

SITHGAM001 PROVIDE RESPONSIBLE GAMBLING SERVICES



NATIONALLY RECOGNISED
TRAINING

COURSE OVERVIEW

This nationally accredited set of skills aims to equip individuals with the skills and knowledge required for providing responsible gambling services under state and territory legislation.

To achieve the accredited part qualification, the candidate must complete one (1) unit of competency; refer to unit list on page 2.

Acacia Education & Training is committed to providing an inclusive learning environment. Principles of access and equity for all students are applied in all programs.

COURSE OUTCOME

This training 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 gaming machines.

ENTRY REQUIREMENTS

There are no formal entry requirements for this qualification.

- Applicants will be required to undertake a Language, Literacy & Numeracy assessment.
- Applicants will be required to complete a Pre-Training Review.
- Applicants must be able to attend all practical assessments on the assigned dates where required.
- Applicants must be at least 16 years of age to participate in this training.



JOB OUTCOMES

This course will develop a range of skills that may be required for roles in the following areas.

- ✓ **Gaming Attendant**
- ✓ **Bar/Club Supervisor**
- ✓ **Bar/Club Licensee**
- ✓ **TAB Attendant**
- ✓ **Betting Agency Attendant**

COURSE DELIVERY



COURSE DURATION

Students will complete this course in one (1) day and must attend for the full six (6) hours of classroom based training, not including breaks. The methods in which students are assessed may include written questions, projects and observations. Students will need to follow the training plan provided to them at commencement of training to ensure they complete the course in the required timeframe.

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ESSENTIAL SKILLS FOR THE WORKPLACE



UNITS OF COMPETENCY

Below are the units of competency required for this course.

UNIT CODE	UNIT DESCRIPTION
SITHGAM001	Provide responsible gambling services

UNIT OVERVIEW

SITHGAM001 - Provide responsible gambling service

This unit describes the performance outcomes, skills and knowledge required to provide responsible gambling services, and to assist those customers who have issues with problem gambling. Responsible gambling services must be provided wherever gambling activities are undertaken.

Knowledge Evidence examples: Knowledge of current legislation and industry and organisational policies and procedures in regard to responsible provision of gambling services; indicators of problem gambling; maintaining records of gambling related incidents and associated staff action.

Practical Evidence example: Students will be required to identify appropriate organisational processes in response to various gambling related situations such as, customer request for self-exclusion or assistance, refusal of credit, under-age gambling.



APPROVED
TRAINING
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RSA and/or RCG
courses in NSW
2022/23

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COURSE DELIVERY

This course can be delivered via **Classroom*** based learning only.

Theory: Students must complete their workbooks in class with the designated trainer present.

Practical: All practical assessments will be carried out in the classroom with the designated trainer present. It is a requirement that students attend training on the allocated days.

**Contact our team or visit the calendar on our website for classes. Group bookings can be arranged also. Minimum numbers apply.*

CERTIFICATE

On successful completion of all assessments each participant will receive a Statement of Attainment containing the nationally recognised unit of competency:

- **SITHGAM001 - Provide responsible gambling services**

The successfully completed units provide credit towards the SIT Tourism, Travel and Hospitality Training Package.

On successful completion of training, students will be issued with an interim certificate through Acacia Education & Training, once they have received this they may then apply through Service NSW for a photo competency card to be issued. For further information visit <https://www.service.nsw.gov.au/transaction/apply-rsa-or-rcg-competency-card>

COURSE FEES

Contact Acacia for further information and ask us for a free quote.

Subsidised Training: Participants may be eligible to receive subsidised training or a fee reduction through the NSW Government Smart & Skilled program where available. Contact Acacia to find out more.

FUNDING ELIGIBILITY *(where applicable)*

To be eligible to receive Smart and Skilled funding, applicants must meet the following criteria:

- living or working in NSW
- 15 years old or older and no longer at school
- an Australian citizen, Australian permanent resident, humanitarian Visa holder or New Zealand citizen.

STUDENT SUPPORT

Academic support

Students have access to trainer support throughout the duration of their course, whether they are learning online or in class. Our experienced trainers are available to answer any questions students may have regarding the learning materials and assessments. The appointed trainer can be contacted via email, phone or video call, students will be provided with these contact details on course commencement.

Administrative support

The administrative team is available during business hours (9am - 5pm) Mondays to Fridays and can assist students with all administrative enquiries or issues, including enrolment, change of contact details, class schedules, online learning and certification. The administrative team can be contacted using details further below.

APPLICATION TO ENROL

Acacia is committed to ensuring all applicants clearly understand the details and outcomes of the course they are enrolling in.

For information on the enrolment process and to apply please contact us directly or use the online link on our website.

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