

Allies Security Services (RTO 91298)

SITHGAM001 Provide responsible gambling services

This course teaches you the skills and knowledge required for staff that are working or seeking employment in gambling areas of licensed premises including hotels and clubs. It provides the skills and knowledge required to identify the impact of problem gambling on the community and how to deal with the problems associated with excessive gambling.

You will learn how to minimise harm from gambling using discretion, judgement and teamwork. Focus is placed on developing a positive attitude to the responsible conduct of gambling in the hospitality industry.

Entry Requirements:

There are no formal educational requirements for this course. The NSW Liquor and Gaming regulations require students to be 18 years of age or older in order to gain employment that involves the service of alcohol and gaming operations.

Upon successful completion of the training and assessment, you will be awarded a Statement of Attainment indicating competency in SITHGAM001 - Provide responsible gambling services and an interim Certificate from Liquor and Gaming NSW.

The participant will need to take their interim certificate, appropriate identification and have their photograph taken at a Service NSW outlet. The "Photo Competency Card" will replace all paper based RSA and RCG certificates. The participants are able to work with the interim certificate for a period of 90 days, which is intended to be sufficient time for the Photo Competency Card to arrive. The Photo Competency card is valid for five years.

Course duration: This training program involves a combination of 6.5 hours (including breaks) in a classroom environment at the Allies Security Services Training Centre, and 5 hours of self-study prior to the course based on multiple choice questions.

However, if you are not familiar with any of the course concepts or content, you may require more time to absorb all the required material. If you believe that if you have any language literacy concerns, or are not familiar the gaming environment please contact us so we can send you the learning material prior to the course.

To be eligible to enrol in this training program, participants must be able to read and write English to a sufficient standard to work with the supplied texts. Students will be required to complete a Language, Literacy and Numeracy assessment prior to course commencement. Should you need support or assistance beyond our skills we will refer you to a suitable organisation to assist you further.

Further information:

Our Refund Policy is detailed in our Student Handbook. Requests for refund should be addressed to Allies Security Services Office. Our Student Handbook details our policies and procedures relating to students, including our complaints and appeals procedures, our access and equity policy, issuance of qualifications and statements of attainment, and information regarding our facilities.

Note: Please check our “special offer tab” on our website www.alliessecurity.edu.au for pricing.

CONTACT US if you require any further clarifications, please do not hesitate to contact Allies Security Services on (02) 9557 7466, via email: accounts@alliessecurity.edu.au or visit our Training Centre, located at Level 1, 34C Fitzroy Street, Marrickville NSW 2204.