

Gambling Administration Guidelines

*Gambling Administration Act 2019
Gaming Machines Act 1992*

*Prescribed requirements for registered training organisations to
deliver approved courses of training in relation to
gaming machine operations*

Effective 31 March 2024



Government of South Australia
Consumer and Business Services

Gambling Administration Guidelines

The following gambling administration guidelines have been issued by the Liquor and Gambling Commissioner (the **Commissioner**) under section 17 of the *Gambling Administration Act 2019* for the purposes of section 40B of the *Gaming Machines Act 1992*.

This information is to inform registered training providers about the mandatory requirements for approval to deliver a course of training which is required to be undertaken by gaming managers and gaming employees in South Australia.

Consumer and Business Services

For any further information or assistance in relation to these guidelines, contact Consumer and Business Services (**CBS**) Gambling and Associations on 131 882 (and select option 6) or by email at gamblingadministration@sa.gov.au.

Alternatively, written enquiries can be made by mail to:

Consumer and Business Services
Gambling and Associations
GPO Box 1719
Adelaide SA 5001

cbs.sa.gov.au

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Preliminary

1. Introduction

Under section 40B of the *Gaming Machines Act 1992* (the **Act**) the Commissioner may, on application by an industry body, approve courses of training to be undertaken by gaming managers and gaming employees.

A course of training to be undertaken by gaming managers and gaming employees must be delivered by a registered training organisation (**RTO**) registered with the Australian Skills Quality Authority (ASQA) and approved by the Commissioner.

These guidelines stipulate the requirements for an RTO seeking approval to deliver training in accordance with the Gaming Machines Gambling Code of Practice (the **Code**). Failure to comply with these guidelines may result in revocation of approval.

A list of approved RTOs will be published on a website maintained by the Commissioner.

2. Intended audience

These guidelines are intended for use by an RTO seeking approval to deliver an approved course of training which must be undertaken by gaming managers and gaming employees in South Australia.

Approved industry bodies seeking approval of course content should however refer to the guidelines which prescribe the training requirements for persons involved in gaming machine operations.

3. Commencement

These guidelines come into effect from 31 March 2024, being the date determined by the Commissioner by notice published in the South Australian Government Gazette.

The Commissioner may by notice in the Government Gazette vary or revoke these guidelines at any time in accordance with section 17(3) of the *Gambling Administration Act 2019*.

Version control is being used to indicate revisions to these guidelines.

Gambling Administration Guidelines

4. Purpose and scope

- (1) These guidelines stipulate the mandatory requirements for an RTO to be approved to deliver an approved course of training which for the purposes of the Code is required to be undertaken by gaming managers and gaming employees in South Australia in relation to gaming machine operations.
- (2) A course of training to be delivered by an RTO must—
 - (a) achieve the expected outcomes set out in the Gambling Administration Guidelines— Prescribed training requirement for persons involved in gaming machine operations for the appropriate course of training
 - (b) be delivered by a person (the **trainer**) with the appropriate level of qualifications, industry background and experience
 - (c) provide a satisfactory and measured basis for assessment
 - (d) meet quality assurance needs, and
 - (e) be able to be delivered in accordance with any other criteria as determined by the Commissioner from time to time.
- (3) A course of training for the purpose of the Gaming Machines Gambling Code of Practice (the **Code**) shall be classified as either—
 - (a) RSG1 – Responsible Service of Gambling Level 1
 - (b) RSG2 – Responsible Service of Gambling Level 2
 - (c) RSG3 – Responsible Service of Gambling Level 3.
- (4) Any matters arising from the evaluation of an application to deliver a course of training for the purposes of the Code not covered by these guidelines will be considered at the discretion of the Commissioner.

5. Application for approval

- (1) An RTO seeking approval to deliver a course of training for the purpose of section 40B of the Act must submit an application to the Commissioner.
- (2) The application and payment of any prescribed fee must be made in the manner and form determined by the Commissioner.
- (3) An application for approval to deliver a course of training must contain at a minimum, the following elements—
 - (a) The date of the submission.
 - (b) The full name of the RTO, address for service and address of the principal place of business.
 - (c) The contact details of where enquires regarding the submission may be directed.

- (d) Proof of registration with the Australian Skills Quality Authority (ASQA).
 - (e) Written evidence that all trainers delivering the training meet the requirements as outlined in clause 6 of this document and how the registered training organisation (RTO) will ensure that all trainers continue to meet these requirements.
 - (f) An indication of which content, if any, may be delivered online (online training delivery) or by using video conferencing tools (virtual training delivery).
- (4) If the RTO intends to deliver content online, the following information must also be provided with the application—
- (a) written confirmation that any content delivered in this manner complies with the Australian Accessible ICT standard: EN 301 549:2016 for accessibility, or the action plan to meet this requirement
 - (b) written confirmation that any content delivered in this manner will be delivered using a Learning Management System (LMS), to allow student tracking, provide reporting tools and support student interactions
 - (c) written confirmation that there is a mechanism in place for students to seek timely assistance from trainers with respect to the content of the material and support with any technical issues, and
 - (d) written confirmation of measures in place to verify the identity of the student enrolled in the course and that the student undertaking the assessment is the student enrolled in the course.
- (5) Industry bodies may from time to time update approved content, presentation and assessment mechanisms in line with any legislative or operational changes, or to include alternative case studies or scenarios, without seeking further approval. The Commissioner must however be notified of these updates within 28 days of the change being made.
- (6) Following an update to approved content, presentation or assessment mechanisms, an RTO must adopt the new content within 3 months and provide confirmation to the Commissioner that the changes have been made.

6. Training provider requirements

- (1) A course of training must be delivered by an RTO registered with the Australian Skills Quality Authority (ASQA) and approved by the Commissioner.
- (2) A person delivering a course of training must—
 - (a) have attained competency in the nationally accredited Certificate IV in Training and Assessment
 - (b) have attained competency in the courses of training that they are delivering
 - (c) have at least three years' experience in a role involving the provision of responsible gambling products, hospitality industry and commercial gambling operations, and
 - (d) have the understanding and awareness of literature on gambling, problem gambling and gambling harm, addictions and addiction-like behaviour and

interventions with problem gamblers and people at risk of gambling harm.

Delivery of course content

- (3) Delivery of course content may be delivered face to face, virtually, online, or a combination of these mediums.
- (4) A person delivering a course of training may vary the methods of assessment as required to accommodate the needs of those from diverse backgrounds with different learning styles if applicable.
- (5) A person appointed by the Commissioner as an inspector must, at any reasonable time and without notice, be permitted to observe the delivery of approved course content. Inspectors will show identification in these circumstances.
- (6) An RTO delivering online content must provide log-in details to Consumer and Business Services on request for the purpose of validating course content and presentation.

7. Provision of course content by an approved RTO

- (1) A RTO must for the purposes of the Code only deliver course content approved by the Commissioner as RSG1, RSG2 or RSG3, and without alteration.
- (2) A RTO must update content, presentation and assessment mechanisms in line with any changes to approved courses submitted by industry bodies and approved by the Commissioner within 3 months of the change being made and provide confirmation to the Commissioner that the changes have been made.
- (3) Amendments to approved course content by an RTO is not permitted without approval of the Commissioner. However, an RTO may make cosmetic adjustments for branding purposes.
- (4) A RTO must not amend the method of delivery of course content (i.e. face to face, virtually, online, or combination) without the prior approval of the Commissioner.
- (5) A RTO delivering RSG3 training must retain records of any optional modules that have been included as part of the training package and retain these records for a period of not less than 3 years from the date of the training. These records must be provided to an inspector on request.

8. Additional requirements for course content delivered virtually and online

- (1) The following requirements are in addition to those listed above at clause 7.
- (2) Any course content delivered virtually or online must—
 - (a) be engaging
 - (b) use authentic learning contexts
 - (c) have a navigation structure that is clear and consistent
 - (d) use plain English and explain all legal terms
 - (e) meet the needs of students taking in to account cultural diversity and different learning styles
 - (f) be contextualised to meet the requirements of specific industry sectors and

workplaces

- (g) have content created in recommended formats (pdf, jpeg etc.)
 - (h) have media elements (graphics, audio and video) optimised for smallest file size to minimise download time
 - (i) contain an introduction page setting out the purpose of the course, and
 - (j) be divided into sections such that a person enrolled in the course must pass each section before progressing on to the next (if applicable).
- (3) Before enrolling in a course of training which includes virtual or online content, students must be advised of any peripheral requirements such as the technology required to complete the course which may include webcams or other technology to interact with the trainer and other students (if applicable).
 - (4) There must be a mechanism in place for students to seek timely assistance from the trainer with respect to the content of the material including support with any technical issues.
 - (5) There must be measures in place to verify the identity of the student enrolled in the course, that any pre-requisites have been met and that the student undertaking the assessment is the student enrolled in the course.

Online training only

- (6) Online content must comply with the Australian Accessible ICT standard: EN 301 549:2016, which supports access to information, communication and technology (ICT) for people with a disability.
- (7) If online content is to form part of the assessment process, a person enrolled in the course must have the ability to change their answers while completing the assessment. However, they should not be advised whether their answers are correct or otherwise until they have completed the assessment. If the student does not pass the assessment, they must repeat that part of the content until a successful assessment is achieved.
- (8) When assessing a students' understanding of appropriate behaviour in a scenario, multiple choice answers may be used, provided the answers available include several actions that could be taken and the student is required to identify the correct actions and put them in the correct order.

Example

When faced with a scenario where a patron is aggressively playing a gaming machine and making comments that it stole their money, the choice of answers should include all of the steps for engaging with the patron, offering assistance and documenting the engagement. It should also include procedures unrelated to engaging with the patron and offering assistance. The student needs to choose the correct steps and put them in order.

- (9) Online content must be tested for stability and be able to be delivered in the most commonly used web browsers or software before being offered to students. All hyperlinks should be checked for accuracy.
- (10) Online content must be delivered using a Learning Management System (LMS) to allow student tracking, provide reporting tools and support student interactions.

9. References

[*Gaming Machines Act 1992*](#)

[Gaming Machines Regulations 2020](#)

[Gaming Machines Gambling Codes of Practice](#)

Revision History

Version	Effective date	Changes from previous version
1	31 March 2024	Original document