

Course Brochure – SITHGAM001 - Provide responsible gambling services

BarMax Australia and 1-AAA Barmax are trading names for the registered Training Organisation 1-AAA Barmax Pty Ltd (Provider Code 41242).

The course listed below is a single unit of competency course.

Unit of Competency	SITHGAM022 - Provide responsible gambling services <i>This unit describes the performance outcomes, skills and knowledge required to provide responsible gambling services, and information to customers who require assistance with their problem gambling</i>
Mode of delivery of training and assessment	Virtual Classroom

The Course Brochure is the primary means of informing prospective students about the services to be provided in relation to a specific course. This brochure is available in a downloadable PDF for the student to print and review.

This should be read together with our Student Handbook, which provides more detailed information on our policies and procedures and how they affect you as a student of BarMax for all courses.

We encourage you to read the Student Handbook and the Course Brochure prior to registration/enrolment. Both documents are available on our website www.barmax.com.au (see 'downloads').

Expected duration of the course

This course is delivered in a minimum 7.5 hours.

The entry requirements or pre-requisites

There are no academic pre-requisites for this course.

Desktop computer/Laptop with Webcam essential (See below for minimum hardware requirements)

On enrolment the student must provide an electronic copy of their face (passport quality) for their student profile in our Learning Management System (LMS) to identify the student and is visible to the trainer and admin in all communications with the student.

You are required to provide an electronic copy of your Valid Photo ID comprising either:

- a current NSW motor vehicle driver or rider's licence or permit, or a licence or permit issued by another state or territory or under the law of another country.
- a current NSW Photo Card.
- a current proof of age card issued by a public authority of the Commonwealth or of another state or territory; or
- a valid and current Australian or foreign passport.

Pre-Course Homework

For your course, there is a 2-stage process you must complete prior to your scheduled course date.

- **Stage 1** – Completion of enrolment, submission of photo id, review of course information, structure of the day and an agreement to our Virtual Classroom Code of Conduct. Once completed your seat is confirmed.

- **Stage 2** – Involves a ‘Systems check’ of your equipment (Computer/Laptop and Webcam) to ensure we minimise any problems on the morning of the course. An appointment is made for this as part of stage 1 and involves a 5–10-minute Zoom call to check you have reliable and stable internet. See below for more information re Computer Equipment.

THE ABOVE PROCESS MUST BE COMPLETED A MINIMUM OF 48 HOURS BEFORE YOUR COURSE

Validating Student Identity using Webcam

During this course and in order to validate the identity of the student for whom the final certificate will be issued, our regulators require the provider to assure the identity of the student. This validation is undertaken during the ‘systems check’ in the pre-course homework and throughout the day of the course.

Students are required to be on screen and will be recorded for the duration of the course content.

For the assessment section, photographs will be taken periodically and randomly via your webcam and only whilst the student is logged in and completing a task within the course.

Language, Literacy and Numeracy Skills

If you believe you may require assistance to complete the RCG course due to your Language, Literacy and Numeracy skills please contact our offices on (02) 9211 4110 or email enquiries@barmax.com.au to discuss your training needs.

The assessment requirements to successfully complete the course

Formal Assessments

- **Multiple choice** - comprises up to 50% multiple choice questions. The student will be advised of any incorrect answers immediately and will be taken back 2 questions where upon student will be presented with a revised question.
- **Short answers** - comprises 50% or more short answers (maximum 300 characters). Once the assessment is submitted for marking, answers will be reviewed, and the result advised to the student immediately. Students will have three (3) attempts to complete the Short Answers
- **Demonstration / Observation Assessment** - The student will be observed by the assessor performing simulated tasks relevant to the unit of competency being assessed.

All assessments are open book and are welcome to use any resource available to them in preparing their assessments.

(The use of the Google/Bing/Safari search function is unreliable and not recommended)

Certificate on completion of the Unit

When you have successfully completed your selected unit of competency, you will be issued a Statement of Attainment – SITHGAM022 Provide responsible gambling services on licensed premises.

Obtaining your Photo Competency Card to work in NSW

After completion of the above all students must complete the RCG Online assessment as set by Liquor and Gaming NSW to legally work in NSW.

The online assessment has a total of 25 questions (single and multiple choice) allocated from a pool of questions of similar value. Students require 100% to pass and have unlimited attempts. System provides further learning opportunities through just-in-time feedback and the provision of unlimited attempts to address incorrect questions

prior to moving on. No time restriction to complete, however students must pass to receive their interim certificate to work in the industry.

On **completion**, students will receive an automated email from L&GNSW with an **RCG interim certificate** attached along with instructions on how to obtain a RCG Competency card or add the RCG competency to an existing RSA card.

Student resource requirements

Students will also need to have access to a computer/laptop (with webcam) and the internet and have basic computer literacy and skills.

Note: SMARTPHONES ARE NOT SUPPORTED BY BARMAX AND SHOULD NOT BE USED TO COMPLETE THIS COURSE

Below is a list of resources provided to the student in an electronic format

1. NSW RCG Course HANDBOOK (Liquor and Gaming NSW Version)
2. RCG Student Activity
3. RCG Practical Assessment Guidance notes

Locations for delivery

Not applicable as course delivered virtually.

Schedule of Fees and Charges

The *Schedule of Fees and Charges* provides a central location where the nominated fees and charges to participate in services provided by 1-AAA Barmax are found via the link below:

<https://barmax.com.au/courses-and-prices>

Course fees must be paid prior to attending the course.

For more information about Terms and Conditions or refund policy please review the student handbook.

Cheating and Collusion

All assessment submissions by the student must be unique to the student and they cannot work in collusion with other students, family, members of the public when preparing and submitting their answers

Plagiarism will not be tolerated. An automated plagiarism identification system has been incorporated into the written assessment and will immediately flag to the assessor where plagiarism has been attempted.

We are required to report any student suspected of engaging in fraudulent activity to Liquor & Gaming NSW (regulator) for further action.

If plagiarism or cheating is identified in any form, the student and/or students will be disqualified from completing this course and will not be permitted to re-enrol into another course forfeiting any course fees.

Rules you must follow whilst being trained

BarMax makes every effort to provide an environment suitable for all students to learn and develop their skills and knowledge. To assist in helping achieve this for you and your fellow students, BarMax has the following rules which must be strictly observed.

- Any attendee who arrives late to the specified start time of a Virtual Classroom course will be refused entry into the course. Additionally, a penalty will apply (see schedule of fees to reschedule).
- Students are provided with breaks throughout the course. Students arriving late from the allocated break will be refused re-entry to that course and must arrange to re-sit the entire course. Additionally, a penalty will apply (see schedule of fees to reschedule).
- A student may be refused entry to, or removed from a class for the following reasons:
 - failure to provide current valid Photo ID.
 - failure to follow BarMax's or the training venue policies where the course is conducted.
 - Disturbing, causing discomfort, threatening the safety and security of/to other students, staff, patrons or the property of the provider or the venue.
 - If the student is under the influence of alcohol or non-prescription drugs.
 - Breaching the laws of the Commonwealth or State.
 - Breaching age requirements for the course.
 - Failure to adhere to the Virtual Classroom Code of Conduct ([Click Here](#))

If the student has been refused entry for any of the reasons above that student may request to reschedule the course (see schedule of fees to reschedule).

Barmax Contact Details

- Phone: **02 9211 4110**
- Office hours: **Mon-Friday 8:30am to 5:00pm**
- Email: enquiries@barmax.com.au
- Postal: **BarMax Australia, P.O. Box 909 Broadway, NSW, 2007**

If you require any assistance at all, please don't hesitate to contact us.