



Australian Government

SITHGAM201 Provide responsible gambling services

Release 3

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Modification History

The version details of this endorsed unit of competency set are in the table below. The latest information is at the top.

Version	Comments
2.0	Editorial corrections.
1.2	Correction to Licensing/Regulatory information statement.
1.0	E Replaces and is equivalent to SITHGAM006A Provide responsible gambling services. Minor adjustments to expression of content to streamline and improve unit.

Unit Descriptor

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.

Application of the Unit

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.

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. 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.

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.

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.

Operational job roles would include gaming attendant, table game attendant, croupier and multi-skilled food and beverage attendant.

Licensing/Regulatory Information

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).

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.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Not applicable.

Elements and Performance Criteria

Elements describe the essential outcomes of a unit of competency. 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.

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| <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 <i>gambling environmental features</i> support responsible gambling policies.</p> |
| <p>2. Provide information and assistance to customers about problem gambling.</p> | <p>2.1 Provide accurate and appropriate <i>information on problem gambling</i> to customers on request.</p> <p>2.2 Follow <i>procedures</i> for <i>self exclusion and exclusion</i> requests according to legislation, industry and organisational policy and confidentiality and privacy requirements.</p> <p>2.3 Display <i>signage and information</i> 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> |

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- 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:
 - problem gambling signage
 - general information and brochures
 - industry or regulatory codes of conduct
 - in-house policies and procedures
 - 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

- reasons for, and personal impacts of, gambling problems
- public interest reasons for implementation of responsible service of gambling practices, including:
 - 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
- 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, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the ability to:

- 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

Assessment must ensure use of:

- 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

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:

- 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.

Guidance information for assessment

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:

- SITHGAM202 Attend gaming machines
- SITHGAM203 Operate a TAB outlet
- SITHGAM204 Conduct Keno games.

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.

Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Responsible gambling service procedures may relate to:

- posting of signage in appropriate locations
- provision of appropriate environmental features
- provision of gambling-related information, brochures and signage
- responsible practices, such as offering a cooling off period or payment of large sums by cheque
- self-exclusion and exclusion procedures.

State and territory legislation and industry and organisational policy refer to:

- house policies
- industry codes of practice
- relevant state and territory gaming legislation and regulations
- relevant state and territory licensing authority regulations and policies.

Gambling-related incidents include:

- attempts to breach exclusion
- disputes or complaints
- impact of alcohol
- involvement of families and friends
- refusal of credit
- requests for exclusion or assistance
- under-age gambling.

Gambling may include:

- gaming:
 - bingo
 - electronic gaming machines
 - Keno and lottery games
 - linked progressive jackpot systems
 - lucky envelopes
 - miscellaneous games of chance
 - Multi-Terminal Gaming Machines (MTGMs)
 - poker machines
 - table games
- wagering on racing and sport events, including:
 - calcuttas and sweepstakes
 - TAB activities.

Gambling environmental features

- provision and placement of signage
- lighting and availability of natural light

include:

- provision and placement of clocks
- placement of Automatic Teller Machines (ATMs)
- strategies to indicate the passage of time
- strategies to encourage breaks in play
- advertising and promotional materials and activities
- positioning of machines, change machines and equipment.

Information on problem gambling may relate to:

- counselling services
- responsible gambling pamphlets
- self-exclusion programs.

Problem gambling may involve:

- bills that cannot be paid by the player due to excessive gambling
- borrowing money to gamble
- changes in sleeping or eating habits due to gambling
- committing illegal acts or considering these to finance gambling
- considering self-harm as a result of gambling
- feelings of remorse after gambling
- gambling more money than the player can afford
- gambling that makes the home life of the player unhappy
- gambling to escape worry or personal problems
- trying to win back gambling losses.

Procedures for self-exclusion and exclusion may involve:

- referrals to:
 - colleague, supervisor or manager according to scope of responsibility
 - counsellors or support services
- initiating exclusion processes when requested by customer.

Self-exclusion and exclusion may relate to:

- customer identifying a problem with gambling and requesting to be barred from gaming or to have access limited (self-exclusion)
- third-party exclusion
- venue exclusion.

Signage and information to be displayed may cover:

- available counselling services
- chances of winning and probability
- house policy
- industry code of conduct for responsible gambling services
- problem gambling
- responsible gambling initiatives
- self-exclusion and exclusion

- venue code of conduct.

Unit Sector(s)

Hospitality

Competency Field

Gaming