



ARE YOU RESPONSIBLE FOR GAMING OPERATIONS?

IF YES THEN YOU &/OR YOUR EMPLOYEES MAY BE REQUIRED TO COMPLETE THIS COURSE



Advanced Responsible Conduct of Gambling (ARCG)

As part of the gaming reforms being implemented by the NSW Government, licensed venues with more than 20 gaming machine entitlements will be required to have a Responsible Gambling Officer on duty while gaming machines are in operation.

SPECIFIC ROLES ARE REQUIRED TO COMPLETE MANDATORY (ARCG) TRAINING

ONE DAY (ARCG) COURSES - NOW AVAILABLE

Roles required to complete the Advanced RCG course: <ul style="list-style-type: none"> • RGOs '(Responsible Gambling Officer) • Staff member/s who are responsible for the management of gaming machine operations (if they are separate to and not undertaking RGO duties) 	From 1 July 2024
<ul style="list-style-type: none"> • Club secretaries • Approved managers 	By 30 Sep 2024

CONTACT US TO SCHEDULE GROUP TRAINING AT YOUR VENUE

OR CMNL ACADEMY - LOCATED @ CANTERBURY-HURLSTONE PARK RSL CLUB



APPROVED
TRAINING
PROVIDER

Advanced RCG
course in NSW



Course Aim/included in this course

The ARCG course will cover the requirements of NSW Liquor & Gaming Code Of Practice:

- Anticipating and managing high-intensity situations using advanced interpersonal skills
- Managing high-intensity situations involving angry and distressed patrons, and concerned family members
- Leading a culture of proactive gambling harm minimisation
- Responsible conduct of gambling in practice

Cost

\$350pp | Group of 5-9 \$320pp | Group of 10-20 \$300pp

Location

CMNL Academy | lower-level Canterbury-Hurlstone Park RSL Club

or at YOUR VENUE offsite option available for workplace/group bookings (minimum 5 people)

Duration

5hrs Mandatory face to face training
No late entries to class

Students must bring

- Current Standard RCG competency*
- Photo identification (license or passport)
- Pen and paper to make notes and complete assessment activities
- Comfortable clothing and flat and enclosed shoes for working in the training area

*In NSW all competencies must expire on the same date, calculated five years from the first competency gained. For example, if your RCG competency expires in June 2024, even if you gain your ARCG competency in Jan 2023 both competencies will still have an expiration date of June 2024.

Note:

If you voluntarily completed your Advanced Responsible Conduct of Gambling (ARCG) course prior to the expiry of your Competency card, your ARCG endorsement will be automatically updated on successful completion of the RCG refresher course *If you hold an electronic Competency card in your NSW App, it will be automatically updated on successful completion of the ARCG Course.

Competency cards can be replaced online via Service NSW for an extra fee - for more information www.service.nsw.gov.au/transaction/replace-an-rsa-or-rcg-competency-card