

# Responsible Service of Gambling (RSG/RCG)

Units of competency from SIT20322 Certificate II in Hospitality

## Course Information

In this course, you will learn the skills and knowledge required to provide responsible gambling services, and to assist those customers who may be at risk of or are already experiencing harm from 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.

## Course Requirements



### Enrolment

- Enrolment form
- USI Transcript
- ID
- LLNDE



### Assessment

Assessment event must be completed satisfactorily for you to be deemed competent in each unit.

Assessments for this course will include written questions, multiple-choice and short-answer questions and roleplays.



### Dress Code

- Enclosed shoes with non-slip soles
- Clothing such as long pants, or knee length skirt or shorts, polo shirt or T-shirt



### Pre-Requisite

- ESL students must have a completed level 2 english to enrol into this course

## Course Details

### Course

- Course Dates: Please see Course Guide
- Duration: 1 Day
- Time: 9am – 4:30pm
- Location: Coffs Coast Community College
- Price: \$195\*

For eligible students \*This training is subsidised by the NSW Government

### Unit Codes

- SITHGAM022 Provide responsible gambling services

**As part of your course you will receive an online link from Liquor and gaming to complete after the course**

### Licensing / Regulatory Requirements

- The unit also relates to satisfying the requirements for providing responsible gambling services under state and territory legislation. The terms used to describe this vary across state and territory regulatory bodies and can include Responsible Conduct of Gambling (RCG), Responsible Service of Gaming, or Responsible Service of Gambling (RSG).
- Under differing state and territory legislation this is a required certification unit for certain nominated personnel operating in licensed gambling premises



NATIONALLY RECOGNISED  
TRAINING

## Contact Us

Contact our friendly team for more information or to enrol  
Coffs Coast Community College [reception@coffscollege.nsw.edu.au](mailto:reception@coffscollege.nsw.edu.au)  
or 6652 5378 | ABN: 21 004 738 403 | RTO 90834

# Provide Responsible Gambling Services

## What to expect

- An industry-current trainer will guide you through gambling laws, harm minimisation strategies, and how to identify and respond to problem gambling. The classroom experience includes interactive discussions, real-life case studies, and role-playing scenarios to prepare you for responsible service in gaming venues. You will also take a short stroll to a local pub to observe the gaming area, signage, and real-world compliance practices in action.

## Access Student Support

- The Student Support Officer is located next to reception in the Coffs Harbour office.
- Support may include: Enrolment support, Emotional Support, Learning Support and Assessment support.
- You may also bring your own support to your course
- for complex support need please contact the college on 6652 5378 to discuss options.

## Feedback, Complaints & Appeals

- The College welcomes feedback from students as part of its commitment to providing quality service. We strive to respond to all student complaints, enquiries, and problems promptly and courteously. If you have a complaint or problem regarding your course, please speak initially with your trainer. If this is not appropriate or the problem remains unresolved, please put your complaint in writing and forward it to the College. Receipt will be acknowledged in writing to [manager@coffscollege.nsw.edu.au](mailto:manager@coffscollege.nsw.edu.au)

## Foundation Skills

Students must be able to use below foundation skills to participate in this training.

### Reading skills to:

- read and interpret at times complex information relating to:
  - industry or regulatory codes of conduct relating to responsible gambling
  - in-house policies and procedures relating to responsible gambling
  - plain English regulatory and advisory information issued by local, state and territory gambling licensing authorities.

### Oral communication skills to:

- deal courteously and discreetly with customers at risk of harm from gambling or requesting self-exclusion, using non-confrontational language.

### Problem-solving skills to:

- apply appropriate solutions within scope of responsibility, or seek assistance from appropriate colleagues.

### Technology skills to:

- use a computer and appropriate software to record gambling-related incidents and staff actions.

[liquorandgaming.nsw.gov.au](http://liquorandgaming.nsw.gov.au)



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