

RESPONSIBLE CONDUCT OF GAMBLING REGISTER

It is a condition of every special employee licence that the individual must undertake a Responsible Conduct of Gambling course approved by the Tasmanian Liquor and Gaming Commission within three months of being licensed. In addition, non licensed totalisator employees are required to undertake the Responsible Conduct of Gambling training course.

Gambling Operators must ensure that employees are appropriately trained in the responsible conduct of gambling. The Commission has determined that training must be provided by a Registered Training Organisation and must deliver the relevant national competency. In addition, to maintain the competency, every special employee will be required to retrain every five years.

As part of a range of harm minimisation measures, including the Responsible Gambling Mandatory Code of Practice for Tasmania, the Tasmanian Government directed that the Responsible Conduct of Gambling course be enhanced with a specific focus on identification of people who may have gambling problems. This enhanced course has been delivered from 1 March 2012.

At least one person who has completed the enhanced Responsible Conduct of Gambling training course must be on duty at all times in each area where gaming machines operate.

How to use the RCG Register

An RCG Register must be maintained by the Gambling Operator and include the details of all totalisator employees or special employee licence holders employed by the Gambling Operator. A copy of each employee's most current RCG certificate is to be kept by the operator.

The Register and certificates must be kept together, with the certificates kept in alphabetical order. Both the Register and certificates are to be available to Liquor and Gaming Inspectors at any time.

RCG Register Instructions

The first four columns of the Register are to be completed by the Gambling Operator for any person who serves gambling products:

Name	This is for the person's surname and given name.
Licence No	This is the person's special employee licence number issued by the Commission.
Course Provider	This is the Registered Training Organisation with whom the person completed their RCG course.

The next column is only to be completed if a person has undertaken an RCG course prior to 1 March 2012.

Date Qualification issued This is the date the person completed their RCG course prior to 1 March 2012.

The next two columns are for Liquor and Gaming Inspectors use only.

The next two columns refer to the **enhanced Responsible Conduct of Gambling training course**.

Date Enhanced Course This is the date the special employee completed the enhanced Responsible Conduct of Gambling training ie training undertaken after 1 March 2012.

The final two columns are for Liquor and Gaming Inspectors use only.

Any new special employees or totalisator employees are to be added to the Register on commencement of employment. Should you require further RCG Registers, they can be downloaded from the Liquor and Gaming website at www.gaming.tas.gov.au. All pages of your Register should have a page number added to the lower right corner. All pages of the Register are to be kept together.

How will the RCG Register be used?

Liquor and Gaming Inspectors will check the Register from time to time to ensure that the Register has been completed correctly.

Inspectors will also check that one person is on duty at all times in each area where gaming machines operate who has completed the enhanced Responsible Conduct of Gambling training course.

For further information contact the Liquor and Gaming Branch.

Phone: (03) 6166 4040 (Hobart) or (03) 6777 2777 (Launceston)

Email: licensing@treasury.tas.gov.au **Web:** www.liquorlicensing.tas.gov.au

APPROVED COURSE REGISTER FOR RESPONSIBLE CONDUCT OF GAMBLING

Gambling Operators must ensure that employees are appropriately trained in the responsible conduct of gambling.

All totalisator employees or special employees employed by a Gambling Operator must be recorded on this Register and a copy of their RCG certification is to be kept with this Register.



Name		Licence No	Course Provider	Date Qualification Issued (Pre 1 March 2012)	LAGB Inspector	Date Inspected	Date Enhanced Course (Post 1 March 2012)	LAGB Inspector	Date Inspected
SURNAME	GIVEN NAME				OFFICIAL USE ONLY			OFFICIAL USE ONLY	

It is important for a Gambling Operator to update the Register when employees who are enrolled in an RCG course, complete a course.
 This Register and RCG certificates are to be made available to Liquor and Gaming Inspectors upon request.