



Gaming Training Obligations

IMPORTANT INFORMATION

The training obligations introduced through the Gambling Codes of Practice (Code) are now in operation. These obligations require those appointed (and notified through BOEN) in the position of Gaming Employee or Gaming Manager to undertake specific training within a specified time of being appointed as such and impose a requirement for further training to be undertaken every 2 years. As many current Gaming Employees and Gaming Managers have previously undertaken some form of gaming training, the Codes provide for recognition of this fact as outlined in this Member Update.

While the requirements set out below relate to individual Gaming Employees and Gaming Managers, the Code imposes an **obligation on a gaming licensee** to ensure that all staff at their venue are trained by the following dates:

- At least 60% of Gaming Employees and Gaming Managers are trained by 30 September 2015
- At least 90% of Gaming Employees and Gaming Managers are trained by 31 March 2016
- 100% of Gaming Employees and Gaming Managers are trained by 30 June 2016

Licensees will need to monitor the critical dates to ensure that compliance is achieved. Members are encouraged to record training details in a Staff Register provided by Gaming Care to assist in this process and ensure that staff members upload their training certificates into BOEN.

NEW COURSES

Under the Code the two recognised courses are:

- 1) Basic Training
- 2) Advanced Training

The nationally accredited training courses Attend Gaming Machines (SITHGAM202) and Provide Responsible Gambling Services (SITHGAM201) are no longer deemed to be recognised training courses for new Gaming Employees or Gaming Managers.

LICENSEE

Licensees (including Directors) who are NOT appointed as a Gaming Manager or Gaming Employee are **no longer** required to undertake training. However Licensees and Directors who are appointed as Gaming Manager or Gaming Employee **must comply** with the new obligations.

NEW EMPLOYEES TO INDUSTRY

For the purpose of the Code a new employee is new to the industry, and has not previously worked as a Gaming Employee or Gaming Manager in any other venue, and has not previously been approved as a Gaming Employee or Gaming Manager.

New Gaming Employee

Basic Training must be completed within three months of being appointed as a Gaming Employee. Where the employee has undertaken Basic Training before commencing employment the employer must be provided with a Statement of Completion confirming that the employee has completed this course.

New Gaming Manager

Both Basic Training and Advanced Training must be completed within three months of being appointed as a Gaming Manager. Where the Manager has undertaken Basic Training and Advanced Training before commencing employment the employer must be provided with Statements of Completion confirming that the employee has previously completed these courses.

GAMING EMPLOYEES APPROVED BEFORE 1 JULY 2014

An employee who was approved as a Gaming Employee prior to 1 July 2014 will only need to comply with the further training requirements outlined in the section below, if:

- The employee completed previously recognised training (see section below) prior to 1 July 2014; or
- SITHGAM202 and SITHGAM201 were completed between 1 July 2014 and 23 March 2015.

Where a person who was approved prior to 1 July 2014 has not previously undertaken any training, they will need to complete Basic Training prior to 30 June 2016. If the employee holds a letter of exemption from training obligations (the person may have been working in the industry before 2004) there may be an ability to have that employee's skills, knowledge and experience assessed by a training provider recognised to deliver the current training courses. Licensees should contact the AHA|SA Training Coordinator for more details.

GAMING MANAGERS APPROVED BEFORE 1 JULY 2014

An employee who was approved as a Gaming Manager prior to 1 July 2014 will only need to comply with the further training requirements outlined in the section below. This is provided they have completed previously recognised training (see section below).

Where a person who was approved prior to 1 July 2014 has not previously undertaken any training, they will need to complete Basic Training and Advanced Training prior to 30 June 2016. If the manager (or Licensee/Director) holds a letter of exemption from training obligations (the person may have been working in the industry before 2004) there may be an ability to have that manager's skills knowledge and experience assessed by a training provider recognised to deliver the current training course. Licensees should contact the AHA|SA Training Coordinator for more details.

FURTHER TRAINING

ALL persons appointed as a Gaming Employee or Gaming Manager will need to undertake further training as outlined below.

Gaming Employees can complete Basic Training again or complete Advanced Training. This must be undertaken either:

- (a) Within 2 years of the completion of the initial Basic Training; or
- (b) By 1 July 2016 (for those who completed recognised training prior to 1 July 2014); or
- (c) Within 2 years of the date of completion of previously recognised training (for those who undertook SITHGAM202 and SITHGAM201 between 1 July 2014 and 23 March 2015); or
- (d) Within 2 years of the date of completion of any further training.

Gaming Managers will need to complete Advanced Training again either:

- (a) Within 2 years of the completion of the initial Advanced Training (includes those who have completed Advanced Training since 22 January 2015); or
- (b) By 1 July 2016 (for those who completed previously recognised training, including APGIT prior to 1 July 2014); or
- (c) Within 2 years of the date of the completion of an APGIT course (for those who completed APGIT between 1 July 2014 and 23 March 2015); or
- (d) Within 2 years of the date of completion of any further training.

PREVIOUS TRAINING THAT WILL BE RECOGNISED

All training required by Clause 10 of the Gaming Machines Responsible Gambling Code of Practice (Old Code) will be deemed to be 'recognised training' under the transitional arrangements. This includes:

- THHBG01A Operate Gaming Locations and THHADG03A Provide Responsible Gaming Services
- THHBG01B Attend Gaming Machines and THHADG03B Provide Responsible Gambling Services
- SITHGAM001A Attend Gaming Machines and SITHGAM006A Provide Responsible Gambling Services
- SITHGAM202 Attend Gaming Machines and SITHGAM201 Provide Responsible Gambling Services
- APGIT (Advanced Problem Gambling Intervention Training) recognised under section 10B of the Gaming Machines Act 1992 (SA).

FURTHER INFORMATION

Members should contact their Gaming Care Officer if they have any queries in relation to the new training requirements or the AHA|SA Training Coordinator, Liz Gitsham (08) 82324524.

DISCLAIMER: This information is correct as at 1 June 2015. The AHA|SA and Gaming Care recommend that Members seek further advice from us where necessary to ensure compliance with the training obligations.