

# Responsible service of alcohol Guidelines for approved trainers

Effective April 2011

In accordance with the *Liquor Act 1992* (the Act), the chief executive has determined that an applicant for approval as a trainer for the responsible service of alcohol (RSA) course, must demonstrate an ongoing ability to meet specific guidelines to ensure consistency and integrity in delivering the RSA course in Queensland.

Applicants must provide all relevant information reasonably required by the chief executive to decide the application. The chief executive may grant approval only if satisfied the applicant has the necessary expertise or experience to conduct the approved RSA course.

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

- a. the nationally recognised SITHFAB009A (Provide responsible service of alcohol) module
- b. a bridging module recognising persons who hold a current nationally recognised 'statement of attainment' for SITHFAB009A (Provide responsible service of alcohol) issued within three years prior to obtaining the approved course certificate

## The guidelines

Your attention is drawn to section 142L of the Act which provides the grounds for cancellation by the chief executive of a person's approval as a trainer.

During the period of any approval, you must advise OLGR of any changes in the 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, the chief executive reasonably requires in deciding the application.
2. The application must be submitted with the prescribed fee. See [www.olgr.qld.gov.au](http://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)
  - b. copies of qualifications for the nominated senior trainer, including:
    - i Certificate IV in:
      - (a) TAE40110 (Training and assessment) or
      - (b) TAA40104 (Workplace training and assessment) or
      - (c) BSZ40198 (Assessment and workplace training).
    - ii current OLGR approved RSA training 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 adhere to AQTF standards in conducting training and assessment.
6. Approved trainers will deliver the approved RSA course as defined by OLGR.
7. Approved trainers will deliver the RSA training course over a minimum of four (4) hours.
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 adhere to adult learning principles in the delivery and assessment of the course.
12. Approved trainers will include best practice in training demonstrated through the ability to meet AQTF requirements and ongoing improvement.
13. Approved trainers will nominate a trainer as being the senior trainer whose responsibility will extend to ensuring all trainers and assessors employed or engaged by the approved trainer have the required qualifications, ability and experience to deliver training in RSA. The senior trainer will also ensure RSA training is delivered to course participants in accordance with the guidelines.
14. The nominated senior trainer must be a trainer who delivers the RSA training on a regular basis and has and maintains currency of the following qualifications:
  - a. Certificate IV in:
    - (i) TAE40110 (Training and assessment) or
    - (ii) TAA40104 (Workplace training and assessment) or
    - (iii) BSZ40198 (Assessment and workplace training).
  - b. OLGR approved RSA training course certificate.
15. All trainers and assessors involved in delivering the approved course must have, and maintain currency of, their:
  - a. Certificate IV in:
    - (i) TAE40110 (Training and assessment) or
    - (ii) TAA40104 (Workplace training and assessment) or
    - (iii) BSZ40198 (Assessment and workplace training).
  - b. OLGR approved RSA training course certificate.

## 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 the training program is delivered in the time frames as required by OLGR.
18. Approved trainers will use the RSA 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 regarding their full names and dates of birth, issue/expiry dates of certificates, certificate number and venue of completed training and assessment.

## **RSA training course certificate**

21. The RSA training course certificate meets the legislative requirements for mandatory RSA training under the Act only. As such, the nationally recognised training logo is not to be used on the approved RSA certificate.
22. Clear advice must be given to course participants that a copy of their RSA training course certificate must be provided to OLGR where required.
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 the OLGR approved trainer's 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—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 RSA training 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 document (page 6).

## **Representation and delivery of training**

27. Approved trainers are responsible for ensuring their RSA course meets the required standards for the AQTF and the unit of competency SITHFAB009A for hospitality training.
28. Approved trainers will ensure that students are provided with accurate information and have the opportunity to achieve the learning outcomes.
29. Approved trainers will declare all costs associated with RSA training up front including cost of full course and cost of replacement certificates.
30. Prior to accepting an enrolment, approved trainers will ensure participants are enrolled in the correct course—that is, that the participant has enrolled in the Queensland OLGR approved RSA course and will be issued with the OLGR approved RSA training course certificate.
31. Class sizes—OLGR recommends that class sizes be kept to a minimum, with 25 students being the recommended maximum. This is consistent with Department of Education and Training advice that class sizes be 25 in years 11 and 12, and Queensland TAFEs aim to encourage smaller class sizes to ensure individual assistance.
32. Approved trainers will conduct assessments to be satisfied that a student has an understanding of the approved RSA course content.
33. Before issuing an RSA training course certificate, approved trainers must be satisfied that a student has:
  - a. fulfilled all requirements of SITHFAB009A (Provide responsible service of alcohol)
  - b. demonstrated an acceptable level of knowledge of RSA in Queensland in accordance with the reference material supplied by OLGR
34. Approved trainers will advise students that as an approved trainer they do not represent OLGR or the Queensland Government.
35. Approved trainers are not to use the Queensland Government logo for any marketing or promotional purpose.
36. Approved trainers must use visual demonstrations to depict real life scenarios of issues that may arise in RSA.

## 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 is to 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 RSA 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 RSA training online must also comply with the following guidelines (42–43) for approval as an online RSA 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 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 OLGR
  - (ii) not use personal information other than for the purposes of the supply of services under the approval, unless required or authorised by law
  - (iii) not disclose personal information without the consent of OLGR, unless required or authorised by law
  - (iv) not transfer personal information outside of Australia without the consent of OLGR
  - (v) ensure that access to personal information is restricted to those of its 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 subcontractors who have access to personal information comply with obligations the same as those imposed on the approved trainer under this clause
  - (viii) fully cooperate with OLGR to enable the department to 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 OLGR reasonably advises the approved trainer in writing from time to time.
- (d) On request by OLGR, the approved trainer must obtain from its employees, officers or subcontractors engaged for the purposes of this approval, an executed deed of privacy in a form acceptable to OLGR.
- (e) The approved trainer must immediately notify OLGR on becoming aware of any breach of requirement (c).
- (f) This requirement will survive the expiry or termination of the approval.

## Compliance

OLGR undertakes a compliance program for the purpose of conducting audits and checks, and to investigate complaints concerning approved trainers. This is to ensure 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 RSA training 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 RSA course through your training organisation.

To issue an authorised reprint, the approved trainer must reissue the RSA training 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 RSA training course certificate.