

SITHGAM022 PROVIDE RESPONSIBLE GAMBLING SERVICES



OCTEC LIMITED
**TRAINING
SERVICES**

RTO Number 90142

About the course:

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.

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.

Candidates who successfully complete the course will receive the unit of competency SITHGAM022 – Provide responsible gambling services.

Who should complete RCG Training

- licensees with a full hotel licence
- secretaries of a registered club
- staff with gaming machine duties
- staff who pay out winnings
- staff who patrol or serve in a gaming machine area
- Responsible Gambling Officers (RGOs)
- Any person planning to enrol in Advanced Responsible Conduct of Gambling (ARCG) training



NATIONALLY RECOGNISED
TRAINING

1800 045 370
www.octec.org.au
training@octec.org.au

RCG Competency Cards

Interim certificates

On passing the RCG assessment, you will be emailed the RCG interim certificate. The interim certificate is valid for 90 days and allows you to work with gaming machines immediately.

Competency cards

If you do not have an existing NSW competency card, you will need to attend a Service NSW centre and complete the 100-point identification check to obtain one. You will then be issued a new competency card that will display the RCG endorsement. If you have an existing NSW competency card, your RCG endorsement will automatically be added to both the physical and digital versions of your card on successful completion of the course, as long as ServiceNSW has a photo and signature on file. The cost of the updated competency card is covered in the fee paid on course completion.

Your card will be sent to your nominated address via post. Please allow up to one month for delivery.

RCG Online Assessment

You must complete and pass the RCG online assessment to receive the RCG endorsement on your NSW competency card. On completion of the RCG course, you will receive an email or SMS notification containing a link to the RCG online assessment.

The assessment contains 25 questions and takes approximately 20 minutes to complete. You need to score 100% to pass and have unlimited attempts at successfully answering each question.

We recommend that you complete the whole assessment in one sitting, and within one week of completing the RCG course. On passing the assessment, you will be emailed the RCG interim certificate. The interim certificate is valid for 90 days and allows you to work immediately.

Entry Requirements:

Whilst there are no prerequisite for this accredited unit any student that is enrolling into this unit must be over the age of 18 years of age.

How long will my training program run:

Each program will go for 2 days: 9.30am to 3.30pm.

Delivery Modes:

Classroom Training, Work Based Training. All programs include self-directed learning.

Eligibility for Training:

- Students may need to complete Language, Literacy and Numeracy (LLN) and achieve appropriate ACSF LLN level
- Able to provide a Unique Student Identifier (USI)
- Evidence of Citizenship, Australian Permanent Residency, Humanitarian Visa holder or NZ Citizen
- Be over the age of 18 years of age

Student Fees: \$250

Additional information

This flyer provides basic information about this program. For full details of this program, and the service that OCTEC Training Services provide, please refer to our Learner Handbook.

Students must review the Learner Handbook before enrolling into this program.

For further details and information, please contact OCTEC Training Services.



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