



ABOUT US

Based in South Australia, The Jackpot Club was established as a Registered Training Organisation in 1995. We are well regarded in the hospitality industry for offering an exceptional standard of training for gaming in South Australia. Our trainers and assessors have extensive industry knowledge and years of experience. We take pride in training all students to the highest standard with the most appropriate and relevant industry information.

TRAINING LOCATIONS

We run our training courses from varying locations across South Australia including:

- Adelaide Metro
- Limestone Coast –Mount Gambier
- Eyre & Western – Port Lincoln & Whyalla
- Other locations subject to demand

If you have a group of 10 or more that requires training, please contact us for a training solution that can be tailored to your needs.

BOOKINGS & ENQUIRIES

To book into any of our scheduled training courses please visit our training portal at www.jackpotclubtms.com. Alternatively, you may visit the training page on our website and click on the **Enroll** tab which will direct you to our training portal.

Please feel free to contact us if you would like information about training dates and locations, enrolments, fees and any other queries you may have.

Phone: (08) 8357 7488
Web: www.jackpotclub.com.au
Email: info@jackpotclub.com.au

PRICING

RSG 1:	\$300 per person
RSG 2:	\$80* per person
RSG 3:	\$60* per person

PLEASE NOTE: * Additional charges occur for regional training*

Fees are excluded for employees of Jackpot Club venues.



PARTICIPANT ELIGIBILITY CRITERIA

Participants must meet the minimum criteria stated below to enroll in any of our courses on offer.

- Participants must be a minimum of 18 years of age.
- Where applicable, participants must have successfully completed required training within the last 2 years.
- All courses are delivered in English. It is a requirement that participants attend with appropriate language, literacy and numeracy skills necessary to complete the course. Where there is doubt as to the language, literacy and numeracy skills of a participant, pre-testing may be required to ensure the minimum required standard is met prior to enrolment.
- You must notify us of any disabilities or other special requirements so we can ensure that the course is suited to your needs.
- A Unique Student Identifier (USI) must be provided for each participant. Please see www.usi.gov.au for more information.
- Payment must be received prior to the commencement of training.
- Experience in the gaming/liquor/hospitality industry is an advantage but not essential.

Visit our website www.jackpotclub.com.au for additional information on eligibility criteria, privacy statements, and terms and conditions.

Successful completion of courses on offer does not guarantee employment in the hospitality industry but is an advantage for those seeking employment in this field of work.

Responsible Service of Gambling Level 1 – RSG 1

The Jackpot Club is recognised by Consumer and Business Services as an approved RTO to deliver RSG 1 gaming training in SA under clause 40(b) gaming machines act 1992.

DURATION

This course is delivered over 2 x 7.5 hour days.

WHAT DOES THE TRAINING COVER?

At the completion of this training course, you will:

- Identify and respond to patrons displaying indicators of potential gambling harm.
- Know your role and responsibilities.
- Understand and follow industry and organisational policies and procedures.
- Law and legislation around the gaming environment.
- Provide information to patrons regarding responsible gambling.
- Responding to patron concerns.
- Understanding the internal reporting procedure and report patron concerns.
- Provide assistance and referral to gambling help services.
- Use data from automated systems.
- Understand barring and support procedures.
- Possess the basic skills, knowledge and understanding of the gaming industry.
- Maintain gaming machines in accordance with industry expectations.
- Demonstrate your ability to return a gaming machine to a playable state and repair basic machine faults.
- Provide information to gaming patrons regarding the operation of gaming machines.
- Complete payouts and financial transactions to industry standard.
- Understand your role, responsibility, and limitations in the gaming environment.
- Understand and where required operate automated systems.
- Understand gaming laws and compliance.

This course also includes nationally accredited units:

- SITHGAM022 Provide Responsible Gambling Services
- SITHGAM023 Attend Gaming Machines





Responsible Service of Gambling Level 1 – RSG 1

WHO NEEDS TO UNDERTAKE THE TRAINING?

All NEW persons appointed as a Gaming Employee or Gaming Manager in South Australia must complete RSG 1 training within 3 months prior to or 3 months from notification into the BOEN system to comply with legislative requirements in South Australia.

The previous courses - Attend gaming machines and provide responsible gambling services do not meet the current requirements.

Employees who have successfully completed the Attend Gaming Machines and Provide Responsible Gambling courses prior to the introduction of the new training requirements (which is prior to 30th March 2015), will have this training recognised as satisfying the requirements to complete RSG1 training.

WHAT ACCREDITATION WILL BE AWARDED?

On successful completion of the course, participants will be awarded a Statement of Attainment for the nationally accredited units and a Certificate of Completion for Responsible Service of Gambling Training Level 1 – RSG 1 which is recognised by Consumer and Business Services, the senior regulator for commercial forms of gambling in South Australia under section 40(b) of the Gaming Machines Act 1992.



Responsible Service of Gambling Level 2 – RSG 2

The Jackpot Club is recognised by Consumer and Business Services as an approved RTO to deliver RSG 2 gaming training in SA under clause 40(b) gaming machines act 1992.

DURATION

This course is delivered over 1 x 7.5 hour day.

WHAT DOES THE TRAINING COVER?

Learning Objectives

At the completion of this training course, you will:

- Enhance Skills in identifying and responding to patrons displaying indicators of gambling harm.
- Enhance skills and confidence for interacting with patrons.
- Demonstrate ability to approach and provide assistance to patrons displaying indicators of potential harm.
- Provide information and assistance to patrons about harmful gambling behaviour.
- Demonstrate the use of the internal reporting procedure.
- Understand the managers role in implementation and managing the use of the internal reporting procedure.
- Assess appropriate courses of action and correctly identify appropriate options for referral to Gambling Help Services.
- Understand and demonstrate use of barring procedures including voluntary and involuntary barrings.

WHO NEEDS TO UNDERTAKE THE TRAINING?

Gaming employees are required to complete RSG2 training within 12 months after first completing RSG1 training.

Gaming managers are required to complete RSG2 training within 3 months of completing RSG1 training.

WHAT ACCREDITATION WILL BE AWARDED?

On successful completion of the course, participants will be awarded a Certificate of Completion for Responsible Service of Gambling Training Level 2 – RSG 2, which is recognised by Consumer and Business Services, the senior regulator for commercial forms of gambling in South Australia under section 40(b) of the Gaming Machines Act 1992.



Responsible Service of Gambling Level 3 – RSG 3

The Jackpot Club is recognised by Consumer and Business Services as an approved RTO to deliver RSG 3 gaming training in SA under clause 40(b) gaming machines act 1992.

DURATION

This course is delivered over 1 x 4.5 hour day.

WHAT DOES THE TRAINING COVER?

Learning Objectives

At the completion of this training course, you will:

- Enhance Skills in identifying and responding to patrons displaying indicators of gambling harm.
- Enhance skills and confidence for interacting with patrons.
- Demonstrate ability to approach and provide assistance to patrons displaying indicators of potential harm.
- Provide information and assistance to patrons about harmful gambling behaviour.
- Demonstrate the use of the internal reporting procedure.
- Understand the managers role in implementation and managing the use of the internal reporting procedure.
- Assess appropriate courses of action and correctly identify appropriate options for referral to Gambling Help Services.
- Understand and demonstrate use of barring procedures including voluntary and involuntary barrings.

WHO NEEDS TO UNDERTAKE THE TRAINING?

Active gaming employees and managers must complete RSG3 training within 24 months after first completing RSG2 training (or the equivalent prior to 31st March 2024) and every 24 months thereafter.

A person who has completed training approved as a course of advanced training under section 40B of the Gaming Machines Act 1992 prior to the transition day shall be deemed to have complied with any requirement to complete RSG2 training under this Code.

A person who has completed training approved as a course of further advanced training under section 40(b) of the Gaming Machines Act 1992 prior to the transition day shall be deemed to have complied with any requirement to complete RSG3 training under this Code.

The transition day is 31 March 2024

WHAT ACCREDITATION WILL BE AWARDED?

On successful completion of the course, participants will be awarded a Certificate of Completion for Responsible Service of Gambling Training Level 3 – RSG 3, which is recognised by Consumer and Business Services, the senior regulator for commercial forms of gambling in South Australia under section 40(b) of the Gaming Machines Act 1992.