

Responsible Gaming Training and Information sessions

Crown Melbourne employees – as at March 2020

Responsible Service of Gaming (RSG)

Session	Audience	Detail	Length	Frequency	Delivery method	Assessment	Delivered by	
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 Gaming (including VIP), Security, Services Surveillance, Cage, Food & Beverage, Guest Relations operational staff	Online	Individual assessment	Crown College

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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

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	Includes <i>Compliance – Your obligations (GM developed)</i>							
6	RSG Training for Special Employees (Advanced) Gaming Machines – RSG Senior Manager	Gaming (including VIP), Security, Services Surveillance, Cage, Food & Beverage, Guest Relations Managers	VCGLR approved	1 hour	Every two years	Facilitator led	Group assessment	Responsible Gaming
	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	Operational GM staff; Table Games Area Managers and above; Security	Crown developed	10 minutes	Every three months	Facilitator led	No assessment – interactive	Responsible Gaming

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		operational staff and above; VIP Reception and above						
10	Interstate/International staff	New Interstate and International staff	Crown developed	30 minutes	On employment	Facilitator led	No assessment - interactive	Responsible Gaming