

Approved Training  
Provider (ATP)

# Conditions of Approval

Liquor & Gaming NSW

[www.liquorandgaming.nsw.gov.au](http://www.liquorandgaming.nsw.gov.au)

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## Revision history

Version	Title	Date	Author
1.0	RSA and RCG conditions of approval	1 May 2021	Industry Training
1.1	RSA, RCG, LT and ALT conditions of approval	1 July 2021	Industry Training
2.0	L&GNSW approved courses – conditions of approval	7 Oct 2022	Industry Training
2.1	L&GNSW approved courses – conditions of approval	16 Dec 2022	Industry Training
2.2	L&GNSW approved courses – conditions of approval	24 Jan 2023	Industry Training
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3.0	Approved Training Provider – Conditions of Approval	17 April 2025	Industry Training

# ATP Conditions of Approval

Liquor & Gaming NSW Approved Training Provider (ATP) Conditions of Approval (COA) apply to all ATPs delivering mandatory L&GNSW training.

Approved Training Providers (ATPs) delivering L&GNSW mandatory training courses are governed by the [Liquor Regulation 2018](#) and [Gaming Machines Regulation 2019](#).

L&GNSW mandatory training courses delivered by ATPs include:

- Responsible Service of Alcohol (RSA)
- Licensee Training (LT)
- Advanced Licensee Training (ALT)
- Responsible Conduct of Gambling (RCG)
- Advanced Responsible Conduct of Gambling (ARCG)
- Responsible Gambling Board Oversight (RGOB) training

A declaration of adherence to the ATP Conditions of Approval is a part of the application and approval process for a Registered Training Organisation to become an Approved Training Provider and deliver L&GNSW mandatory training. Successful completion of training enables students to obtain endorsements on a [NSW competency card](#) and commence work in the service, sale or supply of alcohol, or perform duties involving gaming machines.

## NSW legislation

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### **Responsible Service of Alcohol (RSA), Licensee Training (LT), Advanced Licensee Training (ALT)**

RSA, LT and ALT courses are governed by legislation outlined in the [Liquor Regulation 2018](#), Part 5, Division 4 [Provision of approved training courses](#).

Clauses (77) to (82) cover: approval to provide training courses, additional approval to deliver liquor training courses online, decision on application, conditions of approvals to provide training courses, term of approval to provide training courses, variation, suspension and cancellation of approvals of approved training providers.

### **Responsible Conduct of Gambling (RCG), Advanced Responsible Conduct of Gambling (ARCG), Responsible Gambling Board Oversight (RGOB) training**

RCG, ARCG, and RGOB courses are governed by legislation outlined in the [Gaming Machines Regulation 2019](#), Part 3, Division 5 [Responsible Conduct of Gambling \(RCG\) training](#).

Clauses (51) to (58) cover: definitions, interim RCG certificates, issue and replacement of recognised competency cards with RCG/ARCG endorsements, expiry and renewal of RCG/ARCG endorsements, inspection of recognised competency card, training of club secretaries and employees associated with gaming machine activities, and approval of training providers.

### **Secretary discretion**

The Secretary has the authority to grant approval or refuse an application to deliver L&GNSW training at its discretion. General conditions of approval to conduct training may also be amended by the Secretary at times.



# Definitions

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## Definitions and acronyms used in this document

### Definitions

Mode of delivery	The format and approach used to deliver L&GNSW training content.
Classroom	A mode of training delivery that includes both face-to-face and/or virtual classroom formats.
Face-to-face	Delivery is trainer-led, real-time delivery, where students are in the same physical location as the trainer.
Virtual	Delivery is trainer-led, real-time delivery, where students are in different locations but are connected remotely via a video conferencing tool.
Online	Delivery is self-paced, independent learning, where students log in to a learning management system to complete training modules in their own time.
Connected classroom (TAFE only)	Delivery is trainer led, real time delivery, where students are grouped in connected learning centres around the state, in one or more locations, and connect remotely via a conferencing tool.

### Acronym

### Description

RSA	Responsible Service of Alcohol
RCG	Responsible Conduct of Gambling
ARCG	Advanced Responsible Conduct of Gambling
RGBO	Responsible Gambling Board Oversight
LT	Licensee Training
ALT	Advanced Licensee Training
RTO	Registered Training Organisation
ATP	Approved Training Provider
ASQA	Australian Skills Quality Authority
COA	Conditions of Approval
L&GNSW	Liquor & Gaming New South Wales
H&R	Hospitality and Racing
DCITHS	Department of Creative Industries, Tourism, Hospitality and Sport
CCR	Competency card registration (ATP organisational licence number)

CCH	Competency card holder (Individual competency card holder number)
CCT	Competency card trainer (ATP trainer licence number)
UOC	Unit of Competency. Vocational education and training accredited courses must be based on nationally endorsed units of competency. A unit of competency describes a specific work activity, the standard of performance required in the workplace, assessment requirements specifying the required evidence of competency, and required conditions under which assessment is conducted.
SITHFAB021	The national unit of competency <i>SITHFAB021 Provide responsible service of alcohol</i> describing the performance outcomes, skills and knowledge required to responsibly sell, serve or supply alcohol.
SITHGAM022	The national unit of competency <i>SITHGAM022 Provide responsible gambling services</i> describing the performance outcomes, skills and knowledge required to provide responsible gambling services, and to assist those customers who may be at risk of or are already experiencing harm from gambling.

# Audits and penalties

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## Audits

L&GNSW will undertake risk-based and intelligence-led activities to monitor compliance with legislative requirements including conducting audits and investigating complaints.

An ATP is required to cooperate in audit activity conducted by L&GNSW including access to information on training operational management and course delivery.

## Penalties

A breach of any of the conditions of approval set out in this document can result in prosecution action being taken against an approved training provider, where the court may impose fines of up to \$5,500 for an individual, and up to \$27,500 for a corporation.

The Secretary at its discretion may vary, suspend or cancel any approval of a training provider in the event of a confirmed breach of any of the conditions of approval set out in this document.

Any alleged breach of a condition of approval may also result in the Secretary suspending an approved training provider at its discretion until the outcome of an investigation.

## Forms

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### Digital application forms

Approved training providers are to use L&GNSW online digital forms for the following activities:

Form ID	Use	Form link
<b>CC0100</b> ATP course management portal access form	<ul style="list-style-type: none"><li>• apply for user access to the ATP portal</li><li>• update contact details of an existing ATP portal user</li><li>• remove an existing ATP portal user</li></ul>	<a href="#">ATP Course management portal access form</a>
<b>CC0200</b> ATP trainer application form	<ul style="list-style-type: none"><li>• add a new trainer to an ATP registration</li><li>• apply for an existing trainer to deliver an additional course</li></ul>	<a href="#">ATP Trainer application form</a>
<b>CC0600</b> Apply to become an ATP	<ul style="list-style-type: none"><li>• apply for an RTO to deliver L&amp;GNSW mandatory industry training, commencing with RSA training approval</li></ul>	<a href="#">Apply to become an Approved Training Provider (ATP)</a>
<b>CC0800</b> ATP Change of details form	<ul style="list-style-type: none"><li>• change ATP contact details</li><li>• change authorised officer and/or contact person details</li><li>• change existing trainer details</li></ul>	<a href="#">ATP Change of details form</a>
<b>CC5000</b> ATP additional course delivery application form	<ul style="list-style-type: none"><li>• apply to deliver additional L&amp;GNSW courses</li></ul>	<a href="#">ATP Additional course delivery application form</a>

# ATP Conditions of Approval

## 1. Australian Skills Quality Authority (ASQA)

- a. As an ASQA Registered Training Organisation (RTO), you must remain compliant with the [Standards for Registered Training Organisations 2015](#).
- b. ATPs are authorised to deliver training and assessment for all L&GNSW mandatory training courses (subject to individual course application and approval) for the primary purpose of generating an industry training endorsement on a NSW competency card.
- c. ATPs must notify L&GNSW in writing within seven (7) days of becoming aware of any audit findings, breaches of the Standards for RTOs 2015, and any investigation or regulatory decisions made by ASQA identifying non-compliance in relation to National Unit of Competency (UOC) SITHFAB021 or SITHGAM022. Official ASQA notices must be provided to L&GNSW within (14) days from the date of advice and must be accompanied by the following documentation (where relevant):
  - i. a summary of non-compliant activity, with specific reference to the standard(s)
  - ii. a copy of the final audit report (if applicable)
  - iii. a summary of review conducted by the ATP to address the non-compliant activity.

## 2. Course delivery

- a. ATPs are only approved to deliver L&GNSW training courses. These courses include:
  - i. Responsible Service of Alcohol (RSA)
  - ii. Responsible Conduct of Gambling (RCG)
  - iii. Advanced Responsible Conduct of Gambling (ARCG)
  - iv. Responsible Gambling Board Oversight (RGOB)
  - v. Licensee Training (LT)
  - vi. Advanced Licensee Training (ALT).
- b. ATPs can deliver L&GNSW training courses face-to-face, virtually, or online.
  - i. **Classroom** mode of delivery:
    - Face-to-face delivery is trainer-led, real-time delivery, where students are in the same physical location as the trainer.
    - Virtual delivery is trainer-led, real-time delivery, where students are in various locations but are connected remotely via a conferencing tool.
  - ii. **Online** mode of delivery is self-paced, independent learning, where students log in to a learning management system to complete training in their own time.
- c. ATPs must not mix modes of course delivery. For example, face-to-face and virtual student attendance in the same class.
- d. ATPs must deliver the L&GNSW standardised training materials where directed.
- e. ATPs must not subcontract course delivery to another ATP or third-party provider.
- f. ATPs must abide by the training, assessment, and method of delivery conditions outlined in [Table 1 ATP course delivery conditions](#) and [Table 2 Supplementary conditions for online delivery](#).

**Table 1. ATP course delivery conditions**

Course	Training	Assessment	Method of Delivery
Responsible Service of Alcohol (RSA)	<p>ATPs must deliver the L&amp;GNSW mandatory suite of standardised RSA training materials. The standardised materials for classroom delivery include the RSA course handbook, Facilitator guide, and PowerPoint deck. For RSA online delivery, the RSA standardised e-learn course.</p> <p>The materials are updated with periodical regulatory changes that impact work duties involving the sale, service and supply of liquor.</p>	<p>The L&amp;GNSW RSA standardised training and assessment materials have been mapped to the national unit of competency <b>SITHFAB021 Provide responsible service of alcohol</b> for ATPs to successfully deem a student competent and issue a SITHFAB021 Statement of Attainment.</p> <p>The L&amp;GNSW RSA standardised online course has additional assessment conditions as outlined in section 2(e)ii Supplementary conditions for online delivery.</p>	Face-to-face, virtual, online.
Responsible Conduct of Gambling (RCG)	<p>ATPs must deliver the L&amp;GNSW mandatory suite of standardised RCG training materials. The standardised materials include a course handbook, PowerPoint deck, and facilitator guide.</p> <p>The materials are updated with periodical regulatory changes that impact work duties involving gaming machines.</p> <p>Online delivery is not approved for the RCG course.</p>	<p>Students must complete a mandatory online L&amp;GNSW RCG knowledge test tailored to the NSW components of the RCG course.</p> <p><b>Note:</b> It is at the discretion of the ATP to issue a Statement of Attainment for <b>SITHGAM022 Provide responsible gambling services</b>. Additional training and assessment content will need to be developed by the ATP to meet SITHGAM022 assessment conditions in full.</p>	Face-to-face, virtual only. Online delivery not approved.
Advanced Responsible Conduct of Gambling (RCG)	<p>ATPs must deliver the L&amp;GNSW mandatory suite of standardised ARCG training materials. The materials are updated with periodical regulatory changes that impact work duties involving gaming machines.</p> <p>The standardised ARCG suite of training materials includes a course handbook, PowerPoint deck, and facilitator guide.</p> <p>Online delivery is not approved for the ARCG course.</p>	<p>ARCG is not an accredited course and does not require formal assessment against a unit of competency.</p>	Face-to-face, virtual only. Online delivery not approved.



Responsible Gambling Board Oversight (RGOB)	ATPs must deliver the L&GNSW mandatory suite of standardised RGOB training materials. This course is an abridged version of the ARCG course tailored to Club Directors. The standardised RGOB suite of training materials includes a course handbook, PowerPoint deck, and facilitator guide.	RGOB is not an accredited course and does not require formal assessment against a unit of competency.	Face-to-face, virtual only. Online delivery not approved.
Licensee Training (LT)	ATPs must deliver the L&GNSW mandatory suite of standardised LT training materials. The standardised LT suite of training materials includes a course handbook, PowerPoint deck, and facilitator guide.	LT is not an accredited course and does not require formal assessment against a unit of competency.	Face-to-face, virtual, online.
Advanced Licensee Training (LT)	ATPs must deliver the L&GNSW mandatory suite of standardised ALT training materials. The standardised ALT suite of training materials includes the course handbook, PowerPoint deck, and facilitator guide.	ALT is not an accredited course and does not require formal assessment against a unit of competency.	Face-to-face, virtual, online.

**Table 2. Supplementary conditions for online delivery**

ATPs delivering online courses have supplementary conditions that must be adhered to:
<p><b>i. Confirming student identity</b></p> <p>ATPs must have procedures in place to verify that the student who registers for the online course is the same person who completes the course and receives the certification. ATPs must:</p> <ul style="list-style-type: none"> <li>• ensure students cannot enrol in the online course without a Unique Student Identifier (USI)</li> <li>• provide students with access to the online course through a secure website that requires a unique log-in and password, issued via a secure method, e.g. email, SMS, or QR code.</li> <li>• ensure students can retrieve their log-in information and reset their password via a secure method</li> <li>• ensure student confidentiality is maintained in accordance with the Australian Privacy Principles (APPs).</li> </ul>

## **ii. Assessment of competency**

- **RSA online**

Performance evidence assessment: ATPs must ensure the student performs a practical assessment activity, such as a scenario-based roleplay, to demonstrate competency. The students must film themselves performing the roleplay and submit the video to the ATP for assessment.

- **LT and ALT online**

The trainer must conduct a verbal assessment for a minimum period of 15 minutes. The trainer must confirm the student's identity, be satisfied that the person they are speaking to is the student who completed the online assessment(s), and that they have demonstrated an understanding of course content.

## **iii. Communication and support**

- ATPs must provide timely and tailored feedback and support to all students during course and assessment completion, including students with special needs. At a minimum, this must include telephone support, and/or email support and/or real time online support.
- ATPs must clearly specify the business hours when support is available. During these hours, student queries must be answered efficiently.

## **iv. Minimising academic misconduct**

ATPs must minimise the potential for academic misconduct when conducting online training. Course endorsements may be revoked if academic misconduct is detected. ATPs must:

- capture a student's IP address
- monitor any suspicious course activity
- lock personal information and student details fields so that changes to these can only be made by the provider
- ensure students are unable to 'fast track' through the online course.

### 3. Course operational framework

- a. The duration of face-to-face and virtual training courses must be minimum six (6) hours, excluding breaks and administrative activities. RGBO training is the one exception to this rule and the minimum duration of this course must be one (1) hour, excluding breaks and administrative activities.
- b. Online training components of an independent learning nature are prohibited in classroom or virtual training delivery e.g. training components delivered through a self-paced eLearning module.
- c. ATPs must not mix modes of delivery e.g. face-to-face and virtual student attendance in the same class.
- d. The maximum number of students to be enrolled per course is:

	Maximum number of students		
Course	Face-to-face	Virtual	TAFE connected classroom
RSA, RCG	30	15	15
LT, ALT, ARCG, RGBO	25	20	20

### 4. L&GNSW assessment framework

- a. All assessment activity conducted by ATPs must be in adherence with Part 2, Standard 1, clauses 1.8 to 1.12 of the [Standards for Registered Training Organisations \(RTOs\) 2015](#)
- b. **RSA assessment framework** has been built into the L&GNSW RSA standardised suite of training materials for classroom delivery. ATPs must ensure students complete all formative, summative, and final assessment activities contained within the RSA classroom course.
  - i. The L&GNSW RSA standardised training and assessment materials have been mapped in full to the national unit of competency *SITHFAB021 Provide responsible service of alcohol* for ATPs to deem a student competent and issue a SITHFAB021 Statement of Attainment.
  - ii. The L&GNSW RSA standardised online course has additional assessment conditions as outlined in [Table 2 Supplementary conditions for online delivery](#).
- c. **RCG assessment framework** has been built into the L&GNSW RCG standardised suite of training materials. ATPs must ensure students complete all assessment activities contained within the L&GNSW RCG course.
  - i. To successfully deem a student competent against the national unit of competency *SITHGAM022 Provide responsible gambling services*, ATPs have permission to develop additional RCG assessment activities to ensure the performance evidence, knowledge evidence, and assessment conditions of SITHGAM022 are met in full. It is at the discretion of the ATP to issue a Statement of Attainment as this is not a L&GNSW requirement for RCG course delivery.

- ii. Upon successful completion of the RCG course, students are also required to complete and pass the mandatory L&GNSW RCG online knowledge test as part of the NSW RCG assessment framework.
- d. **Advanced RCG assessment framework** has been built into the L&GNSW ARCG standardised suite of training materials. Though ARCG does not include a national unit of competency, ATPs must ensure students complete all assessment activities contained in the ARCG course.
- e. **Licensee and Advanced Licensee assessment framework** has been built into the L&GNSW LT and ALT standardised suite of training materials. Though these training courses do not include national units of competency, ATPs must ensure students complete all assessment activities contained in the Licensee and Advanced Licensee courses. L&GNSW has not produced a standardised online LT or ALT course. Licensee Training online has additional assessment conditions as outlined in [Table 2 Supplementary conditions for online delivery](#).
- f. **RGBO assessment framework** is not required for the RGBO course. Completion of the RGBO course does not generate an endorsement on a NSW competency card. ATPs are required to issue Club Directors an in-house RGBO completion certificate for students to retain as evidence of training completion. **Note:** The RGBO certificate of completion is to be designed by the ATP but must contain the RTO name, student name, course name, and date of completion.

## 5. Trainer and assessor requirements

### Trainer and assessor

- a. ATPs must ensure that the nominated trainer meets the legislative training and assessment requirements as set out in the [Liquor Regulation 2018](#) and/or [Gaming Machines Regulation 2019](#) for each course applied for.
- b. ATPs must ensure that the trainer holds the training and assessment credentials as outlined in Part 4, Standard 8, Schedule 1 of the [Standards for Registered Training Organisations \(RTOs\) 2015](#).
- c. ATPs must ensure the trainer holds the relevant years of industry experience for each course applied for as outlined in the [CC0200 ATP Trainer application form](#). ATPs must ensure that the nominated trainer holds a current NSW competency card with the relevant endorsement for the course applied for. The relevant endorsement cannot be obtained within the previous 12-month period from the nominating ATP.
- d. ATPs must submit an online [CC0200 ATP Trainer application form](#) to add a new trainer to a L&GNSW ATP registration. Trainers are prohibited from delivering any L&GNSW training prior to the ATP receiving a formal trainer approval outcome in writing.
- e. ATPs must submit an online CC0800 ATP Change of details form to remove a trainer when they are no longer delivering L&GNSW training for the ATP in line with the following timeframes:
  - i. For employees: once employment has been terminated
  - ii. For contractors: from 12 months of the last course delivery.

### Assessor only

- a. If an ATP engages an assessor only (where the role marks or supports assessment activity on a L&GNSW training course but does not deliver any training content), the ATP does not need to register the assessor as an L&GNSW approved trainer.
- b. ATPs must ensure that any assessor engaged in assessment activity has an assessment credential specified in Part 4, Standard 8, Schedule 1 of the [Standards for Registered Training Organisations \(RTOs\) 2015](#).
- c. For all L&GNSW courses, assessors must hold the relevant training endorsement on a NSW competency card for the course they are assessing.
- d. For RSA and RCG courses where a Statement of Attainment is awarded, assessors must comply with the assessment conditions and requirements of the relevant VET accredited course:
  - i. assessment conditions in the unit of competency *SITHFAB021 Provide responsible service of alcohol* and *SITHGAM022 Provide responsible gambling services* require all assessors to:
    - satisfy the Standards for Registered Training Organisations' requirements for assessors; and
    - have worked in industry for at least three years where they have applied the skills and knowledge of the related unit of competency.
  - ii. assessors must conduct assessment in accordance with table 1.8-1: Principles of Assessment and table 1.8-2: Rules of Evidence in Part 2, Standard 1 of the [Standards for Registered Training Organisations \(RTOs\) 2015](#)

## 6. Prospective students with current endorsements

- a. ATPs must not enrol prospective students in a full RSA and/or RCG course if they hold:
  - i. a current or recently expired (within 28-days of expiry) competency card, or
  - ii. an RSA/RCG interim certificate issued within five years from the 'Valid for duties' date.
- b. If competency card holders set out in 6a. wish to complete the full RSA and/or RCG course, they must provide a written declaration stating, "By completing this RSA and/or RCG course, I understand that my existing competency card endorsement(s) will not be renewed".

## 7. Licensee Training and RSA endorsements

- a. The completion of Licensee Training includes both the Licensee Training endorsement and the renewal of an existing RSA endorsement on a NSW competency card.
- b. ATPs must advise students wishing to undertake licensee training that successful completion of the licensee course will also result in the renewal of a current RSA endorsement on their NSW competency card. They do not need to complete separate RSA refresher training.



- c. ATPs must ensure that students wishing to renew a current RCG endorsement complete the L&GNSW RCG Refresher online course within 90 days prior to enrolling in Licensee Training with an ATP. Licensee Training does not renew an RCG endorsement. A student must present to the ATP an RCG interim certificate or RCG Refresher interim certificate issued *within the last 90 days* prior to enrolment.
- d. Students not wishing to renew a current RCG endorsement must surrender it by completing the [RCG Declaration Form](#). ATPs must upload the completed form via the ATP online course management portal prior to enrolling the student into Licensee Training. ATPs must also ensure that the student is aware that by surrendering their RCG endorsement, they will no longer be able to work in gaming related roles that require the RCG endorsement.
- e. A former licensee with a licensee endorsement expiry date within the last 3 years can renew both their RSA and licensee endorsements by completing Licensee Training only. ATPs must contact Industry Training prior to enrolment to confirm former licensee eligibility and make the required competency card adjustments to enable ATPs to enrol the student in the ATP course management portal.
- f. An interstate worker with an appropriate RSA qualification planning to become a licensee, approved manager or club secretary in NSW, does need to complete the NSW RSA Bridging course. The student can obtain their NSW RSA and Licensee Training endorsements by completing Licensee Training only.

## 8. Interstate competency card holders

- a. ATPs must request prospective students disclose prior interstate RSA training or certification prior to enrolment.
- b. ATPs must refer prospective students with a current RSA certification from another State or Territory (delivered by an RTO that delivers the ASQA nationally accredited RSA training) who are moving permanently to NSW to:
  - i. the online NSW RSA Bridging course offered by L&GNSW to obtain a NSW competency card with an RSA endorsement, or
  - ii. Licensee Training to obtain a NSW competency card with a Licensee and RSA endorsement. The ATP must validate the RSA certification prior to enrolment in Licensee Training.

## 9. ATP course management portal

- a. The ATP course management portal is an online portal that links to the L&GNSW government licensing system and records details of students who successfully complete L&GNSW mandatory courses. The ATP portal allows an approved training provider to:
  - i. schedule, search, change, or cancel a course
  - ii. enrol students
  - iii. download interim and completion certificates
  - iv. complete course payments and print tax invoices
  - v. upload an RCG surrender declaration form

- b. ATPs can nominate multiple ATP portal users using the [CC0100 portal user form](#).
- c. ATPs must comply with the ATP portal 'terms of use' when completing the following tasks in the portal:
  - i. collecting the required student information detailed in clause 80(3) of the Liquor Regulation 2018 and 58(6)(c) of the Gaming Machines Regulation 2019 prior to scheduling a course.
  - ii. scheduling face-to-face or virtual/connected classroom course while adhering to class size limits
  - iii. lodging courses and paying the required fees. Note: there are specific lodging conditions for RCG to enable students to complete the mandatory L&GNSW RCG online assessment.
  - iv. recording student details to accurately reflect evidence of an identification document.
  - v. notifying L&GNSW in writing within 48 hours of any errors and detailing the cause(s) of the error(s).

## 10. Interim certificates and competency cards

For students to receive their first competency card, they must pass an RSA or RCG course, or both, through a L&GNSW ATP. When a student successfully completes one of these courses and has been assessed and deemed competent, ATPs must provide students with a L&GNSW interim certificate that allows them to work for the first 90 days. This 90-day "valid for duties" period allows time for production of a photo competency card.

### a. RSA

ATPs must mark assessments, deem competency, lodge completion of the RSA course in the ATP course management portal, and issue an interim certificate (downloaded via the ATP portal) no later than 3 business days after course completion. This will enable students to enter the industry as soon as possible.

### b. RCG

ATPs must lodge completion of the RCG course in the ATP course management portal as soon as a student completes the RCG workbook, prior to marking assessments, and no later than 3 business days after course completion to enable students to complete the mandatory L&GNSW RCG online assessment.

Note: ATPs do not issue the RCG interim certificate as it is generated on successful completion of the RCG mandatory online knowledge test. Deeming competency for the purpose of issuing a Statement of Attainment is the discretion of the provider. Refer to [Table 1 ATP course delivery conditions](#).

### c. LT, ALT, ARCG

ATPs must mark assessments, deem competency, lodge completion of the LT, ALT or ARCG course in the ATP course management portal, and issue an interim or completion certificate (downloaded via the ATP portal) no later than 3 business days after course completion. This will enable ARCG, LT and ALT endorsements to automatically appear on the NSW competency card. A course completion certificate is generated in lieu of an interim

certificate upon ARCG lodgement as the student is not required to attend a service centre for proof of identification.

**d. RGO**

- i. Interim certificates are not issued for RGO courses. ATPs must issue an in-house ATP certificate of completion no later than 3 business days after course completion.
- ii. There is no ATP course management portal lodgement required for RGO as there is no RGO endorsement generated on a NSW competency card.

## 11. Reporting requirements

- a. L&GNSW requires that the following student records are retained by ATPs for a period of 12 months after training completion:
  - i. Record of student workbook completion for classroom delivery. This can be observed per student by the trainer on completion of each course and may be in the form of a simple observation checklist retained per course.
  - ii. Learner support, assessor feedback, and competency conversations.
- b. The ATP must notify L&GNSW within 14 days via the [CC0800 ATP Change of details form](#) of any changes to the following:
  - i. change of Authorised Officer or Primary Contact person(s) listed on record
  - ii. change to the ATP's contact details (phone number, email, physical or web address)
  - iii. change to the ATP's trading and/or business name
  - iv. change of ownership of the ATP
  - v. change to the details of trainers associated with the ATP.

## 12. ATP communication and support

ATPs should email all general ATP or student enquiries to [atp.enquiries@liquorandgaming.nsw.gov.au](mailto:atp.enquiries@liquorandgaming.nsw.gov.au)

For more complex or urgent ATP enquiries, such as issues with student lodgement, ATP portal queries, complaints or feedback, please email [atp.applications@liquorandgaming.nsw.gov.au](mailto:atp.applications@liquorandgaming.nsw.gov.au)

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## ATP Conditions of Approval

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