



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 September 2022 (the formal notification date). Online wagering providers are required to implement the staff training measure, including the training of all existing staff by undertaking the initial micro-credential course by 30 March 2023, and then annually by undertaking the refresher course. State and territory regulators will not consider exceptions to this requirement, and failure to meet these training schedules could result in disciplinary action by the relevant regulator.

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 for the initial micro-credential (upon employment) and the annual refresher training. The training is available at [Responsible Service of Online Wagering \(tafeqld.edu.au\)](https://www.tafeqld.edu.au)
The annual refresher training can be found at: [Responsible Service of Online Wagering - Refresher](#)
- 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
28 September 2022	Micro-credential training module and knowledge test goes live.
30 September 2022	Formal notification to wagering service providers to implement the measure within 6 months
30 September 2022 – 30 March 2023	States and territories will implement the measure through existing legislation, regulation or ministerial direction.
30 March 2023	The staff training measure must be implemented by online wagering service providers, including training undertaken by all existing staff.
24 November 2023	Refresher micro-credential training module and knowledge test is live

List of attachments

- National Consumer Protection Framework - National Policy Statement: 9. Staff Training.
- Independent Review Guidelines
- TAFE Queensland Course Gateway instructions

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/gambling.

Any concerns regarding compliance should be directed to the relevant state or territory regulator.

National Consumer Protection Framework - National Policy Statement:

9. Staff Training.

9: Staff training

This measure provides for the training of certain staff in the responsible service of online gambling.

- *All staff involved in the provision of wagering services, or with the capacity to influence the wagering service, must undertake responsible service of gambling training to create a culture of responsible gambling within the organisation.*
- *Of these staff members, online training program must be undertaken by:*
 - *new staff within one month of commencing work with the interactive wagering service provider but before interacting with a customer about, or influencing, the provision of a service*
 - *existing staff within 6 months of the online training program coming into effect.*
- *All staff who have undertaken the approved online training program must undertake an annual refresher training course to refresh content knowledge and information on any recent changes in consumer protection and/or gambling harm.*
- *The approved online training program (including refresher training course) must be industry funded.*

State and territory governments will enact this measure through existing laws, regulations, and licenses.

The Commonwealth is facilitating the development of an online national training competency which will be completed within **12 months** from the commencement of the National Framework.

This measure takes effect **6 months** following the completion of an online national training competency.

Independent Review Guidelines

Independent review reporting guidelines

Online wagering service provider details							
Provider name:							
Contact details of person responsible for the development of staff training materials:							
Date of previous independent review of staff training materials (if applicable).							
Have there been any updates to this training material since the last independent review?							
Are the materials presented for review the same as those undertaken by new and existing staff within your organisation?							
Number of staff members who undertook training		1 st attempt pass rate (%)		1 st attempt fail rate (%)		Number requiring second attempt	
Number of staff members who undertook refresher training		1 st attempt pass rate (%)		1 st attempt fail rate (%)		Number requiring second attempt	
Number of staff members who were required to undertake training							

Online wagering service provider details

Number of staff members who were required to undertake refresher training

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Independent reviewer details

Independent reviewer name:

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Name of employer:

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Qualifications:

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Has the reviewer been involved in the development or delivery of these training materials, in any way?

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Has the reviewer read and understood the aims of the Staff Training Measure of the National Consumer Protection Framework for Online Wagering?

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Does the reviewer understand the staff training requirements in the National Unit of Competency *CHCFIN005 - Provide responsible online wagering services (UoC)*.

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National Unit of Competency elements and performance criteria

In the opinion of the reviewer, do the training materials cover the relevant elements and performance criteria and put the participant in a position to be able to effectively:

		Yes	No	Comments
1. Comply with legislative and regulatory requirements and industry and organisational codes of conduct for online wagering				
1.1	Evaluate contents of relevant legislation, regulatory information and industry codes of conduct and their significance to own job role.			
1.2	Clarify requirements of regulations and codes of practice with relevant personnel to ensure understanding and compliance.			
1.3	Act according to regulatory requirements and principles of relevant codes of conduct, seeking advice from relevant person or authority when issues arise.			
1.4	Identify conflicts of interest between responsible wagering and own role and report to the appropriate person, according to organisational policies and procedures.			
2. Implement responsible online wagering practices				
2.1	Carry out duties of own job role using responsible gambling service practices and adhering to principles of harm minimisation and reduction, according to relevant state and territory legislation and industry and organisational policy and codes of conduct.			
2.2	Support customers to engage in safe online wagering practices.			
2.3	Proactively monitor customer wagering behaviour to identify opportunities for intervention or referral aimed at prevention of gambling harm.			

		Yes	No	Comments
2.4	Identify customers at risk of harm from online wagering and take action to mitigate and reduce harm within scope of own job role.			
2.5	Identify behaviours of customers that indicate the need for exclusion due to potentially harmful online wagering.			
2.6	Maintain accurate records of gambling-related incidents and associated staff action according to regulatory, industry and organisational policy and procedures and within scope of own job role.			
2.7	Respond to complaints sensitively, courteously and respectfully and refer to relevant person or authority as required.			
3.	Provide information and assistance to customers regarding gambling harm and harm minimisation			
3.1	Provide information on impacts of harm from gambling and gambling harm minimisation and reduction to customers to enable them to make informed decisions about their participation.			
3.2	Discuss support service options and benefits of seeking support with customer.			
3.3	Follow procedures for exclusion, including self-exclusion, according to legislation, industry and organisational policy, and confidentiality and privacy requirements.			
3.4	Provide customer with referral options using appropriate method of communication according to level of potential risk of harm associated with online wagering.			
3.5	Provide customer with information on how to lodge complaints with regulators or others as required.			

		Yes	No	Comments
3.6	Communicate with customers in a timely, professional and positive manner that displays empathy and provides validation.			
4. Mitigate risks relating to online wagering				
4.1	Use filtering processes to verify identification and prevent access by those under 18 years of age.			
4.2	Immediately close customer account if identification processes show customer is a minor.			
4.3	Use filtering processes to identify excluded customers and immediately close customer account when excluded customer is identified.			
4.4	Remove excluded customers from marketing communications and advertising and promotion database to ensure they are not encouraged to return to wagering			
4.5	Ensure advertising and promotion to customers provides information on risks and potential harm of gambling and online wagering in line with relevant legislative frameworks.			
4.6	Protect confidentiality and privacy of information provided by customers according to regulations and organisational policies and procedures.			

Assessment Criteria

In the opinion of the reviewer, does the assessment portion of the training require that participants:

Review of assessment elements of staff training module	Yes	No	Comments
Have a general understanding the key legislative instruments and industry policies relevant to the provision of responsible online wagering services.			
Understand the key requirements of responsible online wagering services as per organisational terms and conditions, codes of practice etc.			
Understand the elements of responsible wagering practices including customers being aware of the likelihood of losing, the risks associated with gambling, the importance of gambling within personal limits etc.			
Understand and identify the key behaviours and signs that may indicate gambling harm and impacts of gambling harm.			
Understand how to identify and monitor harmful wagering behaviours and relevant proactive intervention strategies.			
Are aware of where to find relevant information on gambling counselling services, operator's terms and conditions and operator's information on responsible use of their products.			
Are aware of organisational responsible online wagering service procedures, including for distribution of advertising and promotional materials			
Understands their privacy and confidentiality responsibilities as per the <i>Privacy Act 1988</i> (or its successor) and internal privacy policies.			
Is aware of how to maintain records of gambling-related incidents and associated staff action.			

Review of assessment elements of staff training module	Yes	No	Comments
Is aware of the requirements associated with a consumer requesting to be self-excluded from a wagering service provider.			
Understands the customer and age verification process and timeframes and is aware that gambling cannot be conducted by individuals under 18 years of age.			
Understand the role of online wagering provider in supporting a culture that encourages responsible provision of online wagering services.			
Understand the role of individual staff members, supervisors and managers in providing responsible online wagering services.			
Understand the ramifications for an organisation and an individual of non-compliance with responsible online wagering requirements.			
Identifies situations in which it would be considered inappropriate to refer a consumer to an online wagering providers VIP program.			

Outcome of independent review

Outcome of independent review	Yes	No	Comments
In the opinion of the reviewer, are the main training materials developed by [INSERT PROVIDER NAME] up-to-date and do they effectively cover the requirements set out in the National Unit of Competency <i>CHCFIN005 - Provide responsible online wagering services</i> (UoC).			
In the opinion of the reviewer, do the main training materials developed by [INSERT PROVIDER NAME] provide sufficient assessment to ensure participants can effectively provide responsible online wagering services?			
In the opinion of the reviewer, are the refresher training materials developed by [INSERT PROVIDER NAME] up-to date and consistent with the requirements set out in the National Unit of Competency <i>CHCFIN005 - Provide responsible online wagering services</i> (UoC).			
In the opinion of the reviewer, do the refresher training materials developed by [INSERT PROVIDER NAME] provide sufficient assessment to ensure participants can effectively provide responsible online wagering services?			
Does the reviewer have anything further to add about the quality of the staff training materials developed by [INSERT PROVIDER NAME]?			

gambling@dss.gov.au or go to www.dss.gov.au/communities-and-vulnerable-people/programmes-services/gambling.