

# Introduction

Welcome to  
Queensland Hotels Association (QHA)  
Provide Responsible Gambling Services  
Training Program  
SITHGAM006A

[Click here to get started.](#)

# Introduction

*Please Note:*

If you require auditory assistance to complete  
this lesson:

Left Click ONCE on each area of writing on the  
screen to hear the text read aloud, or use the  
following symbol (found on 'links' pages).



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# Introduction

## MESSAGE FROM THE CHIEF EXECUTIVE

Welcome to the QHA's Responsible Service of Gaming (RSG) online training site.

Australia has a strong gambling culture, with more than 70% of Australians having some form of wager or bet in any given year. In the licensed industry, around one quarter of hotel revenue is related to gambling activities, whilst this figure is about 60% in the licensed club industry. Gambling also supports many jobs, and contributes to State taxes.

For most of us, having a bet on a horse or a 'flutter' on the pokies is a form of recreation and entertainment for which we are happy to pay a cost. We set ourselves a win or lose target and quit when that target has been reached.



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## MESSAGE FROM THE CHIEF EXECUTIVE (Continued)

However, just like eating, drinking, speeding or many other forms of human activity, when it comes to gambling, some people overdo it, and become known as problem gamblers. These are gamblers who don't know when to quit, and for whom gambling has adverse consequences, such as losing more than they can afford, or gambling more to try to win back losses. Research shows that less than 1% of adult Australians are problem gamblers.

That is why the gambling industry, including poker machines, TAB wagering, and Keno play in hotels and clubs, is tightly controlled, and guided by a Responsible Gambling Code of Practice, as well as many Government rules and regulations.

Within the hotel and wider gambling industry, the responsible service of gambling (RSG) is an important element in promoting and improving a responsible gambling culture. It informs trainees about the nature and signs of problem gambling, and options for assisting those who might need or request assistance.

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# Introduction

## MESSAGE FROM THE CHIEF EXECUTIVE (Continued)

This online RSG Course also gives you the basic knowledge and tools to enable you to meet your legal obligations whilst working in part of the gambling industry.

Thank you for taking the course, and for your interest in Queensland's hotel and hospitality industries.

Sincerely,

Justin O'Connor  
Chief Executive  
Queensland Hotels Association

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## Program Overview

This Provide Responsible Gambling Services Training Program (commonly referred to in Queensland as RSG) meets the mandatory training requirements of the *Gambling and Other Legislation Amendment Bill 2009 - Amendment of the Gaming Machine Act 1991*.

The Queensland Office of Liquor and Gaming Regulation (OLGR) has licensed Registered Training Organisations (RTO) throughout Queensland and other States to deliver the OLGR approved RSG training program.

The Queensland Hotels Association (QHA) is a licensed RTO to deliver RSG training in both a face-to-face and online capacity.



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## Program Overview (Continued)

RSG is an element of competency (SITHGAM006A) from the nationally endorsed Tourism, Hospitality and Events Training Package SIT07.

An RTO that is registered with the appropriate scope can deliver RGS under the Australian Quality Training Framework (AQTF).

However, to meet the Queensland Office of Liquor and Gaming Regulation's (OLGR) mandatory RSG training requirement, only RSG certificates issued by an OLGR approved RTO will be accepted in Queensland.

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## Background

- This RSG is nationally endorsed through the SIT07 training package as an element of competency for SITHGAM006A Provide Responsible Gambling Services.
- RSG statements of attainment issued from RTOs that are not contracted by the State Government (QLD) will not be recognised by the department as meeting the new requirement following the *Gaming Machine Act 1991* amendments.

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## Learning Process

The program focuses on content that will ensure the required performance criteria of the new SIT07 training package is met, including these elements of competency:

- Provide responsible service of gambling
- Provide information and assistance to customers about problem gambling

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## 1. Provide Responsible Service of Gambling

Performance Criteria:

- 1.1 Follow **responsible gambling service procedures** according to relevant **state and territory legislation and industry and enterprise policy**, or codes of conduct.
- 1.2 Communicate with appropriate personnel on gambling-related incidents or situations and compliance with legislation and industry and enterprise policy.
- 1.3 Maintain accurate records of **gambling-related incidents** and associated staff action, according to industry and enterprise policy and procedures.
- 1.4 Ensure **gambling environmental features** support responsible gambling policies.

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## 2. Provide Information and Assistance to Customers About Problem Gambling

Performance Criteria:

- 2.1 Provide accurate and appropriate **information** on **problem gambling** to customers on request.
- 2.2 Follow **procedures** for **self-exclusion and exclusion** requests according to legislation, industry and enterprise policy and confidentiality and privacy requirements.
- 2.3 Display **signage and information** related to responsible gambling in appropriate places visible to players, according to industry, enterprise and legislative requirements.
- 2.4 Provide information on available support services according to confidentiality and privacy requirements, and industry, enterprise and legislative requirements.

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Visit the NTIS website for the full course description:

[www.ntis.gov.au](http://www.ntis.gov.au)



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## INSTRUCTIONS FOR COMPLETING THIS COURSE

This course consists of:

- 4 Lessons
- 4 RSG Question Sets (Assessment)

You will have up to 4 weeks to complete your course, and you may complete as much or as little as you like in each online session during that time.

NOTE: If you start an assessment, it *must* be completed during that online session, otherwise a 'fail' will be recorded for the test.

- QHA recommends you download each lesson (PDFs), for you to refer to the lesson information during assessments.
- Some lessons contain exercises for you to do, to help you remember information for your assessment. These exercises are not graded.
- You can access a voice-over audio option to read aloud text in this course by left clicking on the text on the screen.

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## ASSESSMENT

- Each question set will relate to one or more lessons, you will need to complete the relevant lessons before undertaking the related assessment.
- Each question set consists of a set of multiple choice questions, and requires a 100% passmark - you will have up to 3 attempts to pass each assessment.
- Note: Once you start an assessment question set, you *MUST* complete it - do not attempt to exit it without completion, you will be marked with a 'fail' for that attempt.
- If you do not pass on your third attempt, you will be 'locked out' of your assessment, and must contact the QHA as directed, for assistance with your course.
- More instructions are provided on the front page of each assessment question set.

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## COURSE CERTIFICATE

Upon successful completion of this course, you may immediately access a 'Letter of Course Completion' by clicking on the 'Certificate' button on the QHA Online Training Centre screen.

This Letter may be used to provide proof to an employer that your course has been undertaken, but does NOT supercede or replace the QHA Approved RSG Certificate.

A QHA Approved RSG Certificate will be forwarded to you by mail within 10 working days of completing your course, provided you have:

- Provided your mailing address details
- Your course has been paid
- There are no grounds for suspicion of illegal activity in the completion of this course (eg cheating, or completion by a person other than the registered student).

Note: If your course has been paid for by an employer, and delivery instructions for certificates have been received from the employer, these instructions will be carried out.

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## GETTING HELP WITH YOUR RSG COURSE

Contact the QHA via the following methods:

### Phone (During Business Hours):

07 3221 6999 - ask for RSG Online Course Help

### Phone (After Business Hours):

07 3221 6999 - Leave a message on our answering machine, ensure you note your enquiry is for: RSG ONLINE HELP - either for course help or technical help, your name and phone number. We will return your call during business hours.

### Technical Support:

If you have a technical issue with your course, please contact:

Phone (During Business Hours):

07 3221 6999 - ask for RSG Online Tech Help

or Email: [techsupport@qhatraining.org.au](mailto:techsupport@qhatraining.org.au)



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## PRIVACY OF YOUR DATA

The QHA respects the privacy of our trainees and treats all personal information in accordance with the requirements of the Privacy Act 1988 (Commonwealth).

Please refer to the QHA Privacy Policy, available by clicking on the following link:

- **PRIVACY POLICY**

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## TERMS AND CONDITIONS

Please refer to the QHA Online Training Centre - Online Course Policy, available by clicking on the following link:

- **ONLINE COURSE POLICY**

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## Important Information / Documents / Other Links

- **Introduction - Lesson Download Link**  
- Remember to download and/or print this lesson before attempting your assessment.
- **Office of Liquor and Gaming Regulation - [www.olgr.qld.gov.au](http://www.olgr.qld.gov.au)**
- **NTIS - [www.ntis.gov.au](http://www.ntis.gov.au)**

Close Lesson



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