

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	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 of 6.5 hours.

The entry requirements or pre-requisites

There are no academic pre-requisites for this course.

To ensure learners have the best possible chance at completing and understanding the required knowledge and skills the course has a combination of plain English, photos, videos and questions.

You are required to provide a 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.

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

At the end of the short course, you will be required to undertake an assessment to establish your understanding of the required skills and knowledge to provide Responsible Gambling Services. The assessment comprises questions in the following format:

- **Written Knowledge Questions:** The student is required to provide a written response to a range of questions relating to the knowledge evidence of the units of competency. These would generally be multiple-choice, true/false, and short answers
- **Demonstration / Observation:** The student will be observed by the assessor performing simulated tasks relevant to the unit of competency being assessed.

Students will have 3 attempts at each task in order to be found competent (all answers correct) in both modes outlined above

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

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

Course notes are provided to student and returned to the trainer at the conclusion of the course. These notes are also available for download from our website (see downloads).

A student activity sheet is also issued which provides a valuable summary on the days' training and the student is welcome to take this home.

Locations for delivery

- Liverpool
- Gosford, Central Coast
- Hamilton, Newcastle
- Wollongong
- and regional areas.

Private courses (including schools) may be held at select locations around NSW by prior arrangement.

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.

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 face-to-face 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
 - Failing to adhere to BarMax's or venue's dress requirement - where the student attends any venue such as a club or hotel, the dress requirements of that club or hotel are imposed upon the student. For example: this will normally prohibit the wearing of singlets, micro miniskirts, sandals or thongs, shirts with offensive writing, ripped/torn clothes.
 - 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.

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.

We hope you enjoy your training program!