

# Responsible Conduct of Gambling Training

Gambling licence holders must ensure that employees who interact with patrons participating in gambling undertake an approved Responsible Conduct of Gambling course within 90 days of commencing employment. They are then required to undertake a course within five years of the date of their most recent qualification to maintain RCG competency.

The Tasmanian Liquor and Gaming Commission must approve the RCG course that is to be undertaken by Tasmanian residents. If an employee undertakes a course that has not been approved, the resulting qualification will not be accepted and the prescribed licence holder could be in breach of the conditions of their licence.

The approved course must be delivered by a Registered Training Organisation, must deliver the national competency [SITHGAM022](#) *Provide responsible gambling services* and must contain Tasmanian content. The Commission provides the Responsible Conduct of Gambling workbook as a tool for trainers to support the development and delivery of an approved course. This workbook can be accessed through the Liquor and Gaming website located at: [Training Organisations | Treasury and Finance Tasmania](#).

Once the course is approved by the Commission, the RTO has permission to print the workbook for the purposes of delivering RCG in accordance with the national competency.

## **Process for applying to deliver a Responsible Conduct of Gambling course**

The steps required to gain approval to deliver an approved RCG course are as follows:

1. Use the RCG workbook to ensure that there is sufficient and accurate Tasmanian content included in your RCG course.
2. For your application to be assessed, email the Liquor and Gaming Branch with the following information to [gaming@treasury.tas.gov.au](mailto:gaming@treasury.tas.gov.au):
  - a) the course content and assessment details. If the course is provided online you will also need to provide logon details to enable an LAGB member to test the online course content and assessment; and
  - b) RTO name, RTO number, contact telephone number, website address (for advertising your course on our website once approval is granted) and the best contact email for LAGB to contact the RTO.

You can expect feedback on the assessment of your course documentation within 20 working days. You can call the Branch on (03) 6166 4040 if you require any further information.

Liquor and Gaming Branch contact details:

Telephone: (03) 6166 4040

Email: [gaming@treasury.tas.gov.au](mailto:gaming@treasury.tas.gov.au) Web: [www.gaming.tas.gov.au](http://www.gaming.tas.gov.au)