

RSG TRAINING UNIT OF COMEPTENCY (ACCREDITED)

	SITHGAM006A Provide Responsible Gambling Services <i>Supersedes THHADG03B</i> <i>Released 01 January 2011</i>	SITHGAM201 Provide Responsible Gambling Services <i>Supersedes SITHGAM006A</i> <i>Released 11 October 2013</i>	
Unit Descriptor	<p>This unit describes the performance outcomes, skills and knowledge required to provide responsible gambling services, and information to customers who require assistance with their problem gambling.</p> <p>The unit also 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) and responsible service of gaming or responsible service of gambling (RSG).</p> <p>Those developing training to support this unit must consult the relevant state and territory gaming licensing authority to determine accreditation arrangements for courses, trainers and assessors. Under differing state and territory legislation this is a required certification unit only for certain nominated personnel operating in licensed gambling premises.</p> <p>The requirement to ensure compliance with enterprise policies, legal obligations and codes of practice for gambling venues is not covered by this unit but may be found in SITHGAM005A Develop and manage gaming activities.</p>	<p>This unit describes the performance outcomes, skills and knowledge required to provide responsible gambling services, and information to customers who require assistance with their problem gambling.</p>	
Employability Skills	<p>The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.</p>	<p>This unit contains employability skills.</p>	
Application of the Unit	<p>Responsible gambling services must be provided wherever gambling activities are undertaken. 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.</p>	<p>Responsible gambling services must be provided wherever gambling activities are undertaken. 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.</p>	

	<p>Gambling is defined as the staking of money on uncertain events driven by chance. The major forms of gambling are wagering (racing and sport) and gaming (gaming machines, table games, Keno and lotteries). Both forms of gambling are relevant to the hospitality industry.</p> <p>Hospitality venues operate Totalisator Agency Board (TAB) outlets for wagering on racing and sport events. They also cover the full range of gaming activities, including the operation of gaming machines, table games, Keno and lotteries.</p> <p>The responsible provision of gambling services is an essential underpinning skill for any level of hospitality personnel involved in the sale and service of gambling activities in licensed premises, including the licensee, gaming supervisors and gaming managers when involved in operational gambling activities.</p> <p>The unit applies equally to frontline operational gambling personnel who operate with a limited level of autonomy and under some supervision and guidance from others. They would operate within the predefined organisational procedures and industry and regulatory authority codes of conduct.</p> <p>Operational job roles would include gaming attendant, table game attendant, croupier and multi-skilled food and beverage attendant.</p>	<p>Gambling is defined as the staking of money on uncertain events driven by chance. The major forms of gambling are wagering (racing and sport) and gaming (gaming machines, table games, Keno and lotteries). Both forms of gambling are relevant to the hospitality industry.</p> <p>Hospitality venues operate Totalisator Agency Board (TAB) outlets for wagering on racing and sport events. They also cover the full range of gaming activities, including the operation of gaming machines, table games, Keno and lotteries.</p> <p>The 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, including the licensee, gaming supervisors and gaming managers when involved in operational gambling activities.</p> <p>The unit applies equally to frontline operational gambling personnel who operate with a limited level of autonomy and under some supervision and guidance from others. They would operate within the predefined organisational procedures and industry and regulatory authority codes of conduct.</p> <p>Operational job roles would include gaming attendant, table game attendant, croupier and multi-skilled food and beverage attendant.</p>	
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Elements and Performance Criteria	Performance criteria describe the required performance needed to demonstrate achievement of the element. Where <i>bold italicised</i> text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.	
Performance Elements and Criteria	<p>1. Provide responsible service of gambling.</p> <p>1.1 Follow <i>responsible gambling service procedures</i> according to relevant <i>state and territory legislation and industry and enterprise policy</i> or codes of conduct.</p> <p>1.2 Communicate with appropriate personnel on <i>gambling-related incidents or situations</i> and compliance with legislation and industry and enterprise policy.</p> <p>1.3 Maintain accurate records of <i>gambling-related incidents</i> and associated staff action, according to industry and enterprise policy and procedures.</p>	<p>1. Provide responsible service of gambling.</p> <p>1.1 Follow <i>responsible gambling service procedures</i> according to relevant <i>state and territory legislation and industry and organisational policy</i> or codes of conduct</p> <p>1.2 Communicate with appropriate personnel on <i>gambling related incidents</i> or situations and compliance with legislation and industry and organisational policy.</p> <p>1.3 Maintain accurate records of gambling related incidents and associated staff action, according to industry and organisational policy and procedures.</p>	

	<p>1.4 Ensure gambling environmental features support responsible gambling policies.</p> <p>2. Provide information and assistance to customers about problem gambling.</p> <p>2.1 Provide accurate and appropriate information on problem gambling to customers on request.</p> <p>2.2 Follow procedures for self-exclusion and exclusion requests according to legislation, industry and enterprise policy and confidentiality and privacy requirements.</p> <p>2.3 Display signage and information related to responsible gambling in appropriate places visible to players, according to industry, enterprise and legislative requirements.</p> <p>2.4 Provide information on available support services according to confidentiality and privacy requirements, and industry, enterprise and legislative requirements.</p>	<p>1.4 Ensure gambling environmental features support responsible gambling policies.</p> <p>2. Provide information and assistance to customers about problem gambling.</p> <p>2.1 Provide accurate and appropriate information on problem gambling to customers on request.</p> <p>2.2 Follow procedures for self exclusion and exclusion requests according to legislation, industry and organisational policy and confidentiality and privacy requirements.</p> <p>2.3 Display signage and information related to responsible gambling in appropriate places visible to players, according legislative, industry and organisational requirements.</p> <p>2.4 Provide information on available support services according to confidentiality and privacy requirements, and legislative, industry and organisational requirements.</p>
<p>Required Skills</p>	<p>The following skills must be assessed as part of this unit:</p> <ul style="list-style-type: none"> • appropriate communication and interpersonal skills for dealing with customers identifying problems with gambling and requesting self-exclusion • literacy skills to read and interpret documents, such as problem gambling signage, general information and brochures; industry or regulatory codes of conduct; in-house policies and procedures; and general plain English regulatory and advisory information issued by local, state and territory gambling licensing authorities • numeracy skills to explain chances of winning and probability as they relate to the gambling activities of the enterprise. 	<p>Required Skills:</p> <ul style="list-style-type: none"> • communication and interpersonal skills to identify signs and symptoms of problem gambling and deal with customers identifying problems with gambling and requesting self-exclusion • initiative and enterprise skills to pro-actively identify potential problem gamblers • literacy skills to read and interpret information, including: <ul style="list-style-type: none"> • problem gambling signage • general information and brochures • industry or regulatory codes of conduct • in-house policies and procedures

		<ul style="list-style-type: none"> • plain English regulatory and advisory information issued by local, state and territory gambling licensing authorities • numeracy skills to explain basic information about chances of winning and probability. 	
Required Knowledge	<p>The following knowledge must be assessed as part of this unit:</p> <ul style="list-style-type: none"> • profile of gambling industry, including size and economic benefits of gambling • reasons for and personal impacts of gambling problems • public interest reasons for implementation of responsible service of gambling practices, including: <ul style="list-style-type: none"> • government and community concerns with problem gambling • economic costs of problem gambling • principles of harm minimisation, and strategies to reduce the harm associated with problem gambling • indicators of problem gambling, and understanding that indicators are not always overt and that assumptions cannot be made until customer indicates a problem and requests assistance • roles of government, industry and the enterprise in providing responsible gambling services; broad working knowledge of the requirements of relevant state and territory legislation; and regulatory, industry and enterprise codes of conduct • working knowledge of enterprise responsible gambling service procedures, especially self-exclusion and exclusion procedures; 	<p>Required Knowledge:</p> <ul style="list-style-type: none"> • reasons for, and personal impacts of, gambling problems • public interest reasons for implementation of responsible service of gambling practices, including: <ul style="list-style-type: none"> • government and community concerns with problem gambling • economic costs of problem gambling • principles of harm minimisation, and strategies to reduce the harm associated with problem gambling • indicators of problem gambling, and understanding that indicators are not always overt and that assumptions cannot be made until customer indicates a problem and requests assistance • roles of government, industry and the organisation in providing responsible gambling services • key requirements of relevant state and territory legislation, and regulatory, industry and organisation codes of conduct • organisational responsible gambling service procedures, especially self-exclusion and exclusion procedures, and the role of individual staff members, supervisors and managers in providing responsible gambling services 	

	<p>and the role of individual staff members, supervisors and managers in providing responsible gambling services</p> <ul style="list-style-type: none"> • working knowledge of the contents of problem gambling information provided by the enterprise • available counselling services and referral procedures. 	<ul style="list-style-type: none"> • contents of problem gambling information provided by the organisation as required by legislation • available counselling services and referral procedures. 	
Evidence Guide	The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.	The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	<p>Evidence of the following is essential:</p> <ul style="list-style-type: none"> • working knowledge and understanding of current legislation and industry and enterprise policies and procedures in relation to responsible service of gambling and the ramifications for the enterprise of non-compliance • knowledge of underpinning reasons for and harm-minimisation approach of responsible gambling services • ability to deal with requests for exclusion or counselling services tactfully and according to enterprise procedures • project or work activities that show candidate's ability to provide responsible gambling services in a range different gambling-related situations to ensure consistency in the application of procedures. 	<p>Evidence of the ability to:</p> <ul style="list-style-type: none"> • demonstrate knowledge and understanding of current legislation and industry and organisational policies and procedures in relation to responsible service of gambling and the ramifications for the organisation of non-compliance • demonstrate knowledge of underpinning reasons for and harm-minimisation approach of responsible gambling services • deal with requests for exclusion or counselling services tactfully and according to organisational procedures • respond appropriately to a range of different gambling-related situations. 	
Context of and specific resources for assessment	<p>Assessment must ensure:</p> <ul style="list-style-type: none"> • activities that allow the candidate to demonstrate the application of knowledge to specific responsible gambling service situations, which might include interaction with others to demonstrate appropriate communication skills • access to current regulatory documents distributed by key state and territory gambling licensing agencies, such as plain English legislative publications and codes of conduct outlining responsible gambling requirements • access to industry and enterprise codes of conduct, policies, procedures, information, signage and brochures relating to responsible gambling services. 	<p>Assessment must ensure use of:</p> <ul style="list-style-type: none"> • current regulatory documents distributed by key state and territory gambling licensing agencies, such as plain English legislative publications and codes of conduct outlining responsible gambling requirements • industry and organisational codes of conduct, policies, procedures, information, signage and brochures relating to responsible gambling services. 	

Method of assessment	<p>A range of assessment methods should be used to assess the practical skills and knowledge required to provide responsible gambling services. The following examples are appropriate for this unit:</p> <ul style="list-style-type: none"> • direct observation of the candidate providing information to customers • role-play to demonstrate appropriate interpersonal skills • case studies or problem-solving to assess the application of knowledge to various problem-gambling situations and contexts • oral or written questions to assess knowledge of gaming legislation, codes of practice and industry and enterprise procedures • review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate. 	<p>A range of assessment methods should be used to assess the practical skills and knowledge required to provide responsible gambling services. The following examples are appropriate for this unit:</p> <ul style="list-style-type: none"> • direct observation of the individual providing information to customers • use of role-plays to demonstrate appropriate interpersonal skills • use of case studies or problem-solving to assess the application of knowledge to various problem-gambling situations and contexts • oral or written questioning to assess knowledge of gaming legislation, codes of practice and industry and organisational procedures • review of portfolios of evidence and third-party workplace reports of on-the-job performance by the individual. 	
Assessing employability skills	<p>Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.</p> <p>Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.</p>	N/A	
Guidance information for assessment	N/A	<p>The assessor should design integrated assessment activities to holistically assess this unit with other units relevant to the industry sector, workplace and job role, for example:</p> <ul style="list-style-type: none"> • SITHGAM202 Attend gaming machines • SITHGAM203 Operate a TAB outlet • SITHGAM204 Conduct Keno games. <p>Determining competency for this unit must focus on the understanding and implementation of responsible provision of gambling services to meet the requirements of state and territory legislation.</p>	
Range of Conditions	N/A	N/A	

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TRAINING CONTENT

	SITHGAM006A Provide Responsible Gambling Services <i>Supersedes THHADG03B</i> <i>Released 01 January 2011</i>	SITHGAM201 Provide Responsible Gambling Services <i>Supersedes SITHGAM006A</i> <i>Released 11 October 2013</i>	
Induction Presentation			
RSG Online Training			
RSG Online Refresher			
RSG Additional Focus			
Assessment Methods	<ul style="list-style-type: none"> • Written Questions • Role play Scenarios • 3rd party evidence 	<ul style="list-style-type: none"> • Written Questions • Role play Scenarios • 3rd party evidence 	

CONTENT UPDATES

	SITHGAM006A Provide Responsible Gambling Services <i>Supersedes THHADG03B</i> <i>Released 01 January 2011</i>	SITHGAM201 Provide Responsible Gambling Services <i>Supersedes SITHGAM006A</i> <i>Released 11 October 2013</i>	

<p>Resource improvement requests</p>		<p>Date: 12 October 2015</p> <p>YourPlay Changes:</p> <ul style="list-style-type: none"> • Q.9 In the facilitator guide replace 'Play Safe Limits' with 'Your Play' as a possible answer • Q.20 change the answer of Play Safe Limits to Your Play in the facilitator guide. • In between Q.20 and 21 there is bolded text in the assessment book and facilitator guide. Remove the words 'Play Safe Limits' and replace with 'Your Play'. • Q.21 Accepted answer needs to change to No. • Change the following question and answer; <ul style="list-style-type: none"> Q.22 What happens if a player reaches 100% of their Your Play limit? A. A message will appear on screen and the gaming machine becomes inactive until the customer chooses to continue playing or stop. <p>Factual Changes:</p> <ul style="list-style-type: none"> • Q.1 As possible answers in the facilitators guide add in; <ul style="list-style-type: none"> Facilitate self-exclusion process Referral to Government funded support services • Q.7 In the facilitator guide remove 'non-gaming' from the first point. Remove point two altogether, no longer required • Q.14 Remove Play Safe Limits and Lighting Regulations as possible answers from the facilitators guide • Q.17 In the facilitators guide replace the first answer with simply 'Entry points'. Include the word 'Support' in the fifth dot point so it reads 'Responsible Gaming Support Centre' and remove the answer of VIP desks completely as not provided there. • Q.18 In the facilitator guide add 'Indefinite' as a possible answer. <p>Grammatical Changes:</p> <ul style="list-style-type: none"> • Q.6 In the question the word 'License' should be spelt as 'Licence' • Q.10 Change the accepted answer in the facilitator guide to 'No, to force people to think about what they are doing and leave the table'
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		<ul style="list-style-type: none"> • Q.11 Answer with more detail in the facilitator guide as follows, 'Signage advising support available through Crown and Government funded support services. • Q.12 asks for names of agencies, change the second sentence in the question to read 'What are they and who are they for?' Then add the numbers into the acceptable answers. Crown Responsible Gaming Support Centre – 1800 801 098 and Gamblers Help – 1800 858 858. • Q.13 change 'toilets' to 'bathrooms' in the question • Q.15 Add to the question at the end the words 'and the message'. In the facilitators guide add 'Stay in Control' as the required message that needs to be in their answer. • Q.16 In the question change the word 'and' to 'or' in both the assessment book and facilitator guide. Change the answers to two possible responses; <ul style="list-style-type: none"> Crown Melbourne Responsible gaming message 'Have you had a break' scroll through on VFD • Q.25 In the question change the beginning to 'What happens if'. Change the answer in the facilitators guide to 'Membership is suspended and they can no longer accrue Signature Club benefits'. • Q.26 Change first answer to read 'Responsible Gaming message on motion trans'. Dot point five is missing a 'P' at the start and should read 'Player Information Talkers'. Change response seven from 'VIK' to 'Responsible Gaming message on VIK'. • Q.27 Reword the second sentence in the question to 'Where would you direct them to and describe in your own words where it is located'. • Q.28 Change the words 'patrons' to 'customers'. • Video questions. Change the wording of 'All problem gambling indicators' in the second paragraph to 'All observable signs'. Then alter the 1-6 answers so they are the same as the observable signs responses expected in Q.4 as follows; <ol style="list-style-type: none"> 1. Gets angry while gambling or shows signs of distress during or after gambling 2. Children left unattended 3. Unrealistic remarks about gambling 4. Secretive or embarrassed
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		<p>5. Often gambles for long periods</p> <ul style="list-style-type: none">• Role Play scenario 2. Change 'patron' to 'customer' and 'problem gambling indicators' to 'observable signs'	

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