

# Evaluation of the Tiered Industry Training Framework

Discussion Paper, October 2020

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## About the evaluation

The NSW Government is evaluating the Tiered Industry Training Framework (TITF) to assess the extent to which the TITF training courses are meeting their program objectives.

The evaluation will examine the uptake, efficiency and impacts of training courses introduced under the TITF. It will focus on the content of the training courses, their effectiveness in improving the responsible service of alcohol, and the availability of training to liquor industry workers.

### **Next steps**

Liquor & Gaming NSW (L&GNSW) will assess stakeholder feedback received in response to this discussion paper. It will use this feedback to inform the findings and recommendations of the evaluation process.

# How to give feedback

You may be interested in sharing your views if you are:

- ▲ involved with the liquor industry and have an interest in attending, or have previously attended, a training course offered under the TITF
- ▲ a government or non-government body with an interest in the TITF
- ▲ a community group or member of the public with an interest in providing feedback on training requirements for liquor industry participants.

**L&GNSW is seeking your feedback on the TITF until 27 November 2020.**

If you need to access a translating and interpreting service, please telephone 1300 651 500 or visit the Language Services page of the Multicultural NSW website:

<https://multicultural.nsw.gov.au/services/>

## Written submissions

You can e-mail a submission to:

[evaluation.continuous.improvement@liquorandgaming.nsw.gov.au](mailto:evaluation.continuous.improvement@liquorandgaming.nsw.gov.au)

Submissions will be published on the L&GNSW website after the closing date unless you request otherwise. If you wish your submission, or a part of it, to be treated as confidential, that should be made clear at the time it is lodged, along with reasons why.

Targeted questions are included in this paper to help you prepare your submission.

## Other ways to have your say

### Surveys of training participants

Participants of TITF courses are invited to complete an online survey at the completion of each training session. Participants who have already completed a training course have also been invited to give feedback via a survey.

### Interviews with registered training organisations, industry & government stakeholders

As part of this evaluation, L&GNSW will interview registered training organisations, liquor industry organisations and government sector stakeholders. Feedback collected through these consultations will help to inform the evaluation report.

# Background

## Objectives of the Tiered Industry Training Framework

The purpose of the TITF is to reduce alcohol-related harm in NSW and improve responsible service of alcohol procedures by ensuring that frontline staff, licensees and approved managers are trained at a level that is appropriate to their roles. To this end, the Framework has been designed to:

- ▲ build on the education of liquor industry staff;
- ▲ provide specialised training for licensees and managers;
- ▲ improve the effectiveness of the Responsible Service of Alcohol (RSA) course; and
- ▲ harmonise the NSW RSA course with other Australian states and territories.

## Review of the *Liquor Act 2007*

Since 2004, RSA training has been mandatory for licensees, serving staff and security staff in licensed venues. Prior to 2018, training courses provided participants with general knowledge of RSA principles and obligations under the liquor laws. However, it did not cater to the specific training needs of security staff, RSA marshals, bar managers or venue managers and licensees. Nor did it offer refresher training for staff when their competency card expired.

The 2013 Review of the *Liquor Act 2007*<sup>1</sup> contained four recommendations about industry training (Recs 16–19), which were supported by Government:

- ▲ A tiered approach to training should be developed that extends to mandated licensee training, and tailored RSA training for other industry workers, and allow for refresher training to be undertaken when competency cards expire.
- ▲ Initially mandated licensee training should be focused on and trialled for higher risk venues (such as hotels, bars, clubs, late trading venues) or venues located in high risk precincts.

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<sup>1</sup>[https://www.parliament.nsw.gov.au/la/papers/DBAssets/tabledpaper/webAttachments/21157/Review\\_LA\\_GALAA\\_NOV2013.pdf](https://www.parliament.nsw.gov.au/la/papers/DBAssets/tabledpaper/webAttachments/21157/Review_LA_GALAA_NOV2013.pdf)

- ▲ Competency training should be introduced for high risk venues and the Authority should be given the ability to refuse applications where the competency of the individual (training and experience) is disproportionate to the risk profile of the licensed venue.
- ▲ The administration of industry training should rest with a single decision maker within the then Office of Liquor, Gaming & Racing (OLGR)<sup>2</sup> to avoid confusion and inconsistencies.

The purpose of these recommendations was to establish a tiered approach to RSA training that equipped course participants with the specific skill-sets and knowledge they needed to perform their roles in a lawful and responsible manner. These proposed reforms also sought to align the approval of RSA and licensee training, so that a single decision-maker was responsible for the approval of all industry training.

### **Introduction of the TITF**

In 2015, OLGR established a working group to obtain feedback on the establishment of a TITF. It included representatives from the Australian Hotels Association, ClubsNSW, Club Managers' Association Australia, Liquor Stores Association NSW (now Retail Drinks Australia), and Restaurant & Catering Australia.

During this consultation process, it was agreed that the RSA course should be streamlined to align with the nationally recognised Australian Skills Quality Authority RSA course, with a separate module on the NSW regulatory environment. It was also agreed that additional training was required for the licensees of late-trading and high-risk venues.

In early 2018, following an EOI process, L&GNSW selected eight approved training providers (ATPs). These ATPs worked with L&GNSW and the working group to co-design the new training curriculum, which subsequently led to the articulation of new training courses in the Liquor Regulation 2018.

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<sup>2</sup> In 2016, L&GNSW replaced OLGR and took on the responsibility for designing and implementing the TITF.

## Approved training courses

The following training courses are available under the TITF:

Table 1 – Training courses available under the TITF

| Course                            | Target audience  | Delivery options                             |
|-----------------------------------|--|--|
| <b>RSA training</b>               | Club secretaries and directors (if they serve alcohol), licensees and managers, service staff, RSA marshals, crowd controllers, security staff, promotional staff and volunteers | ATPs (online/face-to-face/virtual classroom) |
| <b>Licensee training</b>          | New and existing licensees, approved managers and club secretaries   | ATPs (online/face-to-face/virtual classroom) |
| <b>Advanced licensee training</b> | Licensees, approved managers and club secretaries for high-risk <sup>3</sup> businesses  | ATPs (online/face-to-face/virtual classroom) |
| <b>RSA bridging course</b>        | Interstate RSA holders intending to work in NSW  | L&GNSW (online)                              |
| <b>RSA refresher training</b>     | RSA holders who wish to renew their competency card  | L&GNSW (online)                              |

<sup>3</sup> High-risk venues refer to venues trading with Extended Trading Authorisations, nightclubs and karaoke bars, and venues identified as high-risk by L&GNSW or ILGA.

# Key facts and figures

## RSA Training Course

- ▲ 200,224 customers completed RSA Training between 1 July 2018 and 20 October 2020.

## RSA Refresher Course

- ▲ 319 customers responded to the RSA Refresher Course survey between 31 March and 20 October 2020.
- ▲ 87% of customers were 'satisfied' or 'very satisfied' with course quality.
- ▲ 83% of customers were 'satisfied' or 'very satisfied' with course delivery.
- ▲ 88% of customers were 'satisfied' or 'very satisfied' with course relevance.
- ▲ 94% of customers were satisfied with the information about training courses received from L&GNSW.

## RSA Bridging Course

- ▲ 241 customers responded to the RSA Bridging Course survey between 31 March and 20 October 2020.
- ▲ 99% of customers understood the requirement for interstate RSA Holders to complete a NSW RSA Bridging Course.
- ▲ 95% of customers were 'satisfied' or 'very satisfied' with course quality.
- ▲ 95% of customers were 'satisfied' or 'very satisfied' with course delivery.
- ▲ 96% of customers were 'satisfied' or 'very satisfied' with course relevance.

## Licensee Training (LT) and Advanced Licensee Training (ALT)

- ▲ 401 customers responded to the LT survey, and 70 customers responded to the ALT survey between 16 March and 20 October 2020.
- ▲ 89% of customers that completed the LT, and 89% of customers that completed the ALT, were 'satisfied' or 'very satisfied' with course quality.
- ▲ 87% of customers that completed the LT, and 93% of customers that completed the ALT, were 'satisfied' or 'very satisfied' with the delivery of the course.
- ▲ 88% of customers that completed the LT, and 90% of customers that completed the ALT, were 'satisfied' or 'very satisfied' with the relevance of the course.
- ▲ 97% of customers (that completed either the LT or the ALT) believe L&GNSW adequately communicated information about these courses.



# Questions for stakeholder comment

You are invited to give feedback to L&GNSW on any of the questions listed below or any other issues you consider relevant.

## Operation and management of licensed venues

- ▲ Do the training courses satisfactorily explain the responsibilities of liquor industry workers, secretaries/approved managers and licensees?
- ▲ Has the training led to improvements in venue operation and management?
- ▲ Is the current training framework more effective than the previous training framework?

## Factors driving and preventing participation in training courses

- ▲ What factors are enabling or preventing participation in training?
- ▲ Has L&GNSW done a satisfactory job of promoting the availability of training?
- ▲ Do opportunities exist for regional NSW customers to attend face-to-face training?
- ▲ What costs are associated with the training courses?

## Satisfaction with course content

- ▲ Are you satisfied with the quality and relevance of course content?
- ▲ Are you satisfied with the format and delivery of the training?
- ▲ Are the training materials provided in a plain English format?
- ▲ Are there any gaps in the content or methods of delivery of the training courses?
- ▲ Are there any other improvements that could be made to the training courses?

## Meeting the needs of training participants

- ▲ Do the training courses represent value for money?
- ▲ Do the training course delivery options (face-to-face, virtual classroom, online) meet the needs of stakeholders?
- ▲ Do the training courses meet the needs of customers with English language or learning difficulties?