

Provide Responsible Gambling Services (RSG)



Why sit in a classroom all day when you can study online?

Most states and territories in Australia with the exception of Northern Territory and South Australia now have specific 'Responsible Gaming' training requirements.

This course may be used to meet the training requirements in Northern Territory and South Australia and is recommended as a pre-employment program for residents seeking employment in the gaming industry within Western Australia.

Residents from Queensland, Victoria, Tasmania, New South Wales and ACT need to undertake training approved by their relevant state regulatory body.

Please contact the relevant state gaming authority for details.

This Provide Responsible Gambling Services (RSG) course is available online. Study your training resources at your own pace, you can even study in your own time, 24/7!

- Access your training 24/7 anytime, anywhere
- Flexible, self-paced learning.
- Easy interactive website portal
- Interesting, relevant and current course content
- Access to one-on-one trainer support by phone or email
- No need to travel or attend a classroom training session - this can be done in the comfort of your own home

SITHGAM006A Provide Responsible Gambling Services

The **SITHGAM006A Provide responsible gambling services program** has been developed as a nationally accredited unit of competency that is part of the SIT07 Tourism, Hospitality and Event Training Package. This unit is nationally accredited and meets the requirements of the VET Quality Framework.

Successful participants will receive a nationally recognised statement of attainment for the unit 'SITHGAM006A' Provide responsible gambling services'.

What will you learn?

This unit of competency will teach you to:

- Provide responsible service of gambling.
- Provide information and assistance to customers about gambling.

You will learn about the legislation that regulates the control of gambling in Australia and why this legislation is necessary. This course is relevant to employees in the Hospitality Industry nationally, with the exception of NSW, ACT, Tasmania and Victoria who have specific training requirements. The 'Queensland Responsible Gambling Code of Practice' is explored in detail as an example of best practice.

What will you be assessed on?

You will be assessed on the following knowledge and skills in this unit:

- The requirements of the legislation and code of practice in specific relation to responsible gambling practices
- The profile of the gambling industry including its size and the impacts of gambling
- The social and economic costs as well as the benefits of gambling
- The reasons for and the social impacts of gambling problems
- The indicators of problem gambling.
- Suitable staff responses to persons affected by problem gambling and relevant industry codes of practice.
- The availability of counselling services for problem gamblers and associated referral procedures
- The requirements for responsible advertising and promotion.

Common hospitality occupations

Some common occupations for workers in the hospitality industry who may be involved with gambling services are:

- Bar Attendant (with KENO/TAB/GAMING duties);
- Food & Beverage Attendant (with KENO/TAB/GAMING duties);
- Gaming Room Attendant;
- Gaming Room Supervisors;
- Hotel & Club Duty Managers;
- Hotel & Club Assistant Managers;
- Hotel & Club Managers; and
- Croupiers and Dealers.

The information provided in the course will help you understand the role of your employers in complying with the legislation and your role and responsibilities when providing responsible gambling services to customers.

Training in **SITHGAM006A Provide responsible gambling services** is recommended for anyone who works in an area that provides 'gambling services' to members of the public. This generally includes many people who work in the hospitality industry. This unit of competency underpins all other gambling related units.

State Specific Training Requirements

Northern Territory and South Australia - The nationally accredited statement of attainment that participants receive upon completion may be used to meet training requirements in Northern Territory and South Australia.

Western Australia - etrainu recommends this program as pre-employment training for WA residents seeking employment in the gaming industry.

Other states - Residents from Queensland, Victoria, Tasmania and New South Wales need to undertake training approved by their relevant state regulatory body.

Contact the relevant state gaming commission for details.

*Information provided is correct at time of printing and subject to change without prior notice.

Want more information?

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