

Provide Responsible Gambling Services



SITHGAM001

Overview

Responsible gambling services must be provided wherever gambling activities are undertaken. Hospitality venues often operate the full range of gaming activities, including operating gaming machines, table games, Keno, TAB and lotteries. In the hospitality industry, the gambling environment is usually referred to as the gaming area and is provided in a range of venues, such as hotels, motels, clubs, pubs and casinos.

Responsible provision of gambling services is an essential underpinning skill for all hospitality personnel involved in the sale and service of gambling activities in licensed premises.

The course covers identification of problem gamblers, providing assistance to family and friends, advising customers on games and gaming activities, dealing with disputes and complaints, refusal of credit and under age gambling.

The unit relates to satisfying the requirements for providing responsible gambling services under state and territory legislation. The terms used to describe this vary across state and territory regulatory bodies and can include Responsible Conduct of Gambling (RCG), Responsible Service of Gaming, or Responsible Service of Gambling (RSG).

Job roles

- gaming attendant
- table game attendant
- croupier
- multi-skilled food and beverage attendant

Delivery mode

The delivery is flexible and made up of the following:

- Full Time
- Classroom.

Assessment

Interskills uses a variety of flexible assessment strategies to ensure participants have the best chance of success.

Assessment strategies include:

- Written Assessment
- Oral Questions
- Project(s)
- Observation (Vocational Placement)

Entry requirements

Upon completion of the Pre Training Assessment and identification of learner strengths and weaknesses the training content, delivery, methodologies and assessments will be tailored to suit individual learner needs which will increase learner engagement and ownership.

Other Considerations

Students must be more than 18 years old. Depending on the jurisdiction, employment which requires the use of the RSA and RSG may also require a National Police Certificate. This unit of competency is required in all Australian jurisdictions to obtain a gaming license from the appropriate authority. Neither qualification nor the license is transferrable to another state. In other words, if you complete this course in Victoria, you are only eligible to apply for a gaming license in Victoria, not any other state.

Course duration

1 day

For further information

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