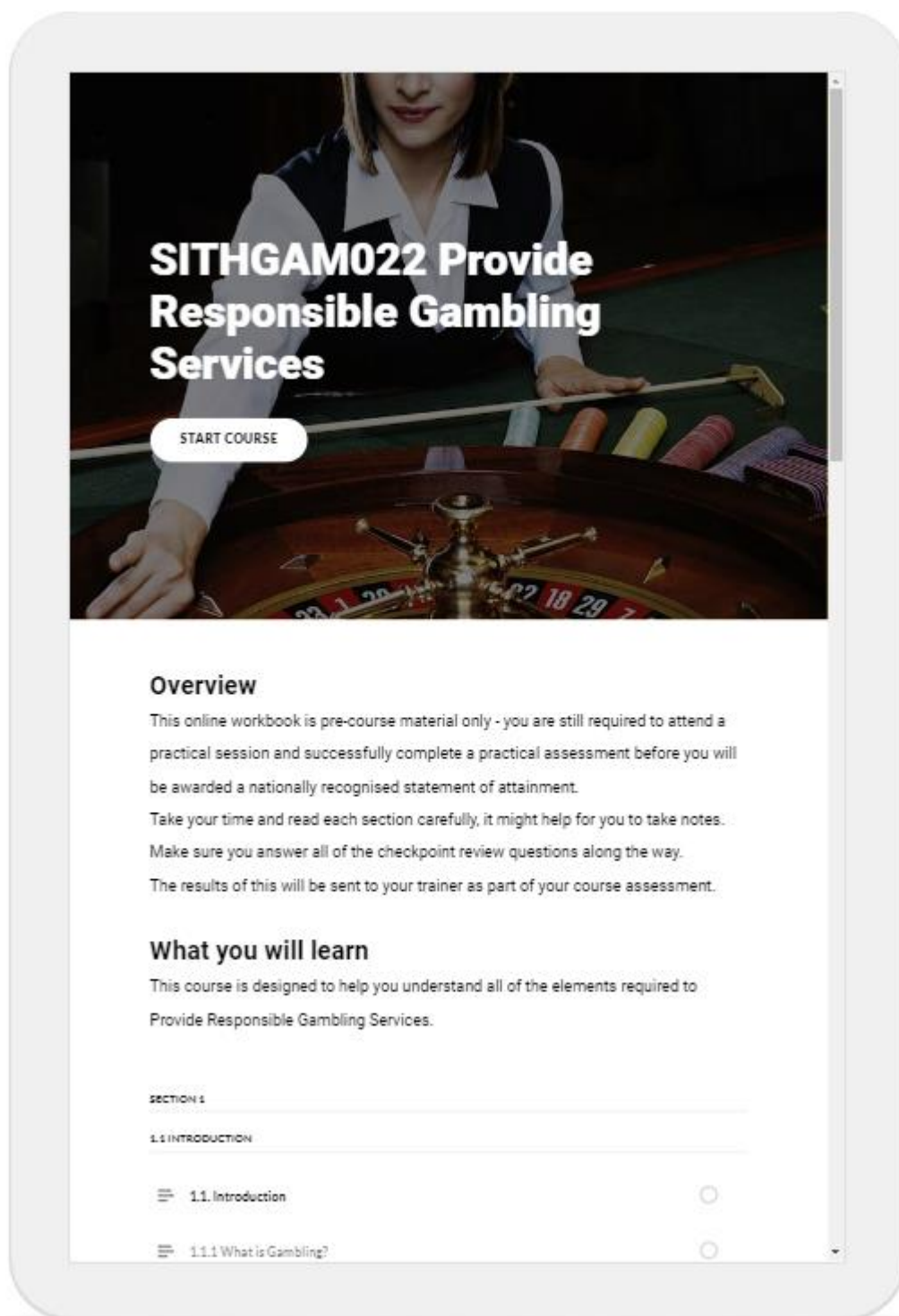


SITHGAM022 Provide Responsible Gambling Services



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[START COURSE](#)

Overview

This online workbook is pre-course material only - you are still required to attend a practical session and successfully complete a practical assessment before you will be awarded a nationally recognised statement of attainment.

Take your time and read each section carefully, it might help for you to take notes.

Make sure you answer all of the checkpoint review questions along the way.

The results of this will be sent to your trainer as part of your course assessment.

What you will learn

This course is designed to help you understand all of the elements required to Provide Responsible Gambling Services.

SECTION 1

1.1 INTRODUCTION

- 1.1. Introduction
- 1.1.1 What is Gambling?



1.1. Introduction

These materials are based on the national unit of competency **SITHGAM022 Provide Responsible Gambling Services.**

You will learn about:

- Implementing responsible gambling practices.
- Providing information and assistance to customers about problem gambling.





Lesson 3 of 37

1.1.2 Gambling Service Personnel

If you are employed within the gambling industry, the completion of the Responsible Service of Gambling (RSG) certificate is a legal requirement.

The following table outlines the training requirements by state/territory:

Western Australia	+
Northern Territory	+
South Australia	+
Queensland	+
New South Wales	+
Australian Capital Territory	+
Victoria	+
Tasmania	+

The image shows a mobile application interface for a quiz. At the top left, there is a hamburger menu icon. Below it, the text "Question" is displayed in a small font, followed by "01/02" in a larger, bold, orange font. The main question text reads: "Section 1: Question 1 – Choose three (3) groups of people that Responsible Service of Gambling requirements apply to." Below the question, there is a list of five options, each with an unchecked checkbox to its left. The options are: "Gambling supervisors and gambling managers.", "Licensees.", "Customers and diners.", "Volunteers and cleaners.", and "Frontline operational gambling personnel." At the bottom center of the question area, there is a grey rounded rectangular button with the word "SUBMIT" in white capital letters.

Question

03/05

Section 1: Question 5 – What should you do when dealing with a customer dispute or complaint?

- Have a staff member call the police to deal with the customer.
- Address the customer directly and then log the issue on the appropriate system.
- Refer the matter to the appropriate regulatory body.
- Refer the matter to the Responsible Gambling Person, your supervisor or manager or security staff.

SUBMIT