

Approved Training Programs

Advice to Training Providers Seeking Authorisation of Responsible Provision of Gambling Services Courses

As part¹ of the *Gambling and Racing Control (Code of Practice) Regulation 2002* (Code of Practice), licensees² are required to ensure that employees involved in the provision of gambling services and people who supervise staff involved in the provision of gambling services successfully complete an approved training program every three years. This course is generally referred to as a Responsible Service of Gambling (RSG) or Responsible Conduct of Gambling course.

Licensees are also required to appoint a Gambling Contact Officer³ (GCO) who must also successfully complete an approved training program every three years. This course is generally referred to as a Gambling Contact Officers (GCO) course.

The Commission may approve a training program if satisfied that the content is relevant, sufficiently comprehensive, accurate and up-to-date⁴. An approval may be revoked where the program is found not to meet these requirements.

An organisation seeking to have an RSG course or a GCO course approved must submit:

1. A completed application form (available on the Commission's website at www.gamblingandracing.act.gov.au);
2. a copy of the course content and material (such as handouts);
3. a copy of any assessment documents and procedures such as a training booklets or tests;
4. a copy of the proposed evidence of successful completion of the course to be provided to course participants;
5. evidence that the course will be delivered by someone with the appropriate level of experience and qualifications; and
6. details of how the training provider assesses the effectiveness of the course, including samples of any questionnaire that may be provided to course participants.

A copy of the Code of Practice can be found at: <http://www.legislation.act.gov.au/sl/2002-28/default.asp>.

¹ Schedule 1, Division 1.2.1

² Defined in section 5

³ Schedule 1, Section 1.9

⁴ Section 9

Course Content

Responsible Service of Gambling Course

RSG course content should be consistent with the standard for an RSG course accredited under the Australian Quality Training Framework – currently '[SITHGAM201 - Provide responsible gambling services](#)'. In addition, the course must:

1. provide appropriate contextual background information on gambling and problem gambling;
2. provide all relevant information about the legislative requirements of the Code of Practice specific to the ACT;
3. provide relevant information about other gambling legislation targeted to the audience of the course (eg *Gaming Machine Act 2004* if the course is directed to gaming machine licensee employees);
4. be regularly updated to ensure that the above requirements continue to be satisfactorily met; and
5. be targeted to the type of audience undertaking the course.

Gambling Contact Officer Course

A GCO course should include and build on the information contained in an RSG course (see above). In addition, the course must also:

1. detail the role of a GCO under the Code of Practice including:
 - who can be a GCO;
 - eligibility requirements for a GCO;
 - functions and responsibilities of a GCO;
 - role in terms of advice (eg to licensee), reports (eg record keeping) and liaising (eg with patrons and staff);
2. detail exclusion of problem gamblers under the Code of Practice;
 - when, who and how;
 - self exclusion (Deed of Exclusion);
 - licensee initiated exclusion (Notice of Exclusion);
 - revocation of a Deed of Exclusion;
 - ACT online exclusion database; and
 - licensee's exclusion procedures including interviews, provision of information, passing information to other licensees, processing exclusion applications received from other licensees;
3. detail how to approach and deal with problem gamblers including strategies for dealing with difficult patrons or unwelcome approaches.

A training program will only be approved by the Commission where the content provides full coverage of the legislative requirements of the Code of Practice. The specific content may differ depending on the type of audience intended to receive training, given that not all aspects of the Code of Practice apply to all types of gambling.

The following information must be included in course material:

- mandatory nature of the Code of Practice for licensees in the ACT;
- the consequences of non compliance with the Code of Practice for the employee, the employer (the licensee) and the problem gambler;
- who is required to undertake the course;
- how often the course must be undertaken;
- the legislative obligations of the students;
- the legislative obligations of licensees, the employers of the students;
- reference to the legislative definition of '*problem gambling*' and signs of problem gambling;
- the requirement for the licensee to have exclusion procedures in place (a reference source for students);
- the correct way to treat a potential problem gambler;
- the payment of winnings;
- provision of translation services; and
- advertising and promotions.

Accurate information on the following must be included in course material:

- exclusions, as prescribed in the legislation;
- references to legislation;
- statistical data;
- gambling mechanisms;
- who can be excluded from gambling (ie disabled or intellectually disabled persons should not automatically be excluded from gambling);
- references to counselling services; and
- references to the requirements of and services offered in other jurisdictions.

Approved Training Program Facilitator

Evidence should be provided that the program will be delivered by someone with the appropriate level of experience and qualifications.

Assessment Documentation

The proposed training provider must have a suitable method of assessing that the student has obtained a fundamental grasp of the course content. Copies of assessment documentation must include details of appropriate responses that the training provider would expect from a student.

If the course is to be conducted online the provider must submit evidence that they can identify the person undertaking the course and ensure that they have an effective way of determining if the student is fully competent.

Measuring the Effectiveness of the Course

As part of its regulatory responsibilities, the Commission is required to ensure that approved training courses are effective. Training providers must provide details of how they will assess the effectiveness of the course, including samples of any questionnaire that may be provided to course participants.

To this end, each provider must supply the Commission with a report summarising the feedback received from its RSG or GCO once the approval for the training program has been in place for one year. The report must analyse the feedback provided by students and assess the effectiveness of the training.

The Commission may discuss this report with you and request changes to your course content or method of conducting the course to increase its effectiveness.

Certification on Course Completion

The certificate provided to a student on successful completion of the course must include the:

1. name of the student;
2. name of the course;
3. date of successful completion of the course; and
4. name of the training provider.

Additional Information

For further information please contact the ACT Gambling and Racing Commission.

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