



National Consumer Protection Framework for online wagering

Staff training measure implementation plan

Purpose

To formally notify online wagering service providers of the requirement to implement the staff training measure of the National Framework within 6 months of 30 June 2022 (the formal notification date). Online wagering providers are required to implement the staff training measure, including the training of all existing staff, by 31 December 2022.

This measure will be enacted through existing state and territory government laws, regulations and licenses and will be funded by the online wagering industry.

Implementation

Online wagering service providers are required to train all staff involved in the provision of wagering services, or with the capacity to influence the wagering service, in line with the minimum requirements set out in the National Unit of Competency *CHCFIN005 – Provide responsible online wagering services* (UoC), in order to create a culture on responsible gambling within the organisation.

Online wagering service providers can choose from the following training delivery options:

External training - Providers can choose between 2 options for external training:

- Online micro-credential operated by TAFE Queensland, with a cost to the online wagering service provider of \$38.50 per participant. The training is available at [Responsible Service of Online Wagering \(tafeqld.edu.au\)](https://www.tafeqld.edu.au)
- Accredited Training of the UoC developed by a Registered Training Organisation or TAFE (market price).

In-house training - Providers can choose to develop and deliver training in-house based on the UoC. For training delivered in-house, it is a requirement that one of the following quality assurance methods is used:

- training participants pass the micro-credential knowledge test, with a cost to the online wagering service provider of \$38.50 per participant (which includes access to the micro-credential training materials for reference); or
- provider engages an independent reviewer to confirm in-house training meets the standards outlined in the UoC, and provides report to the state or territory regulator.

Key Timeframes

Date	Activity
1 July 2022	Micro-credential training module and knowledge test goes live.
31 December 2022	The staff training measure must be implemented by online wagering service providers, including training undertaken by all existing staff.

Frequently Asked Questions

How will the staff training module, provide responsible online wagering services, help make it safer for people gambling online?

Staff training is an important consumer protection tool under the National Framework, as it educates staff on the responsible provision of online wagering services and harm minimisation principles. The training will provide staff with tools to assist a customer when they identify potentially harmful consumer gambling behaviour.

The stringent training of all staff employed by an Australian licensed provider who are involved in the provision of online wagering services, or who have the capacity to influence the wagering service (such as management, marketing, and product development staff) is of vital importance. This will help to build a culture of responsible gambling within online wagering provider organisations.

How will the training be funded?

As described in the agreed principles of the National Consumer Protection Framework for Online Wagering Policy Statement, the online training module must be industry funded.

The Commonwealth has commissioned TAFE Queensland to develop a micro-credentials and knowledge tests aligned with the UoC. If online wagering service providers choose to use this format to fulfil their staff training obligations, they will be charged \$38.50 (GST inclusive) per participant.

Otherwise, online wagering service providers will need to fund the development of a suitable in-house training package aligning with the UoC, and the cost of an annual independent review.

How can wagering service providers ensure in-house training achieves the minimum learning objectives of the staff training measure?

A National Unit of Competency, *CHCFIN005 – Provide responsible online wagering services* (UoC) was endorsed by Commonwealth, state and territory ministers responsible for skills

and training, and is published at www.training.gov.au/Training/Details/CHCFIN005. The UoC outlines the criteria to demonstrate the achievement of competency and establishes a nationally consistent minimum standard for all staff of online wagering service providers.

Wagering service providers can choose to develop and deliver a new in-house training module, or include the minimum requirements to their existing induction training, based on the UoC.

Where in-house training is used, wagering service providers must demonstrate their training is meeting the requirements of the UoC. To do this wagering service providers can choose from the following quality assurance methods:

- staff can complete and pass the micro-credential knowledge test; or
- online wagering service providers can engage an independent reviewer to audit their training materials annually to confirm they meet the standards of the UoC.
 - an independent review is not required in any year when the online wagering service provider training materials are audited by a state or territory regulator.
 - the completed independent review report must be provided to your state or territory regulator annually.

In addition to these requirements, training records must be made available should your regulator request them.

What are the requirements of an independent reviewer?

To preserve the integrity and purpose of the independent review process, an independent reviewer must:

- be external to the wagering provider and not have been involved, in any way, in the development or delivery of the provider's staff training materials
- understand the overall aims of the staff training measure of the National Consumer Protection Framework
- understand the training requirements set out in the UoC.

To ensure a high standard of reviews, independent reviews must be completed by individuals/firms holding one of the following qualifications:

- a registered Solicitor
- a registered Certified Practising Accountant or Chartered Accountant
- a person holding a Diploma of Training Design and Development qualification
- a registered Qualified Internal Auditor (such individuals must still be external to the provider they are conducting the independent review for)

If an online wagering service provider has an existing relationship with a law firm, accounting firm or auditing body, they are permitted to engage these organisations to conduct the independent review. However, the individual conducting the review must be external to the wagering provider.

Guidelines for the completion of independent review reports are available at www.dss.gov.au/{TBC}.

How long will online wagering service providers have to train all staff?

As outlined in the agreed principles of the National Consumer Protection Framework for Online Wagering Policy Statement, existing staff must complete the online training module within 6 months of the online training program coming into effect. The online training module comes into effect on 30 June 2022, and existing staff are required to complete the training by 31 December 2022.

Following the 6 month implementation period, all newly engaged staff are required to have successfully completed responsible online wagering training within one month of commencement.

Is there a requirement for staff to undertake refresher training?

All staff who have undertaken the approved online training program must undertake an annual refresher training course to update content knowledge and receive new information on any recent changes in consumer protection and/or gambling harm strategies and practices.

Refresher training can be developed and delivered in-house by wagering service providers or is available through TAFE Queensland's annual refresher micro-credential and knowledge test at a cost per participant of \$38.50 (GST inclusive), which is to be funded by the wagering service provider.

Further information

For more information about the National Consumer Protection Framework for Online Wagering measures and Department of Social Services gambling reforms, please contact the Implementation Governance Committee secretariat at gambling@dss.gov.au or go to www.dss.gov.au/communities-and-vulnerable-people/programmes-services/gambling. Any concerns regarding compliance should be directed to the relevant state or territory regulator.