

RSA/RCG Photo Competency Card Factsheet

How to get or renew an RSA/RCG competency card

You will find this information useful if you:

- Have completed and passed a Responsible Service of Alcohol (RSA) and/or Responsible Conduct of Gambling (RCG) course through an approved training provider.
- Have an interim certificate and want to get an RSA and/or RCG competency card.
- Are renewing your existing RSA and/or RCG competency card.

Note: It is illegal to sell, serve or supply alcohol, or work with gaming machines in hotels and clubs in NSW without a valid RSA/RCG interim certificate or competency card. Fines and suspensions apply if you are found working without one.

You have up to 28 days after the expiry of your competency card to complete refresher training. However, you cannot work with an expired card. After 28 days, you must complete the full course/s to get a new competency card.

Interim certificate

An interim certificate allows you to sell, serve and supply alcohol and work with gaming machines in hotels and clubs in NSW.

You will receive an interim certificate if you have completed and passed a full RSA and/or RCG course through an approved training provider.

An interim certificate allows you to work for 90 days from the date the course was completed.

If you wish to continue working in the liquor and gaming industry, you need to apply for an RSA/RCG competency card.

RSA/RCG competency card

An RSA/RCG competency card allows you to work lawfully in the liquor and gaming industry.

It is a plastic card that includes your photo, the competency you have obtained and your personal details.

An RSA/RCG competency card is valid for five years.

Your competency card will expire five years from the date that you completed your first training course.

Before the five-year expiry, you need to renew your RSA/RCG competency and complete online refresher training through Liquor & Gaming NSW.

Applying for a competency card

Before you apply:

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

If the details on your interim certificate and personal identity documents do not match, you need to update your contact details:

- Complete the *interim certificate amendment form* available on the Liquor & Gaming NSW website: www.liquorandgaming.justice.nsw.gov.au.
- Send the completed form to competencycard@olgr.nsw.gov.au or post it to Liquor & Gaming NSW. Liquor & Gaming NSW will send you a replacement interim certificate.

The personal identity documents you provide to Service NSW with your interim certificate will be checked to prove your identity before you receive your competency card (e.g. passport, driver licence).

If your address has changed since you received your interim certificate, you can ask Service NSW to update your address when you visit a service centre to apply for a competency card.

Getting your competency card in three simple steps

1. Get your proof of identity documents ready

Before you can apply for an RSA/RCG competency card, you need:

- Your interim certificate – all personal and contact details must match your proof of identity documents, including middle names if used.
- Original proof of identity documents including a photo identification e.g. passport or driver licence – check the back of your interim certificate for information. You need 100 points of identification.

2. Find your Service NSW service centre

Visit www.service.nsw.gov.au or call 13 77 88 to find the closest Service NSW service centre that accepts RSA/RCG competency card applications.

3. Visit a Service NSW service centre to complete your application

- Take your interim certificate and proof of identity documents with you.
- Service NSW will examine your documents and take your photo to finalise the application process.
- Your competency card will be ordered and posted to you within 3 weeks.

Renewing your 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 your competency card.

Both RSA and RCG competencies expire on the same date, that is, five years from the date of the first course.

Renewing your competency card is done online, and includes:

- Refresher training via Liquor & Gaming NSW in each competency you attained through your initial full course.

Refresher training takes up to 45 minutes per competency.

- Payment of a \$35 renewal fee – extending your competencies for five years.

The cost is the same to renew one, or both RSA/RCG competencies.

Your new card will be posted to you within 3 weeks.

Visit the [Liquor & Gaming NSW website](#) for more information about renewing your card, including ways to pay the renewal fee.

Renewal notifications

If your contact details are up to date, you will be notified by email and/or SMS with the information you need to access the online training when your card is approaching its expiry date.

It is compulsory to renew your competency card after five years if you intend to continue working in the liquor and gaming industries.

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 inspector when asked, otherwise you risk being fined.
- 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.

Frequently Asked Questions (FAQs)

Here are answers to the most frequently asked questions about RSA/RCG competency cards, and the interim certificate.

You can find more frequently asked questions about RSA/RCG competency cards on the [Liquor & Gaming NSW website](#).

What happens if I lose my interim certificate?

Contact your training organisation to get another copy.

My name or date of birth is wrong on the interim certificate – what do I do?

You must complete the Interim certificate amendment form available on the [Liquor & Gaming NSW website](#).

A new interim certificate with your correct name can then be issued to you by the training organisation you did the course with.

You can then apply for your photo competency card with Service NSW using the new certificate.

Do not use this form if you have already applied for your photo competency card – instead use the Replacement competency card form.

What if my photo competency card is lost or stolen?

You need to report the matter to the Police and also complete a [Replacement competency card form](#) from the Liquor & Gaming NSW website as soon as possible.

How do I get a replacement card?

Download and complete the Replacement competency card form on the Liquor & Gaming NSW website. A \$30 fee applies to replace your competency card.

What if my address details change after I get my card?

It's important to update your contact details using the online form, using your mobile number and email address as supplied with your competency card application.

If you can't update your contact details online, complete the [Change of contact details for competency card holder](#) form available on the Liquor & Gaming NSW website and email it to competencycard@olgr.nsw.gov.au.

What if I change my name after I get my photo competency card?

Download and complete the [Replacement competency card](#) form available from the Liquor & Gaming NSW website at www.olgr.nsw.gov.au/photocard. You will also need to provide official proof of your name change (e.g. Registry issued Change of Name certificate, Marriage certificate).

For further information

Visit the Liquor & Gaming NSW website:
www.liquorandgaming.justice.nsw.gov.au

Contact Customer Service on (02) 9995 0900 or email competencycard@olgr.nsw.gov.au