

# Overview of changes to RSA and RCG competency

## Information for Registered Training Organisations

### What changes are being introduced?

A new scheme is being introduced from **Monday 22 August 2011**. From that date, all registered training organisations (RTOs) that are approved to deliver Responsible Service of Alcohol (RSA) or Responsible Conduct of Gambling (RCG) courses will be required to use a common online system for recording course and student details.

The online system is directly linked to the Government's licensing database and will record details of all students who successfully complete a course in RSA or RCG.

Students who successfully complete their RSA or RCG course in NSW from 22 August 2011 will need to apply for a photo competency card by producing a certificate and appropriate identification and having their photograph taken at a participating Australia Post outlet. From 22 August 2011, the photo competency card will replace paper-based RSA and RCG certificates.

#### Why is the RSA/RCG photo competency card being introduced?

The card is being introduced to reduce the potential fraud risks associated with the current paper based system and improve the integrity of the RSA and RCG competency scheme in NSW.

#### Why is an online system being introduced for all RTOs which deliver RSA or RCG courses in NSW?

The new online system, which is integrated with the NSW Government's Licensing System (GLS), will ensure there is a central record of all courses conducted in RSA and RCG in NSW, will improve data collection in relation to individuals who complete those courses and will create efficiencies and better support compliance activities to reduce the risk of fraud.

#### What changes will we have to make as an RTO?

The changes will be minor. Instead of recording course details on different internal systems, all RTOs will use an online system, linked to the Government Licensing System (GLS), to enter details about courses, students and graduates. RTOs will require a printer and a credit card to pay associated fees. RTOs will be able to use the online system to retrieve details about the courses they have scheduled or conducted.

#### How will the online system work?

RTOs will schedule courses on the online system by entering the time and place the course is to be held. Following the completion of a course, the RTO will enter the details of successful students, pay the applicable fees by credit card and print an interim certificate for the student to take to Australia Post.

#### What type of software will be used for the new system? Will I need to download anything onto my computer?

The system is web based and all you need is the internet and a compatible web browser. Additional software is not required.

Compatible browsers include Internet Explorer 8 and above, Netscape, Google Chrome, Firefox and Safari. The online system will work on both PC and Mac platforms.

#### Will our RTO get support and training in the new system?

The Office of Liquor, Gaming and Racing will provide training during July for RTO staff and ongoing support will be available through a dedicated Help Desk.

#### Who pays for the new RSA and RCG card?

RTOs will be required to pay \$70 for each student who completes an RSA course and \$30 for an RCG course. This ensures the cost for students undertaking both courses is limited to \$100. Students undertaking both courses within 60 days will need to present at Australia Post once only to apply for their card which will then include both competencies.

The fee covers the cost of the card, processing by Australia Post, administration and licensing costs of OLGR. Fee structures are subject to periodic review. The fee needs to be paid by credit card by the RTO at the completion of the course to generate

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printing of the interim certificates for students. It is expected that the RTO will pass this cost onto students as part of the overall course fee.

## **Can graduates work in jobs which require an RSA or RCG qualification whilst they wait for the photo competency card?**

Yes. From 22 August 2011, RTOs will issue a paper-based interim certificate to graduates of RSA/RCG courses. The interim certificate must be produced at a participating Australia Post outlet in order to apply for a photo competency card. It can also be used on a temporary basis as evidence of competency.

The certificate will be valid for 60 days from date of issue which will allow students sufficient time to apply for a photo competency card at a participating Australia Post outlet and for the card to be created and sent to them by the card supplier.

## **What if our RTO is contacted by a student who was issued with a paper-based certificate by our RTO (prior to 22 August 2011) but has lost it.**

Replacement paper certificates can be issued by the RTO. The replacement certificate must include the words 'replacement certificate' and also include the date of the original training in addition to the date the replacement certificate was issued.

## **Will our RTO be required to print the new ID cards?**

No, the cards will be created and issued by a third party. The RTO will simply be required to print an interim, system generated certificate on blank paper. Course graduates will need to show this in order to apply for the photo competency card.

## **Will current holders of NSW RSA and RCG certificates have to apply for the new photo card and or attend a new/ refresher course?**

Existing paper certificates will still be valid as evidence of competency in RSA or RCG. The new photo card will only be issued to individuals who complete a course from 22 August 2011. While the cards will expire after 5 years, the requirements for renewal have yet to be finalised.

## **Will there be a separate photo competency card for RSA and RCG graduates?**

There will be one card which will list both competencies if the student has completed both courses.

## **In the future will all employees be required to obtain a photo competency card?**

Eventually everyone working in positions which require RSA or RCG competencies will be required to obtain a photo card but at this stage it only applies to students who complete a course from 22 August 2011.

## **Where can my RTO get further information?**

Information is available from our Help Desk Team at:

**[competencycard@communities.nsw.gov.au](mailto:competencycard@communities.nsw.gov.au) or 9995 0900**

Information about the photo competency card and the new online system is available from the OLGR website:

**[www.olgr.nsw.gov.au](http://www.olgr.nsw.gov.au)**

The website provides specific information for RTOs, RSA/RCG students and graduates as well as licensed venue operators.

