

RESPONSIBLE Queensland GAMBLING

Training Framework for Industry

A training framework to support the implementation of the
Queensland Responsible Gambling Code of Practice: Trial and Review.

Foreword

The *Queensland Responsible Gambling Training Framework for Industry* provides a proactive and voluntary whole-of-industry approach to the promotion of responsible gambling training programs.

The training framework will support the implementation of the *Queensland Responsible Gambling Code of Practice: Trial and Review* which was developed by the Responsible Gambling Advisory Committee. The Advisory Committee is made up of community, industry and Queensland Government representatives and provides advice to the Queensland Treasurer. Key stakeholders within and outside the gambling industry and training industry have contributed to the development of the training framework.

The training framework outlines criteria for the development and implementation of responsible gambling training programs, the specific learning outcomes to be demonstrated by gambling provider employees, as well as benchmarks to indicate industry best practice. The overall purpose of the training framework is to enhance the knowledge and skill base of gambling employees and managers or other responsible officers in their work to promote responsible approaches to gambling. It is envisaged that such enhancement of knowledge and skills among gambling industry personnel will lead to safer and more supportive environments for the consumers of gambling services and products.

For further information on the *Queensland Responsible Gambling Training Framework for Industry* contact

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Rationale

It is timely that a responsible gambling training framework be developed to support Queensland Government initiatives, the national training agenda and to respond to community concerns regarding the potential harm associated with gambling.

The training framework supports the *Queensland Responsible Gambling Code of Practice: Trial and Review*. The Code of Practice, which provides a proactive whole-of-industry commitment to best practice in the provision of responsible gambling, was launched in May 2002. An integral aspect of the success of the Code of Practice rests with the gambling industry's capacity to continue to provide high quality responsible gambling training to personnel. This framework will enhance such training programs, particularly those developed to fulfil the requirements of the national Competency Standard, *Provide Responsible Gambling Services*, as well as those programs not aligned with the national Competency Standard.

Criteria for Responsible Gambling Training Programs in Industry

Training methodology

Responsible gambling training programs should be designed so that:

- A. Learners have access to a range of teaching approaches in order to accommodate the diversity of learning styles possessed by individuals and particular groups.
- B. Learners have opportunities for experiential learning, including role-plays which provide learners with life-like learning experiences.
- C. There are opportunities for learners to share relevant aspects of their personal histories, experiences, attitudes and skills base.
- D. Monitoring of learners' demonstration of outcomes occurs *throughout* the course, as well as at the conclusion of the program.
- E. Programs are adequately resourced in relation to timing to achieve best practice in training outcomes. The number of contact hours will vary in response to either the format used or audience targeted. For example, the hours required may vary between industry sectors and if self-paced

learning is used. The duration for an introductory course may extend up to a full day program. In addition, yearly allocation for refresher courses may extend to 4 hours or more.

- F. Strategies, materials, case studies and so on are responsive to the local context in which the course is delivered.

Gambling context

Responsible gambling training programs should be designed so that:

- G. Clear linkages are made to the broader community context, including the growing concern regarding the harmful impacts of gambling on the lives of some Queenslanders.
- H. Knowledge of the Code of Practice and utilisation of the *Queensland Responsible Gambling Resource Manual* is promoted.
- I. Input from gambling support service providers is an integral component in the development of all courses and in the delivery of courses.

Organisational links

Responsible gambling training programs must be designed so that:

- J. Clear linkages are made to the broader strategic direction of the organisation in which the learner works.
- K. Open and strong support by the organisation's senior management for the effective implementation of responsible approaches to gambling is clearly articulated.

Applicability of these criteria

Specifically, these criteria apply to programs designed:

- to fulfil the requirements of the competency standard, *Provide Responsible Gambling Services*, approved by the Australian National Training Authority
- to support responsible gambling training courses that do not fulfil the requirements of the Competency Standard, *Provide Responsible Gambling Services*
- to support gambling providers to effectively implement the Code of Practice
- as follow-up or refresher courses

- to accommodate modified courses for particular environments, such as varied geographical contexts
- to support the learning of the range of personnel in gambling contexts, including managerial staff and employees working directly with the public in gambling-specific and gambling-related areas.

Points to note:

The term, “learner”, is used to describe gambling provider employees, as well as managers and other responsible officers, participating in responsible gambling training programs. This terminology is important to convey the very active process of learning in which gambling provider personnel need to be engaged in order to build on their existing knowledge, skills and attitudes, especially those related to their specific contexts. It is important that participants think of themselves as learners and take an active role in their own learning and that of the organisation to which they belong.

In each learning outcome the specific action that the learner needs to take has been underlined for emphasis. For example, the learner is invited to explain, describe, communicate, identify, establish and so on.

In recognition of the diversity within the gambling industry, the Code of Practice acknowledges that some practices apply to all sectors of the industry while others apply only to particular sectors. The training framework has been developed to cover all aspects of the Code of Practice and in designing and implementing training programs for particular industry sectors consideration must be given to which practices apply to the industry sector. The appendix in the Code of Practice contains details of how the practices apply to industry sectors.

Overview of learning outcomes

The *Queensland Responsible Gambling Training Framework for Industry* provides a structure for the planning of learning experiences and assessment tasks in responsible gambling training programs. The framework is underpinned by a range of interrelated concepts associated with key principles and processes. The learning outcomes are grouped within seven strands. The learning outcomes indicate what gambling provider employees and managers or other responsible officers should know and be able to do with what they know. Learning outcomes in the framework are of two main types: those that could be best demonstrated in the work context (shown here in ordinary font) and those that could be demonstrated in a training context (shown here in italicised font). It is envisaged that these learning outcomes will provide a guide to developers of training courses and support materials for use in Queensland gambling contexts.

Strands of the training framework

The strands include:

1. Understanding the nature of gambling activities in Queensland, the potential harmful effects of gambling and responsible approaches to gambling.
2. Providing information to promote responsible approaches to gambling.
3. Interacting with customers and community to promote responsible approaches to gambling.
4. Utilising exclusion provisions to support customers to address the harmful impacts of gambling.
5. Creating physical environments to promote responsible approaches to gambling.
6. Managing financial transactions to promote responsible approaches to gambling.
7. Developing and implementing advertising and promotional strategies to promote responsible approaches to gambling.

An overview of each strand

1. Understanding the nature of gambling activities in Queensland and the potential harmful effects

This strand emphasises understandings related to the nature of gambling activities, the costs and benefits of such activities and harm minimisation approaches. In addition, the strand highlights Queensland gambling contexts in relation to the Australian context, as well as key policies and guidelines designed to promote responsible approaches to gambling. Knowledge of the Code of Practice is a key component of this strand.

2. Providing information to promote responsible approaches to gambling

This strand emphasises the provision of information in both written and oral forms to customers about responsible gambling. The strand also emphasises the types of information to which customers need access.

3. Interacting with customers and community to promote responsible approaches to gambling

This strand emphasises the skills and knowledge that gambling provider personnel need in order to successfully interact with customers regarding responsible approaches to gambling. The strand highlights key procedures, such as complaints mechanisms and incident registers.

4. Utilising exclusion provisions to support customers to address the harmful impacts of gambling

This strand emphasises knowledge and skills required by gambling provider personnel in relation to exclusions.

5. Creating physical environments to promote responsible approaches to gambling

This strand emphasises knowledge and skills related to aspects of the physical environment, such as the service of alcohol, breaks in play and awareness of the passage of time that promote responsible approaches to gambling.

6. Managing financial transactions to promote responsible approaches to gambling

This strand emphasises understandings and actions related to the management of financial transactions, including the cashing of cheques, procedures for the payment of winnings and, in general, the organisation's financial policy in relation to gambling activities.

7. Developing and implementing advertising and promotional strategies to promote responsible approaches to gambling.

This strand emphasises understandings related to the identification of appropriate and inappropriate advertising and promotions.

Benchmarks indicating industry best practice

Benchmarks indicating industry best practice are identified in each strand of the training framework. The benchmarks provided are not a comprehensive list. It is expected that consultation will occur with key stakeholders to refine the current benchmarks and to develop further benchmarks.

In this process consideration will be given to the range of benchmarks required, ensuring best practice is clearly defined. Most importantly, special consideration will be given to the utility of the benchmarks.

Comments can be provided to the Research and Community Engagement Division.

Learning outcomes for gambling provider personnel

1. Understanding the nature of gambling

Employees

Employees working directly with customers in either gambling-specific or gambling-related areas need to be able to demonstrate the following learning outcomes:

- 1.1 *Employees define gambling activity.*
- 1.2 *Employees define responsible gambling.*
- 1.3 *Employees define the terms: gambling, gaming and wagering.*
- 1.4 *Employees distinguish between legal and illegal forms of gambling activity.*
- 1.5 *Employees describe the main characteristics of the Australian gambling industry with specific reference to the Queensland context, including its size and various sectors.*
- 1.6 *Employees identify and describe some of the potential harmful impacts of gambling on individuals, families and the community.*
- 1.7 *Employees identify and describe some of the potential beneficial impacts of gambling on individuals, families, particular groups within society and the community.*
- 1.8 *Employees outline the key features of harm minimisation approaches.*
- 1.9 *Employees articulate responsible gambling requirements in relation to relevant regulatory requirements in at least one form of gambling activity.*
- 1.10 *Employees identify and describe, where appropriate, national guidelines for responsible gambling.*
- 1.11 *Employees describe the nature and purpose of the **Queensland Responsible Gambling Code of Practice**.*
- 1.12 *Employees identify the six categories of practices outlined in the **Queensland Responsible Gambling Code of Practice** and the key elements of the **Queensland Responsible Gambling Strategy**.*
- 1.13 *Employees describe the nature and purpose of the **Queensland Responsible Gambling Resource Manual** and access the particular documents relevant to their sector.*

Managers/ responsible officers

In addition to demonstrating the learning outcomes for employees working with customers in either gambling-specific or gambling-related areas, managerial staff need to be able to demonstrate the following additional learning outcomes:

- 1.1 Managers ensure that employees understand the key aspects of gambling activities in Australia.
- 1.2 Managers challenge and clarify employees' understandings with regard to what constitutes gambling, gaming, wagering, as well as legal and illegal forms of gambling.
- 1.3 Managers challenge and clarify employees' understandings with regard to the main characteristics of the Australian gambling industry with specific reference to the Queensland context, the potential benefits and harmful impacts of gambling and the key features of harm minimisation.
- 1.4 Managers challenge and clarify employees' understandings with regard to at least one form of gambling activity.

Benchmarks indicating industry best practice

Employees and managers/responsible officers speak confidently about the nature and scope of the Code of Practice and relevant section/s of the Responsible Gambling Resource Manual.

Employees and managers/responsible officers speak confidently about responsible gambling in relation to relevant regulatory requirements.

NB: Learning outcomes that could be best demonstrated in the work context are shown here in ordinary font and those best demonstrated in a training context are italicised.

Learning outcomes for gambling provider personnel

2. Providing information

Employees

Employees working directly with customers in either gambling-specific or gambling-related areas need to be able to demonstrate the following learning outcomes:

- 2.1 Employees explain to customers and any other interested parties the potential risks associated with gambling.
- 2.2 Employees identify sources of help for problem gambling, including sources for customers from linguistically diverse backgrounds, and communicate this to customers when asked.
- 2.3 Employees explain and display the contents of the organisation's Responsible Gambling Mission Statement to a customer, other employees or other interested party.
- 2.4 Employees explain and take action to display meaningful and accurate information on the odds of winning major prizes, related to gambling activities with which they are associated, to a customer or any other interested party.
- 2.5 Employees outline the processes associated with obtaining advice from the relevant peak body regarding signage or other materials developed by the gambling provider.
- 2.6 Employees explain and take action to display the availability of the organisation's Responsible Gambling Policy document.
- 2.7 Employees explain the nature of at least one type of gambling activity, its rules, odds or returns to players and so on.
- 2.8 Employees describe the mechanisms for gambling-related complaints to customers or any other interested party.
- 2.9 *Employees explain the key elements of the organisation's financial policy in relation to responsible gambling.*
- 2.10 Employees communicate, to customers or any other interested party, some key factors necessary for customers to make informed decisions about their gambling.

Managers/ responsible officers

In addition to demonstrating the learning outcomes for employees working with customers in either gambling-specific or gambling-related areas, managerial staff need to be able to demonstrate the following additional outcomes:

- 2.1 Managers ensure that information is prominently displayed in all gambling areas and near ATM and EFTPOS facilities about the potential risks of gambling and where to get help for problem gambling.
- 2.2 Managers ensure information about potential risks of gambling and where to get help are available in forms accessible to particular customer groups, including those from linguistically diverse backgrounds.
- 2.3 Managers challenge and clarify employees' understandings with regard to the identification of sources of help for problem gambling, information on the odds of winning major prizes, as well as the nature and rules of at least one major gambling activity.
- 2.4 Managers challenge and clarify employees' understandings with regard to the organisation's Responsible Gambling Mission Statement and its Responsible Gambling Policy document.
- 2.5 Managers challenge and clarify employees' understandings with regard to complaints mechanisms.

Benchmarks indicating industry best practice

Employees and managers/responsible gambling officers respond to the specific information needs of individuals and groups, including customers from linguistically diverse backgrounds, in relation to responsible gambling.

Take-away cards providing details on where to get help for problem gambling are always displayed in highly accessible and yet discreet locations.

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Learning outcomes for gambling provider personnel

3. Interacting with customers and community

Employees

Employees working directly with customers in either gambling-specific or gambling-related areas need to be able to demonstrate the following learning outcomes:

- 3.1 Employees establish effective mechanisms to link with local gambling-related support services (such as Gambling Help services) and local relevant community consultation networks or are aware of their organisation's procedures in this regard.
- 3.2 Employees explain the three key functions of the customer liaison role:
 - provision of appropriate information to assist customers with gambling-related problems
 - provision of support to other staff in assisting customers
 - provision of assistance to staff with gambling-related problems.
- 3.3 Employees identify and communicate incidents to the person undertaking the customer liaison role (see specific learning outcomes in Utilising exclusion provisions).
- 3.4 Employees describe the role of mechanisms for customer complaints, when necessary.
- 3.5 Employees establish and promote mechanisms for customer complaints, when necessary.
- 3.6 Employees maintain an Incident Register in which all incidents are recorded, as well as the action taken and the outcome.
- 3.7 Employees communicate the purposes and nature of the organisation's Responsible Gambling Policy document to a customer or any other interested party.
- 3.8 Employees demonstrate all dealings with customers is in accordance with National Privacy Principles.

Managers/ responsible officers

In addition to demonstrating the learning outcomes for employees working with customers in either gambling-specific or gambling-related areas, managerial staff need to be able to demonstrate the following additional learning outcomes:

- 3.1 Managers undertake the customer liaison role and ensure that appropriate action is taken in terms of interaction with customers and community.
- 3.2 Managers challenge and clarify employees' perceptions of problem gambling and behaviours that might be suggestive of problem gambling.
- 3.3 Managers identify behaviours consistent with problem gambling.
- 3.4 Managers communicate effectively with customers, staff and support service employees about initiatives and procedures that promote responsible gambling.
- 3.5 Managers identify problem gambling behaviours displayed by staff.

Benchmarks indicating industry best practice

Personal contact is made with the local gambling-related support service (such as Gambling Help service).

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Learning outcomes for gambling provider personnel

4. Utilising exclusion provisions

Employees

Employees working directly with customers in either gambling-specific or gambling-related areas need to be able to demonstrate the following learning outcomes:

- 4.1 Employees explain exclusion procedures and supporting documentation to a customer or any other interested party.
- 4.2 *Employees explain key elements of the “Pathways and Protocols for Exclusions” that relate to their responsibilities.*
- 4.3 *Employees identify their own responsibilities and have the skills to carry out their responsibilities, including informing a manager or customer liaison officer about customers who appear to be experiencing problems as a result of their gambling.*
- 4.4 *Employees outline the main elements of the relevant exclusions legislation.*
- 4.5 Employees demonstrate respect in their dealings with customers in relation to exclusions.

Managers/ responsible officers

In addition to demonstrating the learning outcomes for employees working with customers in either gambling-specific or gambling-related areas, managerial staff need to be able to demonstrate the following additional learning outcomes:

- 4.1 Managers communicate contact information for appropriate counselling agencies to customers seeking exclusion.
- 4.2 Managers explain the procedures involved in, and implications for, the customer agreeing to an exclusion and provide appropriate support.
- 4.3 Managers support self-excluded customers, or own staff, in seeking consensual exclusions from other gambling providers.
- 4.4 Managers take action to implement a venue-initiated exclusion or third-party exclusion where required by legislation.
- 4.5 Managers complete an incident report and record in the incident register, including comprehensive details.
- 4.6 Managers take action to stop correspondence or promotional material being sent to customers who are excluded or known to have formally requested that this information not be sent.
- 4.7 Managers respond to a request by an excluded person to have exclusion removed following the end of the agreed time frame.

Benchmarks indicating industry best practice

Employees articulate the process used for exclusions, beyond their own responsibilities.

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Learning outcomes for gambling provider personnel

5. Creating physical environments

Employees

Employees working directly with customers in either gambling-specific or gambling-related areas need to be able to demonstrate the following learning outcomes:

- 5.1 *Employees identify which groups of people are prohibited from gambling and gambling activities.*
- 5.2 Employees communicate to individuals or groups prohibited from gambling that they are not legally entitled to continue.
- 5.3 Employees manage the service of alcohol on the gambling provider’s premises in ways that encourage customers to take breaks in play.
- 5.4 Employees outline the standards of care that must be provided when adjunct child care is made available by the gambling provider.
- 5.5 Employees communicate to customers that gratuities are not to be encouraged.
- 5.6 *Employees explain the range of strategies that can be used to make customers aware of the passage of time.*
- 5.7 Employees implement practices to ensure that customers are discouraged from participating in extended, intensive and repetitive play.

Managers/ responsible officers

In addition to demonstrating the learning outcomes for employees working with customers in either gambling-specific or gambling-related areas, managerial staff need to be able to demonstrate the following additional learning outcomes:

- 5.1 Managers initiate and implement actions that create physical environments that promote responsible approaches to gambling, including responsible service of alcohol to encourage customers to take breaks in play.
- 5.2 Managers clarify situations involving intoxicated customers.

Benchmarks indicating industry best practice

Where necessary, employees and managers/responsible officers engage in substantive two-way conversations with customers regarding restrictions on individuals and groups in relation to gambling (for example, minors and unduly intoxicated customers).

NB: Learning outcomes that could be best demonstrated in the work context are shown here in ordinary font and those best demonstrated in a training context are italicised.

Learning outcomes for gambling provider personnel

6. Managing financial transactions	
<p><i>Employees</i></p> <p>Employees working directly with customers in either gambling-specific or gambling-related areas need to be able to demonstrate the following learning outcomes:</p> <ul style="list-style-type: none"> 6.1 <i>Employees <u>explain</u> the policies regarding the location of ATMs in relation to designated gambling areas or entry to such areas.</i> 6.2 Employees <u>explain</u> to a customer or other interested party the limit above which all winnings are paid by cheque or electronic transfer and the procedures for cashing such winnings for a particular type of gambling. 6.3 Employees <u>explain</u> the gambling provider’s policies with regard to the cashing of cheques. 6.4 Personnel <u>explain</u> to a customer or other interested party that gambling providers are not to provide credit or lend money to anyone for the purpose of gambling. 	<p><i>Managers/ responsible officers</i></p> <p>In addition to demonstrating the learning outcomes for employees working with customers in either gambling-specific or gambling-related areas, managerial staff need to be able to demonstrate the following additional learning outcomes:</p> <ul style="list-style-type: none"> 6.1 Managers <u>ensure</u> that requirements regarding financial transactions (listed opposite) are met. 6.2 Managers <u>challenge</u> and <u>clarify</u> employees’ understanding with regard to managing financial transactions.
<p><i>Benchmarks indicating industry best practice</i></p> <p>Where necessary, employees and managers/responsible officers engage in substantive two-way conversations with customers regarding financial transactions.</p>	

NB: Learning outcomes that could be best demonstrated in the work context are shown here in ordinary font and those best demonstrated in a training context are italicised.

7. Developing and implementing advertising and promotional strategies

Employees

Employees working directly with customers in either gambling-specific or gambling-related areas need to be able to demonstrate the following learning outcomes:

- 7.1 *Employees explain what constitutes a responsible advertisement and/or promotion in relation to the Code of Practice.*
- 7.2 *Employees explain what constitutes an advertisement and/or promotion that does not comply with the Code of Practice.*
- 7.3 *Employees take action to inform a manager or customer liaison officer of advertising and promotions that do not comply with the Code of Practice.*

Managers/ responsible officers

In addition to demonstrating the learning outcomes for employees working with customers in either gambling-specific or gambling-related areas, managerial staff need to be able to demonstrate the following additional outcomes:

- 7.1 Managers/responsible officers ensure that advertising and promotions comply with the Advertising Code of Ethics as adopted by the Australian Association of National Advertisers.
- 7.2 Managers/responsible officers ensure that advertising and promotions are not false, misleading or deceptive.
- 7.3 Managers/responsible officers ensure that advertising and promotions do not implicitly or explicitly misrepresent the probability of winning a prize.
- 7.4 Managers/responsible officers ensure that advertising and promotions do not give the impression that gambling is a reasonable strategy for financial betterment.
- 7.5 Managers/responsible officers ensure that advertising and promotions do not include misleading statements about odds, prizes or chances of winning.
- 7.6 Managers/responsible officers ensure that advertising and promotions do not offend prevailing community standards.
- 7.7 Managers/responsible officers ensure that advertising and promotions do not focus exclusively on gambling, where there are other activities to promote.
- 7.8 Managers/responsible officers ensure that advertising and promotions are not explicitly or implicitly directed at minors or vulnerable or disadvantaged groups.
- 7.9 Managers/responsible officers ensure that advertising and promotions do not involve any external signs advising of winnings paid.
- 7.10 Managers/responsible officers ensure that advertising and promotions do not involve any irresponsible trading practices by the gambling provider.
- 7.11 Managers/responsible officers ensure that advertising and promotions do not depict or promote the consumption of alcohol while engaged in gambling.
- 7.12 Managers/responsible officers ensure that advertising and promotions are based on the consent of the person prior to publishing or causing to be published anything which identifies a person who has won a prize.

Benchmarks indicating industry best practice

Employees articulate the ways in which particular advertising and promotional material comply/does not comply with the Code of Practice.

NB: Learning outcomes that could be best demonstrated in the work context are shown here in ordinary font and those best demonstrated in a training context are italicised.

Notes

A series of horizontal dotted lines for taking notes.

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