



# Aim HIGH



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Registered Training Organisation: 45218



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**SITHGAM001 -**

**Provide responsible  
gambling services**



# About HINSW

At The Hospitality Institute of NSW we Aim HIGH in delivering quality education..... that inspires excellence.

The Hospitality Institute of NSW was created to bring Hospitality learning excellence and nationally recognised qualifications to Sydney's North West. If you want to empower your hospitality career, then you owe it to yourself to look over our course offerings and facilities.

At the Hospitality Institute of NSW we aim to inspire with our innovative learning approach and dynamic course offerings. Upon graduation we aim to deliver outstanding career opportunities to help you reach your goals, no matter how far and wide they may seem. The Hospitality Institute of NSW encourages students of all levels to learn as part of a thriving community and develop the skills they need to advance in their careers. We are 100% committed to delivering a first class learning experience which is evidenced in our state-of-the-art facilities and expert team of trainers.

The future of leading edge training starts now, and it's on your doorstep.

Aim HIGH



## Course Details

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. 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.

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 may operate Totalisator Agency Board (TAB) outlets for wagering on racing and sport events. They may also cover the full range of gaming activities, including operating gaming machines, table games, Keno and lotteries.

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 predefined organisational procedures, and regulatory authority and industry and organisational codes of conduct.

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



## Course Enrolment

### Mode of Delivery:

Self-Paced – Students will be required to undertake activities outside of the classroom environment such pre-reading and pre-course work book which form part of the course requirements.

Classroom – training will be delivered face to face within a classroom, following a session plan.

### Course Fees:

\$120 per student/employee, payable upon enrolment and prior to course commencement.

### Additional Fees:

Upon successful completion of this unit of competency, you will be issued with a Statement of Attainment and an Interim certificate (valid for 90 days). The interim certificate is used to obtain the Photo Competency Card.

You can apply for the Photo Competency Card at participating Service NSW outlets when you present your interim certificate and 100 points of identification.

The card cost of \$30 is included in the course cost. For more information about applying for the Photo Competency Card, please go to <http://www.liquorandgaming.nsw.gov.au/Pages/liquor/serving-alcohol-responsibly/competency-cards.aspx>

### Delivery Structure:

This training product will be delivered as follows:

Location: 17 Lexington Drive, Bella Vista NSW 2153

No of students per class – 10-15

Self-Paced: 2 hours of pre-course work (students read the learner guide and complete the review questions)

Classroom: 1 session of 6 hours, plus 40 minutes of breaks

Total Hours: 8 hours



## Assessment

### Observation /Practical Skills:

A range of observation techniques have been included in the assessment tools to help identify the students' ability to demonstrate their competence against the performance criteria and assessment conditions. The assessor utilises the Observation Checklist to identify observable skills either during a practical assessment or the student demonstrates the skills on the job.

### Written:

A written assessment tool is provided to the student to gather evidence using a range of methods, these could include short answer questions, long answer questions, scenario based questions, or multiple choice.



## Pre-Requisites

### Existing Skills and Knowledge:

Students are required to have the following skills and knowledge prior to enrolment:

- Reading and writing - a learner will be able to read, comprehend and write a range of texts within a variety of contexts.
- Oral communication - a learner will be able to use and respond to spoken language including some unfamiliar material within a variety of contexts.
- Numeracy and mathematics - a learner will be able to recognise and use a variety of conventions and symbolism of formal mathematics.

### Selection Criteria

The Hospitality Institute of NSW has identified that clients will need to meet the following entry requirements prior to course commencement.

- Must be over the age of 18
- Willing to undertake an LLN Assessment upon enrolment and prior to course commencement
- Must hold a current Drivers Licence



## Certification

### Existing Skills and Knowledge:

Once a competent mark is awarded, learners will be issued with a Statement of Attainment for SITHGAM001 - Provide responsible gaming services. This Unit of Competency is Nationally Recognised Training from the SIT Tourism, Travel and Hospitality Training package.

Certificates are emailed to students however hard copy is available upon request.

Student will also be provided with a temporary / interim RCG certificate issued by Liquor and Gaming NSW. This can be used to commence work and is valid for 90 days. After 90 days, a RSA competency card must be presented to work in any licensed premise.

To obtain the RCG competency card, the interim RCG certificate is to be taken to a registered Services NSW Service Centre, where you will have your identity checked and your photo taken. You will be sent a plastic NSW Competency card and you can also download a digital version through the Service NSW app.