

Responsible Gaming Training and Information sessions

Crown Melbourne employees – as at March 2021

Responsible Service of Gaming (RSG)

	Session	Audience	Detail	Length	Frequency	Delivery method	Assessment	Delivered by
	Training							
1	RSG Training for Special Employees (Initial) Gaming Machines - <i>Induction</i> Corporate Induction	New employees	Victorian Commission for Gambling and Liquor Regulation (VCGLR) approved	45 minutes	On employment	Facilitator led	Group assessment	Responsible Gaming
2	RSG Training for Special Employees (Initial) Gaming Machines – <i>Online</i> RSG online	New employees	VCGLR approved	1 hour	On employment, then every two years for all Table Games, Gaming Machines, Responsible Gaming, Responsible Service of Alcohol, Security Services, Surveillance, Cage, Food & Beverage, Guest Relations and Operational staff.	Online	Individual assessment	Crown College

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Crown Melbourne employees – as at March 2021

3	Certificate III in Hospitality (Table Games) SIT30616	Dealers	Crown developed SITHGAM001 'Provide responsible gambling services' (developed using Australian Skills Quality Authority criteria)	1 hour (total SITHGAM001 is 4 hours incorporating Corporate Induction, RSG online, this session and Crown College delivered balance)	On employment	Facilitator led	Written questions – 100% competency required Role Play assessment – observation	Responsible Gaming
4	RSG Training for Special Employees (Initial) Gaming Machines - <i>Gaming Machines Additional Focus</i> <i>Includes Compliance – Your obligations Gaming Machines (GM) developed)</i>	Customer Service Attendants (CSA)	VCGLR approved	1 hour 30 minutes	On employment	Facilitator led	Individual assessment and Group assessment	Gaming Machines Trainer and Responsible Gaming
5	RSG Training for Special Employees (Refresher) Gaming Machines – <i>Gaming Machines Additional Focus</i>	CSAs	VCGLR approved	1 hour 30 minutes	Every two years	Facilitator led	Individual assessment and Group assessment	Gaming Machines Trainer and Responsible Gaming

Responsible Gaming Training and Information sessions

Crown Melbourne employees – as at March 2021

	Includes <i>Compliance – Your obligations (GM developed)</i>							
6	RSG Training for Special Employees (Advanced) Gaming Machines – RSG Senior Manager	Table Games (Casino Managers, Assistant, Casino Managers, Area Managers, Service Managers, Hosts (VIP, Domestic, Local), Mahogany Reception Supervisors), Gaming Machines (General Managers, VIP Service Managers, VIP Operations and Service Managers, Hosts (VIP, Domestic, Local), Area Managers, Riverside Service Executives, Riverside Manager), Security Services (Security Service Managers), Surveillance Managers, Cage (Supervisors/Managers), Responsible Gaming (Group General Manager, General Manager, Responsible	VCGLR approved	1 hour	Every two years	Facilitator led	Group assessment	Responsible Gaming

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Crown Melbourne employees – as at March 2021

		Gaming Psychologists), Food & Beverage (Supervisors/Managers) and Guest Relations Managers/Supervisors.						
	Information Sessions							
7	'Know your RG' (Responsible Gaming)	Operational GM staff	Crown developed	10 minutes	Two times per year	Rolling presentations and item on briefings	No assessment - interactive	Responsible Gaming
8	Learning Block 4 training	Dealers completing Certificate III in Hospitality (Table Games)	Crown developed	30 minutes	Between 9 – 12 months of service	Facilitator led discussion	No assessment - interactive	Responsible Gaming
9	Briefings and Musters	Gaming Machines (Area Managers, CSAs, VIP Service Executives, VIP Operations and Service Managers), Table Games (Area Managers, Assistant Casino Managers), Security (Security & Services Officers, Security Services Managers), Riverside Service Executives, Mahogany Receptionists and	Crown developed	10 minutes	Every three months	Facilitator led	No assessment – interactive	Responsible Gaming

Responsible Gaming Training and Information sessions**Crown Melbourne employees – as at March 2021**

		Mahogany Reception Supervisors.						
10	Interstate/International staff	Interstate and International staff (all VIP, Domestic and Local service staff for Table Games and Gaming Machines).	Crown developed	30 minutes	On employment	Facilitator led	No assessment - interactive	Responsible Gaming