

Fact sheet FS3033

# RSA/RCG Competency Card

If you want to work in the liquor and gaming industries in NSW, you need a Responsible Service of Alcohol (RSA) and/or Responsible Conduct of Gambling (RCG) competency card. It allows you to work lawfully in the liquor and gaming industry.

A RSA and or/RCG competency card features the competency you have obtained, your photo, your personal details, and an expiry date. It is valid for five years.

You can also download a digital version of your competency card to your smartphone or tablet.

You must carry your competency card with you at work. You will also need to present your competency card for inspection by Liquor & Gaming NSW Compliance Inspectors or Police when asked.

## How to get a competency card

### 1. Complete an RSA and/or RCG training course

You must attend and pass an RSA and/or RCG course through an approved registered training organisation (RTO) before you can apply for your competency card. Visit [liquorandgaming.nsw.gov.au](http://liquorandgaming.nsw.gov.au) to find a list of RSA and RCG training providers.

Once you've passed the course, the RTO will issue you an interim certificate. This is a temporary certificate that you need to take to work with you until you receive your competency card or until you can download your digital competency card.

The interim certificate only allows you to work for 90 days from the date that you completed your course.

If you want to work longer than 90 days, you need to apply for a competency card at Service NSW.

### 2. Prepare and check your interim certificate and proof of identity documents

Check your personal details on the interim certificate to make sure they match your identity documents.

This includes the correct spelling of your first, middle and last names and date of birth.

Your proof of identity documents:

- ▲ Must be original copies
- ▲ Must include a photo
- ▲ Must add up to 100 points to be accepted (check your interim certificate for information).

### 3. Visit a Service NSW Service Centre

- ▲ Visit [service.nsw.gov.au](http://service.nsw.gov.au) or call 13 77 88 to find a service centre that does competency card applications.
- ▲ Take your interim certificate and your proof of identity documents with you.
  - A Service NSW staff member will check your interim certificate and identity documents, and take your photo.
  - If you have changed address since you received your interim certificate, don't forget to ask the Service NSW staff member to update your address details.
- ▲ If all your details are correct, your photo competency card will be ordered and posted to you. This can take up to four weeks to arrive to your nominated address.
- ▲ You will also receive a competency card number (CCH) from Service NSW staff. Use this number to download your digital competency card from the Service NSW website.

## Your responsibilities

- ▲ Always carry your competency card when you are working in jobs that require you to sell, serve or supply alcohol or when working with gaming machines in hotels and clubs.
- ▲ Show your competency card to a police officer or compliance inspector when asked, you could get a fine if you don't.

# RSA/RCG Competency Card

- ▲ Update your details if you change your address or your name.
- ▲ Report your competency card lost or stolen to police and then to Liquor & Gaming NSW.

## Renewing your RSA/RCG competency card

If you want to continue to work in the liquor and gaming industry and your card is approaching its expiry date, you must renew it through Liquor & Gaming NSW.

You can renew your card in a few easy steps:

- ▲ A renewal reminder and link to the online refresher course is sent to your email address or phone by SMS. Reminders start 90 days before your card expires.
- ▲ Complete the Liquor & Gaming NSW online refresher training on your computer, laptop, tablet or phone and pay the \$35 renewal fee.
- ▲ Once you complete the refresher training, an interim renewal certificate will be emailed to you. You can use this certificate as proof that you can work until a new competency card is posted to you.

- ▲ You don't need to visit a Service NSW site to have your proof of identity check or a photo taken.
- ▲ If you hold a digital competency card, it will automatically update with the new expiry date.
- ▲ The online renewal is only available for 28 days after your card expires. So remember to keep your personal contact details up to date.

If you don't renew within the renewal period and want to work in the liquor and gaming industries, you need to do a full course with an RTO.

## Frequently Asked Questions (FAQs)

You can find more frequently asked questions about RSA/RCG competency cards at [liquorandgaming.nsw.gov.au](https://liquorandgaming.nsw.gov.au)

### For further information

To find out more about RSA and/or RCG competency cards, including how to renew, Liquor & Gaming NSW:

 [liquorandgaming.nsw.gov.au](https://liquorandgaming.nsw.gov.au)

 1300 024 720

 [competencycard@liquorandgaming.nsw.gov.au](mailto:competencycard@liquorandgaming.nsw.gov.au)