



CATAPULT

SITHGAM001

Provide responsible gambling services

Table of Contents (Extract)

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<https://catapultlearning.com.au/product/SITHGAM001/>

Trainer/assessor guide

SITHGAM001

Provide responsible gambling services

Welcome to this unit of study

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.

It may be undertaken as:

- » part of a formal qualification nationally recognised through the Australian Qualifications Framework (AQF)
- » a stand alone unit
- » part of a formal skill set

Contents

About this trainer/assessor guide	4
Learning resource.....	5
Topic 1: Implement responsible gambling practices.	5
Gambling service procedures	5
Legislation and policy	11
Maintaining records	15
Responsible gambling environments.....	17
Check your understanding	21
Topic 2: Provide information and assistance to customers about problem gambling.	23
Information.....	23
Self-exclusion	25
Displaying signage and information.....	28
Support services	30
Check your understanding	31
References.....	33
Assessment workbook.....	35
Unit information	37
What is competency-based assessment?.....	38
How will my competency be assessed?.....	39
Assessment agreement.....	40
Foundation skills checklist.....	41
Skills recognition.....	42
Topic 1: Implement responsible gambling practices	43
Topic 2: Provide information and assistance to customers about problem gambling	44
Knowledge questions	45
Topic 1: Implement responsible gambling practices	47
Topic 2: Provide information and assistance to customers about problem gambling	53
Topic 3: Specific knowledge evidence.....	60
Performance tasks.....	61
Third party evidence collection agreement	62
Topic 1: Implement responsible gambling practices	63
Topic 2: Provide information and assistance to customers about problem gambling	64
Completion record.....	66
Unit mapping and assessment checklist	67
Trainer/ assessor user instructions.....	71

About this trainer/assessor guide

Learning resource

The learning resource is divided into the following topics:

- » Implement responsible gambling practices
- » Provide information and assistance to customers about problem gambling

Each topic provides information to help you gain the skills and knowledge required to perform the work tasks to which they refer. Read the information and practise the skills described. You should also take the opportunity to undertake additional independent research. Your trainer/assessor may also provide supplementary information including interpretation of the contents of this resource.

At the end of each topic is:

- » a set of true or false questions
- » a set of multiple choice questions

These questions provide an opportunity to check your understanding and progress. They are self-marking and do not form part of the assessment for the unit.

Assessment workbook

To have this unit recognised as a formal qualification you need to have your skills and knowledge assessed. The assessment workbook provides:

- » information on competency-based assessment
- » instructions on how you will be assessed
- » assessment tools to assess your competence
- » instructions on how to complete the assessment tasks within each assessment tool

To be assessed as competent you need to provide evidence that you have the skills and knowledge to undertake the requirements of this unit. This assessment of competency is made by a qualified trainer/assessor from a registered training organisation. You must complete all the assessments as directed by your trainer/assessor to the required standard. It is not necessary to work through the guide in the order in which it is written. However this is at the discretion of your trainer/assessor.

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