Course Certificate'. Below the header, it states: 'This certificate is issued to' followed by a blank box for the name. It then says 'and identifies the person as having successfully completed the approved Responsible Service of Gambling course under the provisions of the Gaming Machine Act 1999.' Below this is a field for 'Date given to participant:'. A note states: 'This certificate remains in force for three years after it is given to the person named above.' The form includes several fields for the issuing authority: 'Office of Liquor and Gaming Regulation (OLGR) approved trainer:', 'RTO number:', 'Name:', 'Signature:', and 'Certificate number:'. Each of these fields has a small box for a photo. At the bottom, there are logos for 'Toward' and 'Queensland Government'.

Issued from 1 Oct 2010 onwards

Note: certain OLGR application forms require the attachment of a current RSG certificate. In these instances, the OLGR approved RSG certificate is the only acceptable certificate permitted.

When will my RSG course certificate expire?

The RSG course certificate will expire three years from the date of issue.

You must renew your RSG training with an OLGR approved trainer prior to this time.

Recognition of prior learning

Queensland provides recognition of prior learning for persons who have already completed the national RSG course.

This applies to people who have been issued with a statement of attainment in the national competency SITHGAM006A 'Provide responsible gambling services' in any state or territory.

Such people are eligible to complete an approved RSG bridging module with an OLGR approved trainer. This will provide the person with an OLGR approved RSG certificate upon successful completion of the course.

Please contact an approved trainer for details on which courses they provide.

Training register

All licensees are required to keep a register containing information about current RSG certificates held by people carrying out gaming duties or gaming tasks on the licensed premises.

The register must be made available for inspection by an inspector at the premises.

More information

For more information, please call the Office of Liquor and Gaming Regulation on 13 QGOV (13 74 68) or visit www.olgr.qld.gov.au