

Responsible management of licensed venues

Guidelines for approved trainers

Effective May 2011

In accordance with the *Liquor Act 1992* (the Act), the chief executive has determined that an applicant for approval as a trainer for the responsible management of licensed venues (RMLV) course, must demonstrate an ongoing ability to meet specific guidelines to ensure consistency and integrity in delivering the RMLV course in Queensland.

Applicants must provide all relevant information reasonably required by the chief executive to decide the application. The chief executive may grant approval only if satisfied the applicant has the necessary expertise or experience to conduct the approved RMLV course.

The RMLV 'licensee's course' is developed by the Office of Liquor and Gaming Regulation (OLGR) and delivered by an approved trainer.

The guidelines

Your attention is drawn to section 142L of the Act, which provides the grounds for cancellation, by the chief executive, of a person's approval as a trainer.

During the period of any approval, you must advise OLGR of any changes in the information provided in your application.

The application

1. Your application must be in the **approved form** and accompanied by any documents, identified in the approved form, the chief executive reasonably requires in deciding the application.
2. The application must be submitted with the prescribed fee. See www.business.qld.gov.au/liquor-gaming for a list of current fees.
3. The required documents include:
 - a. proof of status as a registered training organisation (RTO)
 - b. copies of qualifications for the nominated senior trainer, including:
 - i Certificate IV in:
 - (a) TAE40110 (Training and assessment) or
 - (b) TAA40104 (Workplace training and assessment) or
 - (c) BSZ40198 (Assessment and workplace training).
 - ii current OLGR approved RMLV licensee's course certificate.



Qualifications and professional requirements

4. Approved trainers are required to demonstrate current RTO status, ensuring compliance with the Australian Quality Training Framework (AQTF) standards.
5. Approved trainers will adhere to AQTF standards in conducting training and assessment.
6. Approved trainers will deliver the approved RMLV course as defined by OLGR.
7. Approved trainers will ensure that a minimum of ten hours will be allocated to the delivery of RMLV training.
8. Approved trainers will ensure any professional qualifications specified in the application to become an approved trainer remain current.
9. Approved trainers will maintain a valid professional indemnity insurance policy.
10. Approved trainers will abide by the AQTF requirements for record keeping and all other standards.
11. Approved trainers will adhere to adult learning principles in the delivery and assessment of the course.
12. Approved trainers will include best practice in training demonstrated through the ability to meet AQTF requirements and ongoing improvement.
13. Approved trainers will nominate a trainer as being the senior trainer whose responsibility will extend to ensuring all trainers and assessors employed or engaged by the approved trainer have the required qualifications, ability and experience to deliver training in RMLV. The senior trainer will also ensure RMLV training is delivered to course participants in accordance with the guidelines.
14. The nominated senior trainer must be a trainer who delivers the RMLV training on a regular basis and has and maintains currency of the following qualifications:
 - a. Certificate IV in:
 - (i) TAE40110 (Training and assessment) or
 - (ii) TAA40104 (Workplace training and assessment) or
 - (iii) BSZ40198 (Assessment and workplace training).
 - b. OLGR approved RMLV licensee's course certificate.
15. All trainers and assessors involved in delivering the approved course must have, and maintain currency of, their:
 - a. Certificate IV in:
 - (i) TAE40110 (Training and assessment) or
 - (ii) TAA40104 (Workplace training and assessment) or
 - (iii) BSZ40198 (Assessment and workplace training).
 - b. OLGR approved RMLV licensee's course certificate.

Administration processes

16. Approved trainers will maintain regular contact with OLGR to ensure up-to-date knowledge of the course material and will update course content as information is provided.
17. Approved trainers will ensure the training program is delivered in the time frames as required by OLGR.
18. Approved trainers will deliver the RMLV course as developed by OLGR.
19. Approved trainers will maintain a list of the names of all attendees, dates of attendance, venue and other relevant information as directed by OLGR.
20. Approved trainers will supply information as requested by OLGR, including details about students regarding their full names and dates of birth, issue/expiry dates of certificates, certificate number and venue of completed training and assessment.

Approved RMLV delivery types

21. Approved trainers may deliver the RMLV course using any of the following approved delivery methods:
- ‘In-person’—the course is delivered in a classroom or one-on-one environment delivered over two days, or
 - ‘Video conferencing’—the course is delivered using online video conferencing tools and completed within seven consecutive days from commencement. In order to deliver the RMLV course using video conferencing technology, approved trainers must:
 - a. use a web-based program that allows for video conferencing sessions
 - b. ensure course participants are made aware of the requirements for video conferencing prior to registering
 - c. ensure all trainers and course participants use a fully operational webcam, microphone and speakers/headphones for the duration of the RMLV course.
 - d. ensure the trainer maintains a live video and audio presence for the duration of the course
 - e. ensure all video and audio used by course participants is live and not pre-recorded.
 - f. ensure that still imagery or photos are not used in place of live video
 - g. video and audio connections are not to be interrupted and must be maintained at all times – with the exception of approved breaks, where video and audio connections may be paused or stopped for the duration of the break only.
 - h. ensure that trainers and all course participants have the ability to verbally communicate with each other in a live environment at all times for the duration of the course.
 - i. ensure that course participants are made aware that video and audio streaming must be used for the duration of the course and that images/footage of course participants may be retained by the trainer
 - j. ensure that the RMLV is delivered in no less than the ten hour duration already in place for the ‘In-person’ delivery type. For the purposes of ‘video conferencing’ the course may be delivered in small segments that make up the ten hours, as arranged between the trainer and course participant, but must be completed within seven consecutive days from the date that the RMLV training commences
 - k. ensure that participant assessment items are submitted electronically to the approved trainer prior to the completion of the video conference – trainers must verify that assessment items have been received prior to ending the video conference.
 - l. ensure that the video-conference mode of delivery meets all other requirements of the ‘In-person’ delivery unless otherwise stated in this section.

In both of the above instances, approved trainers must provide RMLV course participants with one copy of the RMLV Participant’s Manual prior to commencing the course.

Delivery of combined RMLV/RSA course

22. Approved trainers may deliver the approved RMLV and Responsible Service of Alcohol (RSA) courses as one combined training course. To deliver the combined course, approved trainers must:
- a) be approved to deliver both the RSA and RMLV training courses
 - b) develop the combined RMLV / RSA course by integrating the approved RSA course into the existing RMLV course
 - c) remove information that is duplicated between the two courses.
 - d) ensure that the standards of the national competency for SITHFAB009A ‘Provide Responsible Service of Alcohol’ are maintained
 - e) ensure that the combined RMLV / RSA course is delivered by only those methods approved for RMLV delivery

- f) ensure that the course is delivered for a minimum of ten hours. (This is consistent with the duration of the stand-alone RMLV course).
- g) ensure that upon successful completion of the training, a course participant is issued with:
 - (i) one OLGR-approved RSA training course certificate
 - (ii) one OLGR-approved RMLV licensee's course certificate.

Please note that trainers approved for both the RMLV and RSA courses may continue to deliver the respective courses independent of each other.

RMLV licensee's course certificate

- 23. The RMLV licensee's course certificate meets the legislative requirements for mandatory RMLV training only.
- 24. Clear advice must be given to course participants that a copy of their RMLV licensee's course certificate must be provided to OLGR where required.
- 25. All certificates issued by approved trainers must:
 - a. be issued within 30 days of course completion
 - b. state the student's name in full
 - c. state the student's date of birth
 - d. show the date the certificate is given to the student (issue date)
 - e. state the OLGR approved trainer's name as per the approved trainers list found on the OLGR website
 - f. state the RTO number
 - g. show the printed name and signature of the person authorised by the OLGR approved trainer to sign the certificate
 - h. carry a unique identifying number—the certificate number issued exclusively to the student
 - i. comply with the certificate template as provided by OLGR.
- 26. Approved trainers may include their own logo on the certificate.
- 27. No alterations are to be made on certificates—any such certificates will not be accepted.
- 28. Approved trainers may reprint an RMLV licensee's course certificate that has not expired in the current approved format if the original copy has been lost or destroyed. The reprinted certificate must be issued with the Notice of authorised reprint document (page 6).

Representation and delivery of training

- 29. Approved trainers note—it is your responsibility to ensure that the approved RMLV course is delivered as developed by OLGR.
- 30. Approved trainers must use visual demonstrations to depict real life scenarios of issues that may impact on licensees and approved managers.
- 31. Approved trainers will ensure that students are provided with accurate information and have the opportunity to achieve the learning outcomes.
- 32. Approved trainers will declare all costs associated with RMLV training up front including cost of full course and cost of replacement certificates.
- 33. Prior to accepting an enrolment, approved trainers will ensure participants are enrolled in the correct course—that is, that the participant has enrolled in the Queensland OLGR approved RMLV course and will be issued with the OLGR approved RMLV licensee's course certificate for use as a licensee or approved manager in Queensland.

34. Class sizes—OLGR recommends that class sizes be kept to a minimum, with 25 students being the recommended maximum. This is consistent with Department of Education and Training advice that class sizes be 25 in years 11 and 12, and Queensland TAFEs aim to encourage smaller class sizes to ensure individual assistance.
35. Approved trainers will conduct assessments to be satisfied that a student has an understanding of the approved RMLV course content.
36. Before issuing an RMLV licensee’s course certificate, in respect of the approved RMLV course, approved trainers must be satisfied that the student has fulfilled all requirements and demonstrated an acceptable level of knowledge of the Queensland RMLV course in accordance with the course as developed by OLGR.
37. Approved trainers will advise students that as an approved trainer they do not represent OLGR or the Queensland Government.
38. Approved trainers are not to use the Queensland Government logo for any marketing or promotional purpose.

Professional manner

39. Approved trainers will behave in a manner that is professional, respectful, accommodating and tolerant.
40. Approved trainers will address complaints from students quickly and efficiently.
41. In the event of a dispute between an approved trainer and a student, the approved trainer is to respond to the dispute and notify OLGR of the dispute. The dispute is to be settled by a means agreed upon by both parties to the dispute.
42. Approved trainers will follow other directions as advised by OLGR.

Privacy and personal information

- (a) For the purpose of this requirement, ‘personal information’ means information or an opinion, including that information or opinion forming part of a database, whether true or not and whether recorded in material form or not, about an individual whose identity is apparent, or can be reasonably be ascertained, from the information or opinion.
- (b) For the purpose of this requirement, ‘approved trainer’ includes any person employed or engaged by the approved trainer to perform duties on behalf of the approved trainer.
- (c) If the approved trainer collects or has access to personal information in order to provide the services under the approval, the approved trainer must:
 - (i) comply with Parts 1 and 3 of Chapter 2 of the *Information Privacy Act 2009* in relation to the discharge of its obligations under this approval, as if the approved trainer was the Department of Justice and Attorney-General (JAG)
 - (ii) not use personal information other than for the purposes of the supply of services under the approval, unless required or authorised by law
 - (iii) not disclose personal information without the consent of JAG, unless required or authorised by law
 - (iv) not transfer personal information outside of Australia without the consent of JAG
 - (v) ensure that access to personal information is restricted to those of its employees and officers who require access in order to perform their duties
 - (vi) ensure that its officers and employees do not access, use or disclose personal information other than in the performance of their duties
 - (vii) ensure that its subcontractors who have access to personal information comply with obligations the same as those imposed on the approved trainer under this clause
 - (viii) fully cooperate with JAG to enable the department to respond to applications for access to, or amendment of, a document containing an individual’s personal information and to privacy complaints
 - (ix) comply with such other privacy and security measures as JAG reasonably advises the approved trainer in writing from time to time.

- (d) On request by JAG, the approved trainer must obtain from its employees, officers or subcontractors engaged for the purposes of this approval, an executed deed of privacy in a form acceptable to JAG.
- (e) The approved trainer must immediately notify JAG on becoming aware of any breach of requirement (c).
- (f) This requirement will survive the expiry or termination of the approval.

Compliance

OLGR undertakes a compliance program for the purpose of conducting audits and checks, and to investigate complaints concerning approved trainers. This is to ensure compliance with the requirements for approval as a trainer.

Approved trainers whose conduct does not meet the requirements may have their approval cancelled.

Notice of authorised reprint

Approved trainers may reprint a current RMLV licensee's course certificate for a course participant if the original has been lost or destroyed. Approved trainers may reissue the certificate in the most recent format even if the original was originally issued in an older format.

Please note that you may only reprint certificates for course participants who have completed the RMLV course through your training organisation.

To issue an authorised reprint, the approved trainer must reissue the RMLV licensee's course certificate with a letter endorsed by the authorised representative of the approved trainer and on the approved trainer's official letterhead.

The letter issued by the approved trainer must include, at a minimum, the:

- name of the approved trainer
- name of the course participant
- date of birth of the course participant
- date the original certificate was issued to the course participant
- date of the authorised reprint
- name of the authorised representative for the approved trainer
- signature of the authorised representative for the approved trainer
- date the letter was issued to the course participant.

The letter must also provide a statement advising the individual that it is the individual's responsibility to retain a copy of the Notice of authorised reprint with each copy of the reprinted RMLV licensee's course certificate.