



Guidelines to deliver RSA training via interactive video or virtual classroom

Victorian Commission for Gambling and Liquor Regulation (VCGLR) approved Registered Training Organisation (RTO)s must comply with the following guidelines if they choose to deliver RSA training via interactive video chat or virtual classroom technology.

The delivery of RSA training via interactive video or virtual classroom is for the duration of the Declared State of Emergency only.

All other requirements for RSA training apply as per the original terms and conditions of your contract.

Delivery of RSA training

If an RTO chooses to deliver RSA training by video chat or virtual classroom technology such as Skype or Zoom, that allows students and VCGLR approved trainer to interact via video and audio, please ensure the:

- online platform can provide a high-quality experience for students with minimal dropouts and buffering
- RSA PowerPoint presentation and video content is visible to all students when conducting virtual training
- VCGLR approved trainer follows our facilitator's guide.

Class sizes

RTOs may consider capping class sizes to reduce technology interruptions (dropouts, buffering) and to ensure appropriate levels of interaction and support for all students.

Identification of students

Student identity should be confirmed at the start of every training session with photo ID sighted via video chat or virtual classroom technology as you would for face to face training.

RSA training materials

We have created an interactive PDF copy of the RSA workbook for you to email to each student. This is available on our website, see:

[RSA workbook](#)

[How to use the interactive RSA workbook](#)

You must email students with a copy of the interactive RSA workbook and instructions on how to use it, prior to the training session commencing.

Course content/duration

Course content should remain the same as when delivered face to face including role plays, videos etc.

The course duration must also remain at 4 hours.

Assessment

You will need to determine how to conduct the assessment component of the training under these circumstances. Assessments must be conducted in a way that ensures the integrity of the assessment and minimises fraudulent activity.

Examples of how you may do this include:

- email an electronic copy of the assessment to the students at the end of the training session and allow 30 minutes for them to complete and email back to trainer for marking
- develop an online assessment that includes password functionality for each student to login and complete assessment
- trainer conducting verbal assessments with each student at the end of the training session
- trainer providing an electronic copy of assessment for student to complete while trainer observes via interactive video or virtual classroom. Student to email back a photo of their test answers for assessment by RTOs.

The following assessment criteria must still be met for interactive video or virtual classroom delivery:

- assessments by the trainer to be completed out of class time
- student data to be entered into the RSA database and RSA certificate to be printed and distributed by RTO to students via email
- hard copy version of the RSA certificate to be mailed to each student as well as RSA pocket cards and a hard copy of RSA workbook.