



## NSW Responsible Conduct of Gaming

(SITHGAM001 Provide responsible gambling services)

### Responsible gambling services

Must be provided wherever gambling activities are undertaken.

This program will provide the skills and knowledge required to provide responsible gambling services, and to assist those customers who may have issues with problem gambling.

### Who can do this course?

All persons entering or currently in hospitality 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.

### Pre-requisites

All persons working in gaming must be 18 years of age, training may be undertaken just prior to 18th birthday. Basic skills level of language, literacy and numeracy is required to successfully complete the training.

### What to bring

A pen, 100 Points of ID, Your USI\*

### Regulatory Requirements

Specific licensing /regulatory requirements relating to this competency, including requirements for refresher training should be obtained from liquor and gaming NSW.



APPROVED  
TRAINING  
PROVIDER

RSA and/or RCG  
courses in NSW  
2020/21

### Delivery(Typically 930am to 4pm)

Minimum 6 hours face to face which may be facilitated at a customer's site or one of our Training Centers - Please call to inquire.

**Cost is \$145 per person.**

### Assessment

Assessment is conducted by the below methods:

Theory Questions

Practical Scenarios Assessment(face to face) Including:

- Serving gaming responsibly
- Assist customers to gamble within appropriate limits
- Assess gaming customers and identify those to whom service must be refused.
- Refuse to provide gaming service

### Completion

On successful completion participants will be issued with a Statement of Attainment with the following units:

SITHGAM001 Provide responsible gambling services & NSW Liquor and gaming Interim certificate

### National Head Office: Albury/Wodonga Campus 2021 dates:

April 27	July 27	Oct 19
May 25	Aug 31	Nov 16
June 29	Sep 28	Dec 14

\*USI - Unique Student Identifier is a Commonwealth Gov't Reference, available from [www.usi.gov.au](http://www.usi.gov.au)

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