
Gambling Regulation—Employee Training—Prescription Notice 2013

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SOUTH AUSTRALIA

GR Notice No. 6 of 2013
**Gambling Regulation—Employee Training—
Prescription Notice 2013**
[18 December 2013]

The Independent Gambling Authority publishes a notice, as follows.

1 Citation, commencement, etc

- (1) This notice may be cited as the Gambling Regulation—Employee Training—Prescription Notice 2013.
- (2) This notice comes into operation:
 - (a) as to clauses 1–6, on the day following its publication in the Government Gazette;
 - (b) as to clauses 7 and 8, on the same day as section 28 of the *Statutes Amendment (Gambling Reform) Act 2013*; and
 - (c) as to clauses 9 and 10, on the day following its publication in the Government Gazette.
- (3) This notice is authorised by—
 - (a) section 33A(2) of the *Casino Act 1997*,¹ particularly noting section 33A(8); and
 - (b) section 10A(1)(c) of the *Gaming Machines Act 1992*, particularly noting section 10A(10).

2 Structure of this notice

This notice prescribes requirements for recognised courses of training by reference to—

- (a) the form of the constituent documents for the training;
- (b) the attributes of the organisations providing recognised training, and the individuals delivering the training;
- (c) the methods by which the training will be provided; and
- (d) the outcomes to be achieved.

¹ This provision is inserted by the provision referred to in clause 1(2)(b).

3 Definitions

(1) In this notice—

“applicant” means a person proposing a course of training for recognition under section 33A(1) of the *Casino Act 1997* or section 10B(1)(b) of the *Gaming Machines Act 1992*;

“National Act” means the *National Vocational Education and Training Regulator Act 2011* (Commonwealth);

“regulatory and procedural requirement” includes—

- (a) a requirement of a relevant statute, an advertising code of practice, a responsible gambling code of practice, a condition of a licence, or a direction given by the Independent Gambling Authority or the Liquor and Gambling Commissioner; and
- (b) a documented in-venue procedure (however described);

“RTO” means a registered training organisation under the National Act;

“VET accredited course” has the same meaning as in the National Act.

(2) A statement in this notice of outcomes of training, expressed by reference to the abilities of a person who has successfully completed particular training, operates to impose a requirement that that training include content which, when delivered as described in the relevant course outline, would result in those outcomes.

(3) A reference in this notice to a content requirement is a reference to a provision of clauses 7–10 stating outcomes of training.

4 Submission requirements

(1) An applicant must submit as part of an application for recognition of a course of training—

- (a) a proposed course outline, being the matters which are proposed to define the instruction, assessment and other components of the course if it is recognised;
- (b) indicative course materials for use by trainers and those taking the course, being matter which will not form part of the recognition;
- (c) the names and particulars of the organisations which will be authorised by the recognition to conduct the recognised course;

- (d) a statement of the proposed background and qualifications of the trainers who will deliver the recognised course and how the organisations providing the training will ensure that the trainers have that background and qualifications; and
 - (e) a schedule cross-referencing the content requirements (by paragraph number) to the course outline.
- (2) An applicant may include with an application, in respect of possible exemptions from the operation of training requirements—
 - (a) a description of training, skills and experience which, if a person has them, would make it reasonable to deem the person not to require basic training or advanced training, or certain components of them;
 - (b) an explanation of the extent to which the structure of the proposed course facilitates the implementation of possible exemptions by requiring individuals who have the benefit of a possible exemption to undertake some but not all modules of the course.
- (3) The guiding purpose of a proposed course outline for the purposes of sub-clause (1)(a) is to ensure that the course meets the regulatory need, identifies appropriate competency outcomes and a satisfactory basis for assessment and meets quality assurance needs.
- (4) A proposed course outline for the purposes of sub-clause (1)(a)—
 - (a) must be written in a manner consistent with the standards for approval of a VET accredited course in the VET quality framework (or be equivalent to them), including by—
 - (i) providing the strategies for training and assessment by the training provider;
 - (ii) describing course outcomes, entry requirements, competency outcomes to be achieved, standards for assessment, required resources, ongoing monitoring and evaluation requirements; and
 - (b) must reference the source material underpinning the training.
- (5) A proposed course outline for the purposes of sub-clause (1)(a) must be—
 - (a) submitted on paper or in a form which can be reproduced on paper; and

- (b) laid out—
 - (i) on uniquely numbered pages;
 - (ii) in a manner which allows easy internal referencing; and
 - (iii) in a manner which facilitates transparent version and revision control.

5 Training providers and trainers

- (1) An organisation named for the purposes of clause 4(1)(c) must be—
 - (a) an RTO; or
 - (b) if the casino licensee can satisfy the Authority that the training it conducts in-house will be of equivalent quality to training conducted by an RTO—the casino licensee.
- (2) The background and qualifications referred to in clause 4(1)(d) should include—
 - (a) hospitality industry training;
 - (b) understanding and awareness of published literature on gambling, problem gambling, addictions and addiction-like behavioural disorders, and interventions with problem gamblers;
 - (c) commercial gambling operations, particularly concerning casino gaming or gaming machines in hotels and clubs; and
 - (d) current training, instruction and assessment qualifications conforming to TAE40110 benchmarks or their equivalent.

6 Methods

- (1) A proposed course outline for the purposes of clause 4(1)(a) must set out—
 - (a) methods of instruction; and
 - (b) methods of assessment.
- (2) Methods should include—
 - (a) lecture-style presentation;
 - (b) case study;
 - (c) simulation; and
 - (d) role-play.

7 Content—outcomes of basic training—casino

A person who has successfully completed basic training recognised under section 33A(1) of the *Casino Act 1997* will be able—

- (a) concerning gaming operations—
 - (i) to explain gaming activities and game features consistently with regulatory and procedural requirements;
 - (ii) to explain the process and theory of casino table games, automated table games and gaming machine operations and to operate and maintain gaming machines (minimum standard);
 - (iii) to pay claims for prizes;
 - (iv) to operate and maintain coin dispensing equipment;
 - (v) to identify and respond to breakdowns in security; and
 - (vi) to make and maintain accurate records of gambling related incidents and associated staff action in accordance with regulatory and procedural requirements;
- (b) concerning responsible gaming—
 - (i) to display signage and information related to responsible gambling in accordance with regulatory and procedural requirements;
 - (ii) to apply responsible service of gambling procedures in accordance with regulatory and procedural requirements; and
 - (iii) to provide accurate and appropriate basic information on problem gambling as requested;
- (c) concerning the basics of problem gambling identification (including automated risk monitoring)—
 - (i) to observe players and onlookers, noting and reporting indicators of problem gambling; and
 - (ii) to make accurate records of potential problem gambling behaviour in accordance with regulatory and procedural requirements; and
 - (iii) having been instructed in the user documentation for a recognised automated risk monitoring system, to operate the automated risk monitoring system;

- (d) concerning pre-commitment—
 - (i) to understand and explain the principles of pre-commitment, both generally and by reference to pre-commitment systems in operation in South Australia at the time of the training; and
 - (ii) to appropriately suggest a referral to a financial counselling service and facilitate such referral;
- (e) concerning barring—
 - (i) to explain the barring arrangements provided for under Part 4 of the *Independent Gambling Authority Act 1995*;
 - (ii) to receive and determine applications for voluntary barring;
 - (iii) to refer, to an appropriately trained staff member, applications for involuntary barring; and
 - (iv) to identify, engage with and, if appropriate, remove individuals believed to be barred persons;
- (f) to respond usefully to approaches for—
 - (i) information on funded gambling help services; and
 - (ii) referral to the gambling help line or to a particular gambling help service; and
- (g) to identify regulatory and procedural requirements from source documentation.

8 Content—outcomes of advanced training—casino

A person who has successfully completed advanced training recognised under section 33A(1) of the *Casino Act 1997* will be able—

- (a) to do all the things of which a person who has successfully completed basic training recognised under that section would be capable;
- (b) concerning advanced problem gambling identification (including automated risk monitoring)—
 - (i) to interpret observations made of players and onlookers, in relation to indicators of problem gambling; and
 - (ii) to review and act upon records made of potential problem gambling behaviour in accordance with regulatory and procedural requirements; and
 - (iii) to receive and interpret reports and alerts produced by an installed automated risk monitoring system;

- (c) concerning low level intervention and referral to gambling help services—
 - (i) to form a view as to whether an identified person is potentially a problem gambler;
 - (ii) to approach and engage with a person who is potentially a problem gambler and respond appropriately;
 - (iii) to communicate detailed information about problem gambling and gambling help services (including to non-gamblers who may seek advice and support as gamblers' family members or concerned friends); and
 - (iv) to engage directly with a gambling help service on behalf of a person seeking assistance (including a family member or other third party seeking assistance);
- (d) concerning advanced pre-commitment, to assist a gambler to set a limit;
- (e) concerning barring—
 - (i) to receive and determine applications for involuntary barring;
 - (ii) to escalate complex barring issues to the relevant regulator and engage with the regulator about them; and
 - (iii) to exercise judgement about law enforcement action in respect of the removal of barred persons;
- (f) to understand and, where appropriate, explain the different sorts of services provided by—
 - (i) the gambling helpline;
 - (ii) local or regional gambling help services; and
 - (iii) specialised and statewide gambling help services; and
- (g) to differentiate in practical workplace situations the roles of bodies or officials relevant to regulatory and procedural requirements including (but not limited to)—
 - (i) the Independent Gambling Authority;
 - (ii) the Liquor and Gambling Commissioner; and
 - (iii) host responsibility co-ordinators.

9 Content—outcomes of basic training—gaming machines

A person who has successfully completed basic training recognised section 10B(1)(b) of the *Gaming Machines Act 1992* will be able—

- (a) concerning gaming operations—
 - (i) to explain gaming activities and game features consistently with regulatory and procedural requirements;
 - (ii) to operate and maintain gaming machines (including clearing and refilling machines, undertaking simple machine repairs, identifying machine faults and reporting unserviceable machines);
 - (iii) to pay claims for prizes;
 - (iv) to operate and maintain coin dispensing equipment;
 - (v) to monitor security of gaming areas and identify and respond to breakdowns in security; and
 - (vi) to make and maintain accurate records of gambling related incidents and associated staff action in accordance with regulatory and procedural requirements;
- (b) concerning responsible gaming—
 - (i) to display signage and information related to responsible gambling in accordance with regulatory and procedural requirements;
 - (ii) to apply responsible service of gambling procedures in accordance with regulatory and procedural requirements;
 - (iii) to provide accurate and appropriate basic information on problem gambling as requested;
- (c) concerning the basics of problem gambling identification (including automated risk monitoring)—
 - (i) to observe players and onlookers, noting and reporting indicators of problem gambling; and
 - (ii) to make accurate records of potential problem gambling behaviour in accordance with regulatory and procedural requirements; and
 - (iii) having been instructed in the user documentation for a recognised automated risk monitoring system, to operate the automated risk monitoring system;

- (d) concerning pre-commitment—
 - (i) to understand and explain the principles of pre-commitment, both generally and by reference to pre-commitment systems in operation in South Australia at the time of the training; and
 - (ii) to appropriately suggest a referral to a financial counselling service and facilitate such referral;
- (e) concerning barring—
 - (i) to explain the barring arrangements provided for under Part 4 of the *Independent Gambling Authority Act 1995*;
 - (ii) to receive and determine applications for voluntary barring;
 - (iii) to refer to an appropriately trained staff member applications for involuntary barring; and
 - (iv) to identify, engage with and, if appropriate, remove individuals believed to be barred persons;
- (f) to respond usefully to approaches for—
 - (i) information on funded gambling help services; and
 - (ii) referral to the gambling help line or to a particular gambling help service; and
- (g) to identify regulatory and procedural requirements from source documentation.

10 Content—outcomes of advanced training—gaming machines

A person who has successfully completed advanced training recognised under section 10B(1)(b) of the *Gaming Machines Act 1992* will be able—

- (a) to—
 - (i) do all the things of which a person who has successfully completed basic training recognised under that section would be capable;
 - (ii) perform the functions which, by law, are functions which can only be performed by a gaming manager;
- (b) concerning advanced problem gambling identification (including automated risk monitoring)—
 - (i) to interpret observations made of players and onlookers, in relation to indicators of problem gambling;

- (ii) to review and act upon records made of potential problem gambling behaviour in accordance with regulatory and procedural requirements; and
 - (iii) to receive and interpret reports and alerts produced by an installed automated risk monitoring system;
- (c) concerning low level intervention and referral to gambling help services—
 - (i) to form a view as to whether an identified person is potentially a problem gambler;
 - (ii) to approach and engage with a person who is potentially a problem gambler and respond appropriately;
 - (iii) to communicate detailed information about problem gambling and gambling help services (including to non-gamblers who may seek advice and support as gamblers' family members or concerned friends); and
 - (iv) to engage directly with a gambling help service on behalf of a person seeking assistance (including a family member or other third party seeking assistance);
- (d) concerning advanced pre-commitment, to assist a gambler to set a limit;
- (e) concerning barring—
 - (i) to receive and determine applications for involuntary barring;
 - (ii) to escalate complex barring issues to the relevant regulator and engage with the regulator about them; and
 - (iii) to exercise judgement about law enforcement action in respect of the removal of barred persons;
- (f) to understand and, where appropriate, explain the different sorts of services provided by—
 - (i) the gambling helpline; and
 - (ii) local or regional gambling help services; and
 - (iii) specialised and statewide gambling help services; and
- (g) to differentiate in practical workplace situations the roles of bodies or officials relevant to regulatory and procedural requirements including (but not limited to)—
 - (i) the Independent Gambling Authority;

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- (ii) the Liquor and Gambling Commissioner;
- (iii) industry bodies recognised for the purposes of section 10B(1)(a) of the *Gaming Machines Act 1992*; and
- (iv) Independent Gaming Corporation Limited.

NOTE

1. A certificate under section 10AA of the *Subordinate Legislation Act 1978* was granted in respect of the commencement of this notice by the Minister for Business Services and Consumers on 4 December 2013.