

Responsible Gambling Training Requirements

Important information on changes for holders of gaming machine licences from 1 July 2014

From 1 July 2014 consistent minimum training requirements will apply across all South Australian gambling sectors, including hotels, clubs and the Adelaide Casino.

All new and existing gaming managers and gaming employees will be required to complete the new training courses and maintain their level of knowledge through repeat training every two years.

The existing accredited courses 'Provide Responsible Gambling Services' and 'Attend Gaming Machines', the recognised course 'Advanced Problem Gambling Intervention Training' (APGIT) and training conducted in accordance with clause 10 of the former Responsible Gambling Code of Practice will be replaced by two new consolidated levels of training to be known as **Basic Training** to be completed by gaming employees and gaming managers and **Advanced Training** to be completed by gaming managers.

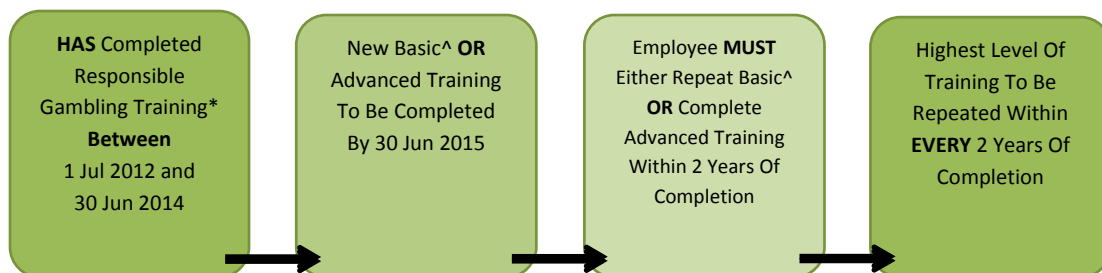
Details of the content and outcomes of each of the new training courses have been prescribed by the Independent Gambling Authority (IGA) in the Gambling Regulation - Employee Training Prescription Notice 2013 which was sent to all licensees by the IGA on 14 March 2014.

A copy of the notice can also be downloaded from the IGA website at www.iga.sa.gov.au by following the link to Regulatory Instruments.

The Codes of Practice prescribe the timeframes for when training must be completed. Licensees will record compliance with the training requirements through the Barring & Online Employee Notification system (BOEN).

Timeframes for when training is required to be completed are shown below—

Existing Gaming Employee (As At 1 July 2014)



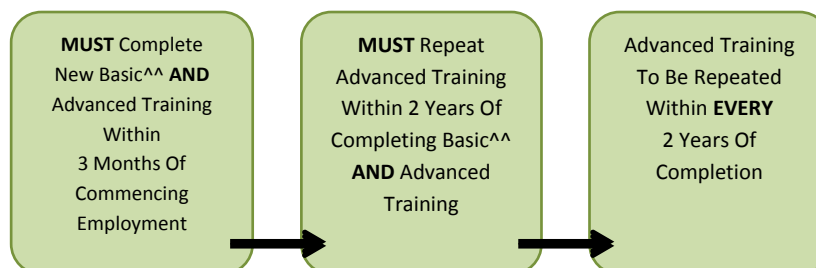
New Gaming Employee (From 1 July 2014)



Existing Gaming Manager (As At 1 July 2014)



New Gaming Manager (From 1 July 2014)



Note— A licensee or a peak body acting on behalf of licensees can apply to the IGA for exemption from all or part of the new training requirements to allow training undertaken and experience acquired prior to 1 July 2014 and between 1 July 2014 and 30 June 2015 to be treated as complying either partially or in full with the new training requirements.

Licensees will be advised by further bulletin, if following an application by a peak body, the IGA grants an exemption for new gaming managers and gaming employees between 1 July 2014 and 30 June 2015.

* SITHGAM201 (Provide Responsible Gambling Services), SITHGAM202 (Attend Gaming Machines) and training required in accordance with Clause 10 of the former Responsible Gambling Code of Practice

** SITHGAM201 (Provide Responsible Gambling Services), SITHGAM202 (Attend Gaming Machines), APGIT (Advanced Problem Gambling Intervention Training) and training required in accordance with Clause 10 of the former Responsible Gambling Code of Practice

^ Gaming employees who choose to complete the new Advanced Training certification will not be required to repeat the Basic Training course every two years.

^^ New gaming managers who have previously completed Basic Training will only be required to complete Advanced Training

Need Assistance

Industry Assistance

Licensees requiring assistance with changes to the responsible gambling training requirements are encouraged to contact their industry representative peak body.

AHA SA / Gaming Care (08) 8100 2499

Clubs SA / Club Safe (08) 8290 2200

BOEN Technical Assistance

Licensees requiring technical assistance about using the BOEN System should request a call back from the IGA by sending an email to iga@iga.sa.gov.au. An IGA staff member will then call you back.

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