

Responsible service of gambling trainer application

Office of Liquor and Gaming Regulation

Department of **Employment, Economic Development and Innovation**

<div style="border: 1px solid black; border-radius: 15px; padding: 5px; margin-bottom: 5px;"> <p style="text-align: center; margin: 0;">Office use only</p> <p>Date received _____</p> <p>Receipt no. _____</p> <p>Amount received _____</p> </div> <p>Fees: To find out the current application fee go to www.deedi.qld.gov.au</p>	<p>Instructions Please complete in BLOCK letters. Attach extra pages if needed. If you need help completing this form, visit our website www.deedi.qld.gov.au or contact the Office of Liquor and Gaming Regulation (OLGR) on 13 QGOV (13 74 68).</p> <p>Privacy statement – please read The Department of Employment, Economic Development and Innovation (DEEDI) is collecting the information on this form to assess suitability for approval as a trainer. This information is required under the <i>Gaming Machine Act 1991</i>. This information will only be accessed by authorised employees within the department. Some information may be given to Queensland Police Service for the purpose of assisting with criminal history searches. Business information is placed on a register that may be inspected by the public. Your information will not be disclosed to any other parties unless authorised or required by law.</p> <p>Warning False or misleading statements may lead to immediate cancellation of the approved trainer status if subsequently granted. Copyright protects this document. The State of Queensland has no objection to this material being reproduced, made available online or electronically, but only if it is recognised as the owner of copyright and this material remains unchanged.</p>
---	--

Part A – Requirements

	<p>The approval to be a trainer will be valid for three years and must be renewed every three years. You must inform OLGR of any changes to circumstances/information provided in this application during the period of approval.</p> <p>The Responsible Service of Gambling (RSG) ‘Guidelines for approved trainers’ forms part of this application and is available online at www.deedi.qld.gov.au</p> <p>The nominated senior trainer must sign Section 10 of this application. The applicant must sign Section 11 of this application. Please attach copies of relevant certificates/qualifications to avoid delays in processing this application.</p>
--	---

Part B – Applicant details

<p>Section 1 Applicant details</p>	<p>Full name of applicant/Registered Training Organisation (RTO)</p> <p>RTO national training no. ACN/ABN</p> <p>Business email (for OLGR correspondence only)</p>
<p>Section 2 Authorised representative/ contact person</p>	<p>Note: all applicants must nominate one person as the authorised representative of the applicant/RTO. This person will be recorded as the contact person for all future enquiries relating to the delivery of the training courses.</p> <p><input type="checkbox"/> Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Ms <input type="checkbox"/> Miss <input type="checkbox"/> Other (please specify)</p> <p>Full name (must be an individual)</p> <p>Position</p> <p>Phone (work) Mobile</p> <p>Email</p> <p><input type="checkbox"/> I have attached certification of RTO status and scope of registration</p> <p><input type="checkbox"/> I have attached a profile of the organisation (not exceeding four pages), including a brief outline of the RTO’s history in delivering training courses for staff employed in the gaming and hospitality industry</p> <p><input type="checkbox"/> The RTO is a registered company under the <i>Corporations Act 2001</i> (Commonwealth) and a copy of registration has been included with this application. (tick only if applicable)</p>

<p>Section 3</p> <p>Physical office details</p>	<p>Note: these details may be placed on the DEEDI website.</p> <p>Address</p> <p>Locality/suburb State <input type="checkbox"/><input type="checkbox"/><input type="checkbox"/> Postcode <input type="checkbox"/><input type="checkbox"/><input type="checkbox"/><input type="checkbox"/></p> <p>Phone (business) Website</p>
<p>Section 4</p> <p>Postal office details</p>	<p>Note: these details may be placed on the DEEDI website.</p> <p>Address</p> <p>Locality/suburb State <input type="checkbox"/><input type="checkbox"/><input type="checkbox"/> Postcode <input type="checkbox"/><input type="checkbox"/><input type="checkbox"/><input type="checkbox"/></p> <p>Phone (business) Website</p>
<p>Section 5</p> <p>Senior trainer details</p>	<p>You must provide your endorsement in Section 10 of this application. The senior trainer must hold and maintain relevant certifications and accreditations as outlined below:</p> <p><input type="checkbox"/> Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Ms <input type="checkbox"/> Miss <input type="checkbox"/> Other (please specify)</p> <p>Senior trainer full name</p> <p>Phone (work) Mobile</p> <p>Email</p>
<p>Section 6</p> <p>Minimum requirements of senior trainer</p>	<p>As the senior trainer, you must submit the following items with your application (please tick):</p> <p><input type="checkbox"/> I have enclosed a current approved RSG training course certificate issued by an OLGR approved trainer which expires <input type="checkbox"/><input type="checkbox"/> / <input type="checkbox"/><input type="checkbox"/> / <input type="checkbox"/><input type="checkbox"/><input type="checkbox"/><input type="checkbox"/> <small>D D / M M / Y Y Y Y</small></p> <p><input type="checkbox"/> I have enclosed a current copy of the certificate in –</p> <p><input type="checkbox"/> TAE40110 – Certificate IV Training and Assessment or</p> <p><input type="checkbox"/> TAA40104 – Certificate IV Workplace Training and Assessment or</p> <p><input type="checkbox"/> BSZ40198 – Certificate IV Assessment and Workplace Training</p> <p><input type="checkbox"/> I have subscribed to the ‘responsible service’ e-newsletter available from www.deedi.qld.gov.au and have attached the following with this application:</p> <p><input type="checkbox"/> email confirming subscription to ‘responsible service’ or</p> <p><input type="checkbox"/> the latest edition of ‘responsible service’</p> <p>Full name <small>(name of senior trainer)</small></p> <p>Signature</p> <p>Date <input type="checkbox"/><input type="checkbox"/> / <input type="checkbox"/><input type="checkbox"/> / <input type="checkbox"/><input type="checkbox"/><input type="checkbox"/><input type="checkbox"/> <small>D D / M M / Y Y Y Y</small></p>

Part C – Course delivery details

<p>Section 7</p> <p>Modes of delivery</p>	<p>Tick the relevant box/es for the mode/s of delivery you intend for RSG training:</p> <p><input type="checkbox"/> In-person</p> <p>Please identify the localities you would conduct RSG training if approval is given: (if approved, these details may be recorded on the OLGR approved trainer’s list available online)</p> <p>.....</p> <p>.....</p> <p><input type="checkbox"/> Online (please complete criteria in Section 8)</p>
<p>Section 8</p> <p>Online delivery of approved RSG course</p>	<p>In line with Australian Quality Training Framework (AQTF) flexible delivery best practice, applicants intending to deliver online training will need to submit a response outlining how the online course will meet the following criteria:</p> <p><input type="checkbox"/> storage and backup of records</p> <p><input type="checkbox"/> recording, logging and documenting online tasks and outcomes</p> <p><input type="checkbox"/> 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</p> <p><input type="checkbox"/> support mechanisms for students when accessing and submitting assessment</p> <p><input type="checkbox"/> verification processes to authenticate student performances</p> <p><input type="checkbox"/> information for learners about assessment requirements and processes</p> <p><input type="checkbox"/> appropriate communication and support for all students, including people with special needs and those in remote locations</p> <p><input type="checkbox"/> easy access to the website</p> <p><input type="checkbox"/> easy navigation and download of materials within a reasonable period of time</p> <p><input type="checkbox"/> processes for feedback and support for students from a trainer (and may include an employer). These must include at a minimum:</p> <p><input type="checkbox"/> telephone support</p> <p><input type="checkbox"/> email support from qualified assessor(s)</p> <p><input type="checkbox"/> reasonable availability to provide feedback to students on their performance</p> <p><input type="checkbox"/> online tools for participant feedback on satisfaction with the course</p> <p>Applicants must also document how the online course will:</p> <p><input type="checkbox"/> use OLGR provided reference materials in developing and delivering the approved course to be used in online delivery</p> <p><input type="checkbox"/> be consistent with in-person delivery (if being provided)</p> <p><input type="checkbox"/> involve online learning activities that reflect the way in which the knowledge will be used in real life settings</p> <p><input type="checkbox"/> use digital video to provide materials depicting real-life scenarios</p> <p><input type="checkbox"/> be consistent with the in-person mode of delivery (if being provided) for assessment items</p> <p><input type="checkbox"/> ‘lock-out’ participants failing a set number of attempts at each stage of assessment, which then requires intervention from a trainer to assist the learning after which a further attempt is provided</p>

<p>Section 9</p> <p>Online delivery of RSG submission</p>	<p>Have you included a submission outlining compliance with the criteria at Section 8?</p> <p><input type="checkbox"/> Yes – you may continue with this application</p> <p><input type="checkbox"/> No – you cannot proceed with this application until a submission addressing the criteria in Section 8 has been attached</p> <p>Note: OLGR may contact you for further information. Your application may be refused if you fail to respond to a written request for further information.</p>
---	--

Part D – Declaration

<p>Section 10</p> <p>Senior trainer declaration</p>	<p>As the nominated senior trainer, I acknowledge and accept responsibility for ensuring all trainers and assessors employed or engaged by (applicant/RTO)</p> <p>possess the required qualifications, ability and experience to deliver training in the responsible service of gambling course and do so under my supervision. I acknowledge that should I fail to meet these requirements, approval for the above-mentioned applicant/RTO may be cancelled.</p> <p>I have checked the answers that I have given and state that they are true and correct in every detail.</p> <p>I acknowledge that I am obligated to comply with the <i>Information Privacy Act 2009</i> as outlined in the guidelines. I understand that students' personal information must be handled and stored in accordance with the <i>Information Privacy Act 2009</i>.</p> <p>As an OLGR approved trainer, I recognise that I am bound by the guidelines and acknowledge that I am delivering the RSG course as an OLGR approved trainer.</p> <p>I understand that non-compliance with the <i>Information Privacy Act 2009</i> may result in action by DEEDI and other external bodies.</p> <p><input type="checkbox"/> I have read and agree to abide by the RSG 'Guidelines for approved trainers'</p> <p><input type="checkbox"/> I accept responsibility to ensure RSG training is delivered to course participants in accordance with RSG 'Guidelines for approved trainers'</p> <p>Full name..... (name of senior trainer)</p> <p>Signature</p> <p>Date <input type="checkbox"/>_D <input type="checkbox"/>_D / <input type="checkbox"/>_M <input type="checkbox"/>_M / <input type="checkbox"/>_Y <input type="checkbox"/>_Y <input type="checkbox"/>_Y <input type="checkbox"/>_Y</p> <p>Note: under the <i>Gaming Machine Act 1991</i>, if approved, your approval may be cancelled if your application includes a materially false or fraudulent document, statement or representation.</p>
---	--

Section 11

Authorised representative declaration

I state that I have been appointed by
(applicant/RTO)

as the authorised representative and agree to advise OLGR of any change to my role.

I acknowledge that should I fail in my responsibility to ensure all trainers and assessors employed or engaged by me possess the required qualifications, ability and experience to deliver training in the RSG course, approval for the above-mentioned applicant/RTO may be cancelled.

I have checked the answers that I have given and state that they are true and correct in every detail.

I acknowledge that I am obligated to comply with the *Information Privacy Act 2009* as outlined in the guidelines. I understand that students' personal information must be handled and stored in accordance with the *Information Privacy Act 2009*.

As an OLGR approved trainer, I recognise that I am bound by the guidelines and acknowledge that I am delivering the RSG course as an OLGR approved trainer.

I understand that non-compliance with the *Information Privacy Act 2009* may result in action by DEEDI and other external bodies.

By signing below I confirm that I have read and understood the RSG 'Guidelines for approved trainers' and I agree to abide by the guidelines as an approved trainer for the delivery of the RSG course for the duration of my approval as a trainer for the training course including any period of renewal.

I acknowledge that if at any time I am unable to meet the requirements of the guidelines in providing RSG training, any approval granted to the above-mentioned for the approved RSG course may be cancelled.

I acknowledge that I must notify OLGR of any changes to the status of this approval, including changes to contact details and/or termination of the senior trainer. In this instance, I recognise that I must lodge 'Application to nominate a new senior trainer' (available online at www.deedi.qld.gov.au).

Full name.....
(name of authorised representative)

Signature

Date / /
D D / M M / Y Y Y Y

Note: this must be the same person recorded in **Section 2** of this application form. Under the *Gaming Machine Act 1991*, if approved, your approval may be cancelled if your application includes a materially false or fraudulent document, statement or representation.

**This page has intentionally
been left blank.**

Part E – Lodgement and fee payment

Payment details

Lodging applications

Please lodge the completed application form, any supporting documentation and application fee to OLGR at the address below or in-person at your nearest regional office. Details of your nearest regional office can be found at our website on www.deedi.qld.gov.au or by phoning 13 QGOV (13 74 68).

By mail: OLGR Trainer Application
Locked Bag 180
City East Qld 4002

In person: Office of Liquor and Gaming Regulation
Upper Plaza, 33 Charlotte Street
Brisbane Qld 4000

or your nearest regional office

Note: Please refer to our website at www.deedi.qld.gov.au for a list of current trainer application fees. **No portion of the application fee will be refunded.**

Payment type:

Money order

Cheque – make cheque payable to Office of Liquor and Gaming Regulation

Credit card – charge my:

Mastercard VISA

Credit card no.

Cardholder's name

Amount authorised \$..... Expiry date

Signature

A receipt will not be issued unless specifically requested.