RSA & RCG Newsletter

NSW GOVERNMENT

Trade & Investment
Office of Liquor, Gaming & Racing

CONTENTS

This newsletter has been published electronically by the NSW Office of Liquor, Gaming & Racing.

All links are clickable.

Welcome

With the development of new course materials for both the Responsible Service of Alcohol (RSA) and Responsible Conduct of Gambling (RCG) in 2012, this newsletter has been developed for all Registered Training Organisations (RTOs) to recap and clarify some of the questions OLGR has received since implementing new materials for each course.

New RCG course materials now in operation

RCG course materials should now be in place by all RTOs with new materials mandated for use from 1 December 2012.

In August 2012 a CD-rom package of the resource materials was sent to all RTOs approved to deliver the RCG course. If you did not receive the CD-rom, these materials are also available on the courses page of the OLGR website, while interview footage is available on the Gambling Help Website.

RTOs with any queries about the new program are encouraged to contact the OLGR office on 02 9555 0574.

Online RSA

OLGR has commenced a review of online RSA training. The purpose of the review is to find out if online training provides appropriate skills and knowledge for the industry, and whether it needs enhancing. Feedback will be used to determine the future direction for online training in NSW.

It is important that OLGR receives student feedback as part of the review. It would be appreciated if online RSA training providers could assist OLGR with the review by advising students of the availability of a short online survey. The student survey can be found at www.surveymonkey.com/s/S96FJR3. The survey will close on **7 June 2013**.

Units of competency

The Department of Education Employment and Workplace Relations has recently made adjustments to the unit of competencies for RSA and RCG.

SITHFAB009A, provide Responsible Service of Alcohol is now superseded by *SITHFAB201*. The updated unit of competency does not require any change to the student manual or online course materials. OLGR is currently liaising with Service Skills Australia to clarify changes to the assessment component.

OLGR will update you once this process is finalised. In the interim, current materials are approved as no changes will be required before 18 January 2014.

SITHGAMAM006A, Provide responsible gambling services is now superseded by *SITHGAM201*. No changes to this unit of competency affect the current materials and assessment criteria provided to RTOs by OLGR.

Interim Certificates

Please ensure that the details on each student's interim certificate match the details on their ID. Double check information as you distribute the interim certificates, so that steps can be taken to correct any errors before students apply for their competency card.

Any incorrect information on the certificate will result in Australia Post rejecting their application.

Changing addresses

Students who change address between completing a course and applying for a photo competency card should give their new details to OLGR before going to the Post Office. Otherwise they may have to pay a $30 fee to replace their card if it is lost when sent to an old address.

RSA & RCG Newsletter

3 week delivery times

It can take up to three weeks before a competency card is delivered. RTOs should encourage students to go to the Post Office as soon as possible after they have attended training. No extensions can be made. If students don't have their card before the interim certificate expires they won't be able to work until the competency card arrives.

Kings Cross

Staff working in Kings Cross must have a competency card before they start work. An interim certificate is not valid in these venues.

Details of the Kings Cross precinct, along with other important information about special conditions applying to Kings Cross venues is available on our website at www.olgr.nsw.gov.au/liquor_kingscross_precinct.asp

Course delivery conditions

With the update of manuals for both the RSA and RCG courses during 2012 it is a good time to check that you are meeting all conditions for delivery of the RCG and RSA courses. The general conditions for delivery of the program remain subject to the statutory conditions contained in clauses 60(5) and (6) of the *Gaming Machines Regulation 2010*.

General conditions

1   Courses must only be conducted and marketed by the approved training provider.

2   Courses may only be conducted by the training provider while it is registered with the national training regulators, Australian Skills Quality Authority, to deliver current units of competency in RSA or RCG.

3   The training provider must undertake assessment of each student to determine whether the student is competent.

4   The training provider must follow any direction given by OLGR in relation to Responsible Service of Alcohol and Responsible Conduct of Gambling courses.

Additional conditions for classroom training

1   Training courses must only be delivered over a minimum of six hours (excluding breaks).

2   Training must only be delivered in Australia, in a venue that has proper training facilities available for the number of persons subscribed for each session.

3   No more than 30 students must be trained in each session of a course.

4   A trainer must only deliver a course that has been approved by OLGR.

For more information see OLGR's website or phone 02 9555 0574.

Manual distribution

A number of RTOs have requested clarification about the distribution of the student manuals for RSA and RCG courses.

It is mandatory that the manual is made available to students while face to face training is conducted. This means students must work from a copy of the student manual during course presentation. OLGR encourages RTOs to follow best practice and give students a copy of the manual to keep, however this is not a condition for delivery.

Please ensure students know where to find the information if they wish to refer to it at a later date.

RTOs should also provide students with a link to where the manual can be found on the OLGR website.

Student manuals can be accessed by RTOs or students at the links below:

RSA:
www.olgr.nsw.gov.au > courses > RSA > RTOs > Course material

RCG:
www.olgr.nsw.gov.au > courses > RCG > RTOs > Course material

RTOs should direct students to the OLGR website as it is where the most current information on RSA or any other topic related to liquor or gaming regulation can be found.

Online forms

The forms for trainer notifications, change of details and competency card have been updated. They now include fillable fields which can be digitally signed and emailed through to OLGR. Forms can be accessed via the links below or on the OLGR website.

Trainer Notification

CC0600– Approval application: Registered Training Organisation

CC0200– Approved Training Provider

Online Portal Access Application

CC0100- Online Portal Access

Change of details

CC0400– Change of Details: Competency Card holder

Replacement

CC0500– Replacement Competency Card

CC0300- Interim certificate amendment

Always check the OLGR website for the latest version of these forms.

Contact us

For any questions about this newsletter, call 02 9555 0574 or email rachel.nelson@olgr.nsw.gov.au