

Basic Gaming Training

Current units



Unit List

SITHGAM001 - Provide responsible gambling services

SITHGAM002 - Attend gaming machines

Overview

This is a course of training which is recognised as **basic training** under section 10B (1) (b) (i) of the Gaming Machines Act 1992 and meets the requirements of the Independent Gambling Authority (IGA).

The existing accredited courses 'Provide Responsible Gambling Services' and 'Attend Gaming Machines', the recognised course 'Advanced Problem Gambling Intervention Training' (APGIT) and training conducted in accordance with clause 10 of the former Responsible Gambling Code of Practice will be replaced by two new consolidated levels of training to be known as Basic Training to be completed by gaming employees and gaming managers and Advanced Training to be completed by gaming managers.

New gaming employees must complete Basic Gaming Training within 3 months of commencing employment

SITHGAM001

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.

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).

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Those developing training to support this unit must consult the relevant state and territory gaming licensing authority to determine accreditation arrangements for courses, trainers and assessors.

Under differing state and territory legislation this is a required certification unit for certain nominated personnel operating in licensed gambling premises.

The requirement to ensure compliance with organisational policies, legal obligations and codes of practice for gambling venues is not covered by this unit but may be found in SITHGAM014 Manage gaming activities.

SITHGAM002

This unit describes the performance outcomes, skills and knowledge required to maintain gaming machines, make payouts on them, check security of gaming areas, and provide advice on games offered by the organisation.

The unit applies to gaming venues, and to gaming attendants who work under general supervision within established procedures. It applies to all electronic data transfer (EDT) and data retrieval and promotion systems, and to player tracking and government monitoring systems.

In many states and territories, legislation stipulates that all gaming workers must receive training in the responsible conduct of gambling. This content is addressed in SITHGAM001 Provide responsible gambling services.

Entry Requirements

There are no specific academic entry requirements for this skillset.

Applicants for this skillset are expected to:

- Have a demonstrated capacity in learning, reading, writing, oracy and numeracy competencies to Level 2 of the Australian Core Skills Framework (ACSF). See [Australian Core Skills Framework](#).

The above requirements could be demonstrated by applicants in a variety of ways such as:

- Having completed secondary school to year 10;
- Verified references from an employer indicating that the applicant has demonstrated the above requirements in their workplace;
- Via an interview process that assesses the applicant's skills.

Work Placement Requirements

No work placement required during training however it is recommended that students are gaming employees

Licensing Requirements

Not required

Other Course Requirements

Students must be over 18 years of age

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Course Length

Course length is 2 days

Course Locations

Whyalla, Port Lincoln, Adelaide

Delivery Modes Available

Full-time attendance at a group delivery in a venue conducted by a facilitator

Course Fees

Total course cost \$300.00

Questions

If you have any questions regarding this course or would like to enrol, please contact us on:

Phone: 1300 885 697

Email: trainingpartnerships@ceg.net.au