



# St Moses The Black Pty Ltd

Trading as: St Moses Security

ABN 47 098 103 569 RTO Provider Code: 41526 M/L: 409 429 403 Mob: 0412409596

Email: [admin@stmosessecurity.com.au](mailto:admin@stmosessecurity.com.au) Website: [www.stmosessecurity.com.au](http://www.stmosessecurity.com.au)

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## SITHGAM022 Provide responsible gaming services



APPROVED  
TRAINING  
PROVIDER

RSA and/or RCG  
courses in NSW

RCG: Responsible Conduct of Gaming

### About the course

The RCG course helps to promote safety (harm minimisation) in venues where there are gaming machines, including how to recognise gambling problems and addiction.

Course materials are provided by Liquor and Gaming NSW and you will be provided with the RCG Student Handbook and will be required to watch interview footage with problem gamblers and counsellors during the course.

By the end of the course, you will have a greater understanding of how you as a staff member can promote responsible gambling behaviours and minimise gambling harm in gaming venues.

Sessions are trainer-led in group sizes of up to 20 students.

### Target Learner

This course is designed for people who are required to have a NSW Responsible conduct of Gambling(RCG) competency card.

RCG training is mandatory if your work duties involve gaming machines. RCG training applies to:

- licensees of a full hotel licence
- secretaries of a registered club
- staff with gaming machine ('pokies') duties
- staff who pay out winnings
- staff who patrol or serve in the gaming machine ('pokies') area.

### Course Outline

The topics covered in the RCG course include:

- benefits of RCG
- problem gambling
- harm minimisation
- gambling laws
- minors
- offences and penalties
- gaming signage
- self-exclusion
- strategies to conduct gambling responsibly
- venue self-audit checklists



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- player prizes and winnings payment, and
- how gaming laws affect employees of licensed premises

## Minimum Entry Requirements:

1. Applicants must be 18 years old
2. Students are required to complete a short language, literacy and numeracy test as part of their enrolment.
3. Applicants must provide photo ID and show this on the day of the course.
4. Sign the declaration below

## Declaration

- I DO NOT hold a competency card for RSA that is current or within 28 days after expiry.
- I understand that I DO NOT need to do an RSA course again if I completed it within the last 5 years but forgot to order a competency card and my RSA Interim Certificate is expired. (Expiration date on the certificate outlines the date after which you are not able to work in the industry, but you still can go to Service NSW and order your card).
- I understand that any refresher training courses will need to be conducted through Liquor and Gaming NSW.
- I understand St Moses the Black Pty Ltd DOES NOT offer competency card refresher courses.
- By completing this RSA course, I understand that my relevant RSA competency card endorsement WILL NOT be renewed.

## The Unique Student Identifier

When studying nationally recognised training a student is required to have a Unique Student Identifier (USI). The USI links to an online account that contains all the student's training records and results that have been completed from 1 January 2015 onwards. Please note, a USI (Unique Student Identifier) is required to receive your certification. You can either provide your own USI ([www.usi.gov.au](http://www.usi.gov.au)) or we can assist you.

## Course Licensing Information

RCG training is mandatory if your work duties involve gaming machines.

Responsible provision of gambling services is an essential underpinning skill for all hospitality personnel involved in the sale and service of gambling activities in licensed premises, including the licensee, gaming supervisors and gaming managers when involved in operational gambling activities.

Find out more at: <https://www.liquorandgaming.nsw.gov.au/working-in-the-industry/training-to-work-in-the-industry/getting-trained/responsible-conduct-of-gambling-rcg>

## The Course Facts:

### Duration:

Training is conducted face-to-face, over an eight (8) hour day, consisting of 6 hours training and 1 ½ hours of assessment in a classroom environment, plus a 30 minute break. Students must allow an additional 20 minutes prior to course commencement for completion of all necessary paperwork and proof of ID.

## Online Competency assessment:

M: 0412409596/ E: [admin@stmosessecurity.com.au](mailto:admin@stmosessecurity.com.au)/ W: [www.stmosessecurity.com.au](http://www.stmosessecurity.com.au)// RTO: 41526  
Head Office: Level 1, 2/61 Scott St Liverpool NSW 2170, Australia

SITHGAM022\_course brochure\_v1.2\_July2023



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On successful completion of your RCG course, L&GNSW will send you the link and log-in details to complete the **mandatory L&GNSW online** RCG assessment. If you don't receive an email or SMS notification about the online competency assessment within 48 hours after completing this course, please contact us on [admin@stmosessecurity.com.au](mailto:admin@stmosessecurity.com.au)

## Part 1. Pre-course Reading

You will be provided with reading material that you must read before attending the course. You will be provided with the Liquor and Gaming NSW course materials, which can found at: [Participant Workbook - Responsible Conduct of Gambling Standard Course - 1 February 2023 \(nsw.gov.au\)](http://www.nsw.gov.au) ("RCG Student Handbook") and are required to read this before you come to class. The Theory Book will be used as a resource to complete the assessments on the day of the course.

## Part 2. Class-Based Assessment Tasks (completed in the classroom)

Students must satisfactorily complete classroom-based assessment tasks. This course is divided into six sections. These consist of; a practical demonstration including short role-plays and scenarios which require you to demonstrate your ability to provide responsible gaming services and the completion of written activities based on the pre-course reading from Liquor and Gaming NSW.

The standard RCG course will cover:

- Different types of gambling in NSW and Australia.
- How gambling problems develop, and the types of harm it leads to for the person, their family, and the community.
- Gaming machine laws you need to know about to ensure a safe, responsible gambling environment.
- A new approach to identify, assist, report and monitor patrons when you notice warning signs of problem gambling.
- Putting what you have learned into practice.

## Part 3. Online Competency assessment (completed in your own time)

Students will receive the link and log-in details from L&GNSW to complete the **mandatory L&GNSW online RCG assessment**. The online assessment comprises of 30 multiple choices, True/False and scenario-based questions. You need to score **100% to pass** and have unlimited attempts to pass. The assessment is expected to take 20 minutes to complete.

**Location:** Level 1, 2/61 Scott St, Liverpool

## Course Dates

Refer to our up to date website: <https://stmosessecurity.com.au/rcg.html>

## Course Timetable

8am – 8.30am	Course Registration and proof of ID
8.30am – 10.30am	Coursework*
10.30am – 10.45am	Morning Tea
10.45am – 12.45pm	Coursework



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12.45pm – 1.15pm	Lunch Break
1.15pm - 4.45pm	Coursework/ Assessment
4.45pm – 5.15pm	Finalise Assessments and receipt of certificate

\* Students who arrive more than 20 minutes late will not be able to attend the class. Students must attend all training during the day and complete the pre-course reading as this is required for successful completion of the course assessment on the day. See fees and refunds information below.

### Award:

Students achieving a competent result will receive a Statement of Attainment for SITHGAM022 Provide responsible gaming services and *will be eligible to apply for an OLGR RSA competency card*. Find out more at; Find out more at;

<https://www.liquorandgaming.nsw.gov.au/working-in-the-industry/training-to-work-in-the-industry/competency-cards/nsw-competency-cards>

On successful completion of your RCG course, L&GNSW will send you the link and log-in details to complete the mandatory L&GNSW online RCG assessment. On passing the assessment L&GNSW will email you an RCG interim certificate. This interim certificate is valid for 90 days and allows you to work immediately. After successful completion participants can apply and receive a NSW competency card from the Office of Liquor, Gaming and Racing (OLGR) Certificate through a Service NSW centre.

### Competency cards

To obtain a NSW RCG competency card, present your interim certificate to a Service NSW Centre and complete a 100 point identification check. Service NSW will send your card to your nominated address via mail. Please allow up to one month for its delivery.

If you already have a NSW RSA competency card, on completion of your RCG course you will automatically be sent a new card with your updated competencies.

**Note:** in NSW all competencies must expire on the same date, calculated five years from the first competency gained e.g. if your RSA competency expires in June 2023, even if you gain your RCG competency in June 2020 both competencies will still have an expiration date of June 2023. This ensures all your competencies are current and expire on the same date.

### Digital Competency Cards

You can obtain a digital competency card via the Service NSW app. The app is available via download from iTunes® or the Google Play™ store. Once you have the app, you'll need your competency card holder number to add your competency.

Visit [Service NSW](#) to learn more about the NSW Digital Competency card.

### Classroom Environment

Your course will be conducted in a classroom environment at the Liverpool training venue.



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## Course Fees\*

**\$160** (ONLY if paid before the day of course)

**\$170** if paid on the day

**Tuition Fee**, includes Competency card COST (but You MUST visit ServiceNSW to apply for competency card, you must take your Interim certificate, which you will receive after successful completion of course with us.)

Please note:

- A full list of all possible fees and charges is available on the website.
- 
- Students who arrive after the nominated start time for the class will not be permitted to undertake the course due to licensing conditions for this course.

## Refund Policy

<p><b>Withdrawal before Course Commencement Date</b></p> <ul style="list-style-type: none"> <li>▪ If the student cancels 2 or more business days and in writing before the course starts</li> <li>▪ If the student cancels less than 2 business days in writing before the course starts</li> </ul>	<p>100% refund of paid tuition fees</p> <p>No refund</p>
<p><b>No ID on day of the course:</b> If the student arrives on the day of course without acceptable ID</p>	<p>Student will be transferred to a new course date with a 50% rebooking fee applicable. i.e. 50% of the original course fee paid.</p>
<p><b>Student arrives after the advertised course commencement time:</b> If the student arrives on the day of course and is more than 20 minutes late</p>	<p>Student will be transferred to a new course date with a 50% rebooking fee applicable. i.e. 50% of the original course fee paid.</p>

## Application Process

To enrol into a course with St Moses the Black, applicants must complete a Student Enrolment Form available from the website. The form should be completed in full and submitted by email to [admin@stmosessecurity.com.au](mailto:admin@stmosessecurity.com.au)

When we receive your application, our Admissions Officer will review it for completeness.

If your application is not complete, an Admissions Officer will contact you.

## Protection under Australian Consumer Law

As a student undertaking a vocational education and training course, you are protected under Australian Consumer Law and under State and Territory consumer protection laws. These protections include areas such as unfair contract terms, consumer guarantees, to a statutory cooling-off period, and unscrupulous sales practices. You can find out more information about your rights as a consumer from the Australian Consumer Law website which includes a range of helpful guides relating to specific areas of protection. Please visit Australian Consumer Law website for more information. <https://consumer.gov.au/>



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**For further information, please contact:**

St Moses the Black Admissions Office on:

E-mail: [admin@stmosessecurity.com.au](mailto:admin@stmosessecurity.com.au)

Phone: 0412409596

Students should also visit our website [www.stmosessecurity.com.au](http://www.stmosessecurity.com.au), which gives more information about studying with St Moses the Black, course fees and refund policy, support services, and other important information about your course. See the Student Handbook for further details.

The website covers the remaining general information that is relevant to all students.