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OLGR approved Responsible Gambling and Provide Responsible Gaming Services - Unit Code SITHGAM006A - \$75.00

This course is designed for people who wish to enter or are in the hospitality industry and need their *Responsible Service of Gaming* for employment.

This course is available online or it can be held at your workplace and comprises 4 hours classroom theory including assessment. Study now - work tonight! You download and save or print your two certificates upon completion of training.

Who is the course suitable for?

Anyone who carry out gaming duties or gaming tasks within a Queensland licensed club or licensed hotel must complete the approved OLGR RSG course. This will apply to eligible licensees, gaming nominee licence holders, gaming employee licence holders, and staff who perform any gaming related tasks e.g. monitoring player behaviour. This does not include Keno or TAB duties as this comes under a different Legislation.

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An eligible licensee is an individual licensee who is ordinarily present on the licensed premises when the premise is open for the conduct of gaming. It is a condition of your gaming licence that you hold a current OLGR approved RSG course certificate.

What you get on completion of the RSG Course (QLD)?

- Queensland Responsible Service of Gambling Course Certificate
- National RSG Statement of Attainment Unit SITHGAM006A
- Same day certificate
- You can go back to your courseware after completing course, or you can go back later and print off another copy of your certificate at no charge

Email: qld@cft.com.au **Phone:** 07 5520 0390 or 1300 775 155 **Web:** www.cftqld.com.au **Fax:** 07 5677 0622

What do you learn?

- What is gambling?
- Illegal gambling
- Problem gambling
- The six categories of gamblers
- Queensland legislation
- Office of Liquor, Gaming and Racing (Queensland OLGR)
- Gaming Employee License
- The Responsible Gaming Code of Practice (Queensland)
- What is a Customer Liaison Officer
- Exclusions provisions
- Excluding a patron
- 24 hour cooling off for self exclusions
- Physical environment
- Provide a safe and supportive environment
- Financial transactions
- Advertising and promotions
- Harm minimisation policies in Queensland

Check your state/territory requirements

New employees:

A person who commences employment on or after 1 October 2010 will have three (3) months to obtain their OLGR approved RSG course certificate.

If you would like any information on our training, please call CFT QLD during office hours 1300 775 155 or email qld@cft.com.au