

SITHGAM201 Matrix Map

(Generated Monday, 31 March 2014)

ELEMENTS AND PERFORMANCE CRITERIA

Element	Performance Criteria	Task / Question Map
1. Provide responsible service of gambling.	1.1 Follow responsible gambling service procedures according to relevant state and territory legislation and industry and organisational policy or codes of conduct.	What is Responsible Gambling?: Q1 Responsible Gambling Code of Practice: Q1 Responsible Gambling Code Of Practice Quiz: Q1 Minors: Q1 Signage Location Interpretation Quiz: Q1 Final Assessment Part 1: Q6
	1.2 Communicate with appropriate personnel on gambling related incidents or situations and compliance with legislation and industry and organisational policy.	Role of the Customer Liaison Officer: Q1 Maintaining Accurate Records: Q1 Self Exclusion and Exclusion Requests: Q1 Final Assessment Part 1: Q5
	1.3 Maintain accurate records of gambling related incidents and associated staff action, according to industry and organisational policy and procedures.	Maintaining Accurate Records: Q1 Role of the CLO in the Exclusion Process: Q1
	1.4 Ensure gambling environmental features support responsible gambling policies.	What is Responsible Gambling?: Q1 Final Assessment Part 1: Q12 Q13 Q15
2. Provide information and assistance to customers about problem gambling.	2.1 Provide accurate and appropriate information on problem gambling to customers on request.	Providing Information on Gambling to Patrons: Q1 Final Assessment Part 2: Q4

	<p>2.2 Follow procedures for self exclusion and exclusion requests according to legislation, industry and organisational policy and confidentiality and privacy requirements.</p>	<p>Self Exclusion and Exclusion Requests: Q1 The Self Exclusion Procedure: Q1 Exclusion Scenario 1: Q1 Self-Exclusion Process: Q1 Exclusion Scenario 2: Q1 Venue-Initiated Exclusion Process: Q2 Final Assessment Part 1: Q9 Q10 Q11</p>
	<p>2.3 Display signage and information related to responsible gambling in appropriate places visible to players, according legislative, industry and organisational requirements.</p>	<p>Appropriate Ways of Providing Information to Patrons: Q1 Providing Information on Gambling to Patrons: Q1 Displaying Signage and Information: Q1 Signage Location Interpretation Quiz: Q1 Final Assessment Part 2: Q4</p>
	<p>2.4 Provide information on available support services according to confidentiality and privacy requirements, and legislative, industry and organisational requirements.</p>	<p>Gambling Support Services: Q1 Providing Information on Gambling to Patrons: Q1 Final Assessment Part 1: Q5 Final Assessment Part 2: Q4</p>

REQUIRED SKILLS

Required Skill	Task / Question Map
<i>communication and interpersonal skills to identify signs and symptoms of problem gambling and deal with customers identifying problems with gambling and requesting selfexclusion</i>	<i>Complaint Resolution: Q1</i> <i>The Self Exclusion Procedure: Q1</i> <i>Exclusion Scenario 1: Q1</i> <i>Self-Exclusion Process: Q1</i> <i>Final Assessment Part 1: Q9 Q10</i> <i>Final Assessment Part 2: Q1 Q8</i>
<i>initiative and enterprise skills to pro-actively identify potential problem gamblers</i>	<i>Complaint Resolution: Q1</i> <i>Final Assessment Part 1: Q3</i> <i>Final Assessment Part 2: Q1 Q8</i>
<i>literacy skills to read and interpret information, including:</i>	
<i>problem gambling signage</i>	<i>Appropriate Ways of Providing Information to Patrons: Q1</i> <i>Displaying Signage and Information: Q1</i> <i>Signage Location Interpretation Quiz: Q1</i>
<i>general information and brochures</i>	<i>Providing Information on Gambling to Patrons: Q1</i> <i>Final Assessment Part 2: Q4</i>
<i>industry or regulatory codes of conduct</i>	<i>Responsible Gambling Code of Practice: Q1</i> <i>Signage Location Interpretation Quiz: Q1</i> <i>Final Assessment Part 1: Q6</i> <i>Final Assessment Part 2: Q2</i>
<i>inhouse policies and procedures</i>	<i>Responsible Gambling Resource Manual: Q1</i> <i>Role of the Customer Liaison Officer: Q1</i> <i>Maintaining Accurate Records: Q1</i> <i>Cashing Cheques and Payment of Winnings: Q1</i>
<i>plain English regulatory and advisory information issued by local, state and territory gambling licensing authorities</i>	<i>Appropriate Ways of Providing Information to Patrons: Q1</i> <i>Providing Information on Gambling to Patrons: Q1</i>

numeracy skills to explain basic information about chances of winning and probability.

*Providing Information on Gambling to Patrons: Q1
General Odds of Winning Quiz: Q1
Final Assessment Part 2: Q4*

REQUIRED KNOWLEDGE

Required Knowledge	Task / Question Map
<i>reasons for, and personal impacts of, gambling problems</i>	<i>Signs of Problem Gambling: Q1 Final Assessment Part 1: Q3 Final Assessment Part 2: Q1</i>
<i>public interest reasons for implementation of responsible service of gambling practices, including:</i>	
<i>government and community concerns with problem gambling</i>	<i>Why do People Gamble?: Q1 Final Assessment Part 1: Q2 Q3 Q7</i>
<i>economic costs of problem gambling</i>	<i>Profile of the Gambling Industry: Q1 Final Assessment Part 1: Q2</i>
<i>principles of harm minimisation, and strategies to reduce the harm associated with problem gambling</i>	<i>Why do People Gamble?: Q1 What is Responsible Gambling?: Q1 Cashing Cheques and Payment of Winnings: Q1 Advertising Standards: Q1</i>
<i>indicators of problem gambling, and understanding that indicators are not always overt and that assumptions cannot be made until customer indicates a problem and requests assistance</i>	<i>Why do People Gamble?: Q1 Signs of Problem Gambling: Q1 Final Assessment Part 1: Q3 Final Assessment Part 2: Q8</i>
<i>roles of government, industry and the organisation in providing responsible gambling services</i>	<i>Queensland Office of Liquor and Gaming Regulation: Q1 Responsible Gambling Resource Manual: Q1 Advertising Standards: Q1 Final Assessment Part 1: Q4</i>

<p>key requirements of relevant state and territory legislation, and regulatory, industry and organisation codes of conduct</p>	<p>Queensland Office of Liquor and Gaming Regulation: Q1 Responsible Gambling Code of Practice: Q1 Responsible Gambling Code Of Practice Quiz: Q1 Signage Location Interpretation Quiz: Q1 Final Assessment Part 1: Q5 Q6 Final Assessment Part 2: Q2</p>
<p>organisational responsible gambling service procedures, especially selfexclusion and exclusion procedures, and the role of individual staff members, supervisors and managers in providing responsible gambling services</p>	<p>Role of the Customer Liaison Officer: Q1 Minors: Q1 Self Exclusion and Exclusion Requests: Q1 The Self Exclusion Procedure: Q1 Roles of Venue Staff: Q1 Role of the CLO in the Exclusion Process: Q1 Exclusion Scenario 1: Q1 Self-Exclusion Process: Q1 Exclusion Scenario 2: Q1 Venue-Initiated Exclusion Process: Q2 Final Assessment Part 1: Q8 Q9 Q10 Final Assessment Part 2: Q7</p>
<p>contents of problem gambling information provided by the organisation as required by legislation</p>	<p>Providing Information on Gambling to Patrons: Q1 Final Assessment Part 2: Q4</p>
<p>available counselling services and referral procedures.</p>	<p>Gambling Support Services: Q1 Final Assessment Part 2: Q5 Q6</p>

CRITICAL ASPECTS

Critical Aspects	Task / Question Map
Assessment must ensure use of:	
<i>current regulatory documents distributed by key state and territory gambling licensing agencies, such as plain English legislative publications and codes of conduct outlining responsible gambling requirements</i>	<i>Responsible Gambling Code of Practice: Q1 Responsible Gambling Code Of Practice Quiz: Q1 Signage Location Interpretation Quiz: Q1 Final Assessment Part 1: Q4 Q6 Final Assessment Part 2: Q2</i>
<i>industry and organisational codes of conduct, policies, procedures, information, signage and brochures relating to responsible gambling services.</i>	<i>Responsible Gambling Code of Practice: Q1 Responsible Gambling Code Of Practice Quiz: Q1 Responsible Gambling Resource Manual: Q1 Appropriate Ways of Providing Information to Patrons: Q1 Advertising Standards: Q1 Displaying Signage and Information: Q1 Signage Location Interpretation Quiz: Q1 Final Assessment Part 1: Q6 Final Assessment Part 2: Q2 Q4</i>

RANGE STATEMENTS

Range Statements	Task / Question Map	
<i>State and territory legislation and industry and organisational policy refer to:</i>	<i>house policies</i>	<i>Responsible Gambling Resource Manual: Q1 Role of the Customer Liaison Officer: Q1 Maintaining Accurate Records: Q1 Cashing Cheques and Payment of Winnings: Q1 Advertising Standards: Q1</i>
	<i>industry codes of practice</i>	<i>Responsible Gambling Code of Practice: Q1 Responsible Gambling Code Of Practice Quiz: Q1 Signage Location Interpretation Quiz: Q1 Final Assessment Part 1: Q6 Final Assessment Part 2: Q2</i>
	<i>relevant state and territory gaming legislation and regulations</i>	<i>Queensland Office of Liquor and Gaming Regulation: Q1 Relevant Acts and Laws: Q1 Final Assessment Part 1: Q5</i>
	<i>relevant state and territory licensing authority regulations and policies.</i>	<i>Queensland Office of Liquor and Gaming Regulation: Q1 Relevant Acts and Laws: Q1</i>
<i>Gambling related incidents include:</i>	<i>attempts to breach exclusion</i>	<i>The Self Exclusion Procedure: Q1 Final Assessment Part 2: Q7</i>
	<i>disputes or complaints</i>	<i>Complaint Resolution: Q1</i>
	<i>impact of alcohol</i>	<i>Final Assessment Part 1: Q12</i>
	<i>involvement of families and friends</i>	
	<i>refusal of credit</i>	<i>Cashing Cheques and Payment of Winnings: Q1 Credit Betting: Q1</i>
	<i>requests for exclusion or assistance</i>	<i>Self-Exclusion Process: Q1 Exclusion Scenario 2: Q1 Final Assessment Part 1: Q9 Q10</i>
	<i>under-age gambling.</i>	<i>Minors: Q1</i>
Gambling may include:	gaming:	

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	<i>bingo</i>	
	<i>electronic gaming machines</i>	<i>What is Gambling?: Q1</i>
	<i>Keno and lottery games</i>	<i>What is Gambling?: Q1</i>
	<i>linked progressive jackpot systems</i>	<i>What is Gambling?: Q1</i>
	<i>lucky envelopes</i>	<i>What is Gambling?: Q1</i>
	<i>miscellaneous games of chance</i>	<i>What is Gambling?: Q1</i>
	<i>Multi-Terminal Gaming Machines (MTGMs)</i>	<i>What is Gambling?: Q1</i>
	<i>poker machines</i>	<i>What is Gambling?: Q1</i>
	<i>table games</i>	<i>What is Gambling?: Q1</i>
	<i>wagering on racing and sport events, including:</i>	
	<i>calcuttas and sweepstakes</i>	<i>What is Gambling?: Q1</i> <i>Final Assessment Part 1: Q1 Q2</i>
	<i>TAB activities.</i>	<i>What is Gambling?: Q1</i> <i>Final Assessment Part 1: Q1 Q2</i>
<i>Gambling environmental features include:</i>	<i>provision and placement of signage</i>	<i>Appropriate Ways of Providing Information to Patrons: Q1</i> <i>Providing Information on Gambling to Patrons: Q1</i> <i>Displaying Signage and Information: Q1</i> <i>Signage Location Interpretation Quiz: Q1</i> <i>Final Assessment Part 1: Q15</i>
	<i>lighting and availability of natural light</i>	<i>Final Assessment Part 1: Q15</i>
	<i>provision and placement of clocks</i>	<i>Providing Information on Gambling to Patrons: Q1</i> <i>Final Assessment Part 1: Q12 Q15</i>
	<i>placement of Automatic Teller Machines (ATMs)</i>	<i>ATM Facilities: Q1</i> <i>Final Assessment Part 1: Q12 Q13 Q15</i>
	<i>strategies to indicate the passage of time</i>	<i>Final Assessment Part 1: Q12 Q15</i>
	<i>strategies to encourage breaks in play</i>	<i>Final Assessment Part 1: Q12 Q15</i>
	<i>advertising and promotional materials and activities</i>	<i>Advertising Standards: Q1</i> <i>Providing Information on Gambling to Patrons: Q1</i> <i>Final Assessment Part 1: Q14 Q15</i>
	<i>positioning of machines, change machines and equipment.</i>	<i>Final Assessment Part 1: Q15</i>

Information on problem gambling may relate to:	counselling services	Gambling Support Services: Q1 Final Assessment Part 1: Q7 Final Assessment Part 2: Q4 Q5 Q6
	responsible gambling pamphlets	Final Assessment Part 1: Q7 Final Assessment Part 2: Q4
	selfexclusion programs.	The Self Exclusion Procedure: Q1 Exclusion Scenario 1: Q1 Self-Exclusion Process: Q1 Final Assessment Part 2: Q4
Problem gambling may involve:	bills that cannot be paid by the player due to excessive gambling	Signs of Problem Gambling: Q1
	borrowing money to gamble	Signs of Problem Gambling: Q1
	changes in sleeping or eating habits due to gambling	Signs of Problem Gambling: Q1
	committing illegal acts or considering these to finance gambling	Signs of Problem Gambling: Q1
	considering selfharm as a result of gambling	Signs of Problem Gambling: Q1
	feelings of remorse after gambling	Signs of Problem Gambling: Q1 Final Assessment Part 2: Q8
	gambling more money than the player can afford	Signs of Problem Gambling: Q1 Final Assessment Part 2: Q8
	gambling that makes the home life of the player unhappy	Signs of Problem Gambling: Q1 Final Assessment Part 2: Q8
	gambling to escape worry or personal problems	Signs of Problem Gambling: Q1 Final Assessment Part 2: Q8
	trying to win back gambling losses.	Signs of Problem Gambling: Q1 Final Assessment Part 2: Q8
Procedures for selfexclusion and exclusion may involve:	referrals to:	
	colleague, supervisor or manager according to scope of responsibility	Role of the Customer Liaison Officer: Q1 Role of the CLO in the Exclusion Process: Q1

	<i>counsellors or support services</i>	<i>Gambling Support Services: Q1 Role of the CLO in the Exclusion Process: Q1 Final Assessment Part 1: Q7 Final Assessment Part 2: Q6</i>
	<i>initiating exclusion processes when requested by customer.</i>	<i>Self Exclusion and Exclusion Requests: Q1 Role of the CLO in the Exclusion Process: Q1 Exclusion Scenario 1: Q1 Self-Exclusion Process: Q1 Exclusion Scenario 2: Q1 Final Assessment Part 1: Q9 Q10</i>
<i>Selfexclusion and exclusion may relate to:</i>	<i>customer identifying a problem with gambling and requesting to be barred from gaming or to have access limited (selfexclusion)</i>	<i>Self Exclusion and Exclusion Requests: Q1 The Self Exclusion Procedure: Q1 Role of the CLO in the Exclusion Process: Q1 Exclusion Scenario 1: Q1 Self-Exclusion Process: Q1 Exclusion Scenario 2: Q1 Final Assessment Part 1: Q9</i>
	<i>thirdparty exclusion</i>	<i>Self Exclusion and Exclusion Requests: Q1 Exclusion Requested by a Third Party: Q1</i>
	<i>venue exclusion.</i>	<i>Self Exclusion and Exclusion Requests: Q1 Venue-Initiated Exclusion Process: Q2 Final Assessment Part 1: Q10</i>
<i>Signage and information to be displayed may cover:</i>	<i>available counselling services</i>	<i>Final Assessment Part 1: Q7 Final Assessment Part 2: Q4 Q5 Q6</i>
	<i>chances of winning and probability</i>	<i>General Odds of Winning Quiz: Q1 Final Assessment Part 2: Q4</i>
	<i>house policy</i>	<i>Final Assessment Part 2: Q4</i>
	<i>industry code of conduct for responsible gambling services</i>	<i>Providing Information on Gambling to Patrons: Q1 Displaying Signage and Information: Q1 Signage Location Interpretation Quiz: Q1 Final Assessment Part 2: Q4</i>

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	<i>problem gambling</i>	<i>Providing Information on Gambling to Patrons: Q1 Displaying Signage and Information: Q1 Final Assessment Part 2: Q4</i>
	<i>responsible gambling initiatives</i>	<i>Providing Information on Gambling to Patrons: Q1 Displaying Signage and Information: Q1 Final Assessment Part 1: Q4 Final Assessment Part 2: Q4</i>
	<i>selfexclusion and exclusion</i>	<i>Providing Information on Gambling to Patrons: Q1 Displaying Signage and Information: Q1 Exclusion Scenario 1: Q1 Self-Exclusion Process: Q1 Exclusion Scenario 2: Q1 Final Assessment Part 2: Q4</i>
	<i>venue code of conduct.</i>	<i>Providing Information on Gambling to Patrons: Q1 Displaying Signage and Information: Q1 Signage Location Interpretation Quiz: Q1 Final Assessment Part 1: Q6 Final Assessment Part 2: Q4</i>