Online RSA Training Application
Registered Training Organisation

IMPORTANT INFORMATION FOR TRAINING PROVIDERS:

The following organisations are eligible to apply to conduct online Responsible Service of Alcohol (RSA) training under clause 49A of the Liquor Regulation 2008:

- TAFE NSW
- industry associations
- a training provider nominated by an industry association.

Applications from training providers nominated by an industry association must be accompanied by written advice from the industry association confirming the nomination and an explanation of their relationship with the provider.

Please note training providers must already have approval to conduct classroom RSA training to be eligible to apply for online training.

OFFICE USE ONLY	CC0700
By (circle): mail | OTC | fax | email	
Date lodged	—— —— ——————
Amount paid $	
GLS receipt no	
Application number	
Finalised by	
Date finalised	—— —— ——————
RTO Licence number	

Application and renewal fees

Initial applications must be accompanied by a $1,200 application fee.
An approval to conduct online RSA training lapses on 30 June of each year.
Annual renewals are subject to a $550 fee.

Online RSA Conditions of Approval

Applications to conduct online RSA training are approved by the Secretary, NSW Department of Justice if they satisfactorily meet the requirements of clause 49A(4) of the Liquor Regulation 2008.

An approval to conduct online RSA training also includes approval to conduct the online RSA bridging course. The RSA bridging course is available for students who have obtained RSA qualifications interstate, and who wish to work in the NSW liquor industry without having to complete the full RSA course.

Approval to conduct online RSA training is subject to the following conditions. These are in addition to any conditions applying to classroom RSA training. Liquor & Gaming NSW will advise in writing of any variation to these conditions, and an opportunity will be given to make a submission prior to the variation of the conditions.

1. The training provider must only conduct the online RSA course provided by Liquor & Gaming NSW. Additional material that is consistent with the NSW liquor laws may be used to supplement the course, at the discretion of the training provider.

2. The training provider must ensure that only students who hold a nationally recognised 'statement of attainment' for SITHFAB009A or SITHFAB201 – Provide responsible service of alcohol, issued within the previous five years in another Australian State or Territory, can undertake the online RSA bridging course. The training provider must retain evidence of this 'statement of attainment' for five years.

3. The training provider must ensure that the course is made available so that students:
   a. must complete the 'check your progress' quiz provided by Liquor & Gaming NSW when undertaking the course
   b. cannot proceed to the next module until they achieve a 100 per cent mark on the 'check your progress' quiz at the end of each module
   c. are not given the answers to a 'check your progress' quiz until they have achieved a 100 per cent mark on that quiz
   d. cannot progress to the next module until at least 30 minutes after the commencement of each module.

4. The training provider must only conduct online RSA training while it is approved by the Australian Skills Quality Authority to deliver the current national RSA unit of competency. The training provider must not conduct online RSA training during any period in which its approval to offer this unit of competency is suspended.

5. The training provider must comply with the measures stated in the training provider's application to conduct online RSA training which address the integrity requirements of clause 49A of the Liquor Regulation 2008.

6. The training provider must assess each student to determine the student's competency in accordance with the current national RSA unit of competency. The training provider must also ensure that at least 50 per cent of the assessment consists of free text questions (i.e. not multiple choice or true/false questions).

7. The training provider must only conduct training and assessment at times when trainers engaged by the training provider are available to immediately assist students with enquiries.

8. The training provider must ensure that student assessment and the provision of feedback to students is undertaken by trainers approved by the training provider.

9. The training provider must ensure that any student who is deemed not competent can only be reassessed if the reassessment utilises material that is at least 50 per cent different from the material used in the previous assessment.

10. The training provider must make the course available to Liquor & Gaming NSW at all times to enable compliance and enforcement activities to be undertaken. Any reasonable costs incurred by Liquor & Gaming NSW in conducting these activities must be met by the training provider.

11. That only one online RSA course can be scheduled in the portal per day per training provider. The estimated start time and end time can be 8am and 2pm respectively and if a student completes the course before close of business on that day, the training provider will immediately lodge that student into the scheduled course to enable the granting of the interim certificate on that day. If the scheduled course does not proceed, then the training provider must cancel that course within 24 hours.

Guidelines for delivering online RSA training

Under clause 49A of the Liquor Regulation 2008, approval can only be granted to conduct online RSA training if satisfactory measures are in place to confirm the identity of students, assess the competency of students, and minimise the potential for fraudulent activity.

The following guidelines provide eligible training providers with measures that they can include in their application to demonstrate that they are able to meet their statutory requirements.

A training provider is considered in breach of its conditions of approval to conduct online RSA training if it fails to comply with the measures outlined in its application.

Confirming student identity

Procedures must be in place to verify that the student who registers for the online RSA course is the person who also completes the course and receives the RSA certification.

In demonstrating a capacity to meet this requirement, training providers should consider:

1. Using specialist online verification or other similar proven methods of confirming the identity of students.

2. Ensuring students cannot enrol in the online course without a Unique Student Identifier (USI).

3. Providing students with access to the online RSA course through a secure website that requires a login and password.

4. Issuing students with a unique login and password that provides access to a secure website via email.

5. Ensuring procedures are in place so that if students do not receive, or misplace, their login and password information there is a secure method by which they can retrieve it.

6. Securing the transmission of login information using standard encryption technology.

7. Providing best practice information to students regarding setting up and maintaining the security of passwords.

8. Requiring students, on initial login, to set up security questions that allow them to retrieve their password if they forget it.

9. Ensuring student confidentiality is maintained in accordance with the Australian Privacy Principles (APPs).

10. Ensuring that correct student identifying information is recorded in the OneGov portal. This must include the full name, date of birth, and contact details (including residential and email address, and contact phone number) of the student.

Assessing student competency

It is a condition of approval that final assessment materials must comply with the National Unit of Competency SITHFAB201 – Provide responsible service of alcohol. At least 50 per cent of the final assessment must be in the form of free text questions (i.e. not multiple choice or true/false questions). The automated assessment of a student's competency is not acceptable.

In demonstrating the capacity to meet this requirement, training providers should consider:

1. Using randomly generated 'banks' of assessment material to ensure that students are not all completing the same assessment.
2. Providing information to students about assessment requirements and processes.
3. Providing tailored communication and support for all students, including people with special needs and those in remote locations.
4. Making available to students, feedback and support at all times during which they are completing the course and assessment. This should include at a minimum:
   a. telephone support
   b. email or real time online support from qualified assessor(s)
   c. availability to provide feedback to students on their performance
   d. online tools for participant feedback on satisfaction with the course.

Minimising the potential for fraudulent activity

In conducting online RSA training, effective measures must be in place to minimise the potential for fraudulent activity. In demonstrating the capacity to meet this requirement, training providers should consider:

1. Capturing a student's IP address.
2. Monitoring all course activity and flagging when the exact same free text answers are given to assessment questions by different students.
3. Locking student detail fields so that these can only be changed by the provider upon verification of the student's identification.
4. Ensuring that students are 'locked-out' after failing a set number of attempts at the final assessment.
5. Having the ability to intervene and make direct contact with the student if required.
6. RSA certification may be voided if fraudulent information is provided.
7. Reporting any suspicious activity by trainers or students undertaking the course immediately to Liquor & Gaming NSW.

PRIOR TO APPROVAL

Prior to granting approval to an application, Liquor & Gaming NSW:

1. may conduct a compliance audit to help determine whether an application should be approved
2. may require the applicant to provide Liquor & Gaming NSW with the relevant login and password to allow an audit to be undertaken before the course is publically available
3. will notify the applicant, once the results of the audit and any other integrity checks are completed, to advise it on whether or not the course can be made publically available
4. will not approve an application unless Liquor & Gaming NSW is satisfied that the course will be delivered in accordance with the conditions outlined in this form.

APPLICATION DETAILS

Please complete all questions below and attach the required additional information to your application. If information is missing or incomplete you will be asked to supply the required information and/or supporting documents so that a proper assessment of your application can be made. Failure to supply information may delay a decision on your application.

If you need assistance to complete the application, please call (02) 9995 0900 during business hours or email competencycard@olgr.nsw.gov.au

For more information go to **www.liquorandgaming.justice.nsw.gov.au**

You can lodge this application form with payment by:

Post	**Deliver to**	**Email**
Liquor & Gaming NSW	Liquor & Gaming NSW	competencycard@olgr.nsw.gov.au
GPO Box 7060	Level 6, 323 Castlereagh St	
Sydney NSW 2001	Haymarket NSW 2000	

PART A	APPLICANT DETAILS

RTO Name

RTO ABN

RTO Licence No: CCR

ASQA No. (This is the VET accreditation code as recorded on **www.training.gov.au**)

Contact name

Phone (daytime)

Email address

Date of birth (dd mm yyyy)

Place of birth e.g. Camperdown

PART B	ADDITIONAL INFORMATION REQUIRED

Attach a separate sheet outlining how you will:

- verify the identity of students undertaking the approved RSA training course online
- assess the competency of the student
- minimise the potential for fraudulent activity

Your response should take into consideration the guidelines for delivering online RSA training outlined in this application form.

An application to conduct online RSA training will only be approved if the Secretary, NSW Department of Justice is satisfied that your organisation has met these requirements.

PART C	DECLARATION

- I declare that the information I have provided is true, correct and complete and that I have made all reasonable enquires to obtain the information required to complete this form
- I acknowledge that a failure to provide all required information may result in an inability to change the required details
- I acknowledge that it is an offence to provide false or misleading information
- I understand that specific details I have provided may be 'personal information' under the *Privacy and Personal Information Protection Act 1998.*

I am authorised to provide this information on behalf of the applicant:

Name of authorised person and position   Signature of authorised person

PART D	APPLICATION FEE PAYMENT

Pay a $1,200 fee by :

(APPROVALS LAPSE 30 JUNE EACH YEAR)

___ Cheque (payable to 'Liquor & Gaming NSW')   ___ Cash   ___ Money order   ___ Credit card

Cheque drawer's name

___ MasterCard   ___ VISA   Card no   Expiry date   CVV*

*These are the last 3 digits printed on the signature panel on the back of your credit card

Cardholder's name

Cardholder's signature

Payment amount $

Please note: Approvals lapse on 30 June of each year. Prior to this date you will be contacted by Liquor & Gaming NSW to advise of the steps you will need to take to renew your approval to provide online RSA training.