



Responsible Gambling Services (RGS/RCG): SITHGAM006A Provide Responsible Gambling Services

<p>COURSE OVERVIEW:</p>	<p>The commonly called Responsible Conduct of Gaming or RCG unit has been replaced by the unit SITHGAM006A Provide Responsible Gambling Services (RGS). RGS is the mandatory module designed to provide students with a responsible approach to gambling practices. Our course provides students with the relevant training from true industry professionals who consistently remain up-to date with current Industry trends and practices.</p> <p>This unit is part of the Tourism, Hospitality and Events Training Package. It deals with the skills and knowledge required to satisfy the relevant state or territory legislative requirements and codes of practice to provide responsible gambling services and to provide information and assistance to gamblers.</p> <p>The aim of this training course is to provide participants with the knowledge and understanding required to act responsibly when working in a gaming venue, with the intention that they can perform their duties in the workplace with greater awareness of the responsibilities in relation to the law, customer service, and duty of care and harm minimisation.</p> <p>If you are seeking employment within the gaming industry, the completion of the RGS certificate is a legal requirement. All new gaming industry employees who are working in the gaming area of an approved venue are required to undertake an approved course within six months of commencing employment, and an approved refresher course within three years following completion of an approved course.</p> <p>Operational job roles would include:</p> <ul style="list-style-type: none"> • Gaming attendant • Table game attendant • Croupier • Multi-skilled food and beverage attendant <p>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.</p>
<p>OUTCOMES:</p>	<p>Upon successful completion of this course learners will be deemed eligible to responsibly provide gambling services. A Statement of Attainment will be issued on successful completion of the course.</p>
<p>HOW TO BOOK:</p>	<p>Contact Head Office on (02) 6247 2839 or email CTI at enquiries@cticanberra.com.au</p>

The Essentials

DURATION

3 hours, 5:30 - 8:30pm
Mondays (fortnightly)

VENUE

Capital Training Institute
Cooyong Centre
1 Torrens St
Braddon ACT 2612

DATES

Please refer to CTI Training Calendar for more information

DELIVERY METHODS

- General Public Course
- Distance Delivery
- Recognition of Prior Learning

WHAT'S INCLUDED

- Course Notes and Handouts
- Statement of Attainment upon successful completion

FEE

\$80 (plus GST) per person

RPL

Please refer to CTI's Client Information Book

PAYMENT METHODS

- Mastercard, VISA
- Cheque
- EFT (Electronic Funds Transfer)
- Cash