

Amstar Learning – RSA and RCG courses cancelled

On 25 February 2010, the Casino, Liquor and Gaming Control Authority cancelled approvals held by Australian Business Skills Pty Ltd (trading as Amstar Learning) to conduct RSA (responsible service of alcohol) and RCG (responsible conduct of gambling) training. One of the reasons for cancelling Amstar Learning's approval was its failure to comply with the standard condition, applying to all course providers, that training only be delivered and marketed by the approved training provider.

The Authority's decision followed the report by the Independent Commission Against Corruption (ICAC) into allegations that persons employed by, or involved with, certain registered training organisations had improperly assisted students in the delivery of training, conduct of assessments and issue of certificates connected with security training courses. For a full text of the report, see ICAC's *Report on corruption in the provision and certification of security industry training*.

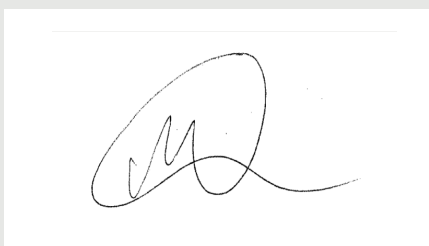
In its report, the ICAC made findings of corrupt conduct against a number of individuals employed by or associated with Roger Training Academy, which issued around 26 per cent of security training, assessment and certificates between 1 September 2007 and 9 March 2009. The ICAC's findings principally related to the fraudulent or improper issue of certificates in security and related industries. Some students of Roger Training Academy were provided answers in advance to written tests to assess competency in security-related activities. Certificates were then issued that falsely represented these competencies had been met.

The certificates issued by Roger Training Academy include RSA and RCG certificates, which are required under the gaming and liquor laws. On the evidence before it, the ICAC found that Roger Training Academy had entered into an agreement with Amstar Learning, as an approved training provider, to issue RSA and RCG certificates in its name. ICAC also found that persons associated with Roger Training Academy had engaged in corrupt conduct by improperly issuing RSA and RCG certificates, which it was never licensed to do.

In some cases, the improperly issued RSA and RCG certificates were issued 'on the spot' to persons known to have done no training at all, in return for payment of \$100 and \$150 (see page 57 of the ICAC report).

The ICAC found that the RSA and RCG certificates improperly issued by Roger Training Academy, in

the name of Amstar Learning, contain a common signature of the operational manager of Roger Training Academy. OLGR has obtained from the ICAC a copy of the common signature, which appears below:



What this means for the industry

The ICAC's report raises questions about the veracity of some RSA and RCG certificates issued in the name of Amstar Learning. Any RSA or RCG certificates issued by Roger Training Academy, regardless of when they were issued, should be considered to have been improperly issued, as **Roger Training Academy has never been an approved training provider.**

All holders of RSA and/or RCG certificates issued by Roger Training Academy should undergo an *approved* RSA and/or RCG training course, before continuing to do any of the following:

- **Carrying out duties as a liquor licensee.**
- **As an employee or staff member:** selling, supplying or serving alcohol on licensed premises and/or undertaking gaming machine duties in hotels or registered clubs.
- **As a security employee:** carrying out crowd control or bouncer activities at licensed premises.

People who hold improperly-issued certificates are at risk of committing offences under the gaming and liquor laws. A RSA and RCG certificate is 'recognised' if it is:

- issued by an approved training provider; and
- issued to a person who has successfully completed an approved training course (in relation to RSA or RCG).

Licensees and security employers should also urgently review copies of any RSA and/or RCG certificates held in their registers. If it appears

that either their own certificate or those of their staff members or employees were issued by Roger Training Academy, in the name of Amstar Learning, licensees are at risk of committing offences under the gaming and liquor laws for:

- Selling, supplying or serving alcohol (or causing this to occur on the premises) without personally holding a recognised RSA certificate.
- Permitting staff members to sell, supply or serve alcohol on licensed premises without a recognised RSA certificate.
- Permitting employees to carry on crowd controller or bouncer activities on the licensed premises without a recognised RSA certificate.
- Employing a person whose duties are concerned in the conduct of activities involving approved gaming machines in the hotel or on the club premises without a recognised RCG certificate.

Where licensees or security employees have any doubt over the validity of their own RSA or RCG certificate, or those of their staff members or employees, the person concerned should undergo retraining with an approved training provider.

Improving the system

In light of the findings made by the ICAC, a number of reforms are being implemented to better manage the risks of fraud associated with RSA and RCG training schemes and to address relevant recommendations made by the ICAC.

Further information

For further information, contact OLGR's hotline on 02 9995 0651.

Go to www.legislation.nsw.gov.au and look at the following relevant gaming and liquor laws:

- *Liquor Act 2007*
- *Liquor Regulation 2008* (clauses 40 to 42)
- *Gaming Machines Act 2001*
- *Gaming Machines Regulation 2002* (clause 51).

A copy of the ICAC's *Report on corruption in the provision and certification of security industry training* is available on the ICAC website at www.icac.nsw.gov.au > Publications and resources > Investigations publications.