

TRAINING CONTENT

	SITHGAM006A Provide Responsible Gambling Services <i>Supersedes THHADG038</i> <i>Released 01 January 2011</i>	SITHGAM201 Provide Responsible Gambling Services <i>Supersedes SITHGAM006A</i> <i>Released 11 October 2013</i>	S P S R
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 	<ul style="list-style-type: none"> • • •

CONTENT UPDATES

	SITHGAM006A Provide Responsible Gambling Services <i>Supersedes THHADG038</i> <i>Released 01 January 2011</i>	SITHGAM201 Provide Responsible Gambling Services <i>Supersedes SITHGAM006A</i> <i>Released 11 October 2013</i>	S P S R
Resource improvement requests		<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? 	<p>D</p> <p>A</p> <ul style="list-style-type: none"> • • • •

		<p>A. A message will appear on screen and the gaming machine becomes inactive until the customer chooses to continue playing or stop.</p> <p>Factual Changes:</p> <ul style="list-style-type: none"> • Q.1 As possible answers in the facilitators guide add in; 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' • 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;
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		<p>Crown Melbourne Responsible gaming message</p> <p>‘Have you had a break’ scroll through on VFD</p> <ul style="list-style-type: none"> • 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 5. Often gambles for long periods • Role Play scenario 2. Change ‘patron’ to ‘customer’ and ‘problem gambling indicators’ to ‘observable signs’ 	
			<p>D</p> <p>A</p> <ul style="list-style-type: none"> • • •

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			<p>D</p> <p>A</p> <ul style="list-style-type: none">••••

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