



Australian Government

CHCFIN005 Provide responsible online wagering services

Release: 1

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Modification History

Release 1. CHCFIN005 Provide responsible online wagering services. New unit. No equivalent unit.

Application

This unit describes the performance outcomes, skills and knowledge required to provide responsible online wagering services, and to assist those customers who may be at risk of or are already experiencing harm from online wagering.

Responsible provision of online wagering services must be undertaken whenever such services are provided and is an essential skill for all personnel involved in the provision of wagering services, or with the capacity to influence wagering services. This may include online wagering that is conducted using any telecommunication service.

Job roles within online wagering services may include supervisory and management and operational or customer service staff involved in the provision of online wagering services including customer account managers, responsible gaming officers and marketing and communications staff.

The unit also relates to satisfying the requirements for providing responsible online wagering services under state and territory legislation. The terms used to describe this vary across state and territory regulatory bodies and can include Responsible Conduct of Gambling (RCG), Responsible Service of Gaming, or Responsible Service of Gambling (RSG).

Under differing state and territory legislation this may be a required certification unit for certain nominated personnel operating online wagering services.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Those developing training to support this unit must consult the relevant state and territory gaming licensing authority to determine any specific State/Territory regulation that is applicable at the time of training delivery, as well as accreditation arrangements for courses, trainers and assessors.

Pre-requisite Unit

Nil

Unit Sector

Community Services

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Comply with legislative and regulatory requirements and industry and organisational codes of conduct for online wagering.	1.1. Evaluate contents of relevant legislation, regulatory information and industry codes of conduct and their significance to own job role. 1.2. Clarify requirements of regulations and codes of practice with relevant personnel to ensure understanding and compliance. 1.3. Act according to regulatory requirements and principles of relevant codes of conduct, seeking advice from relevant person or authority when issues arise. 1.4. Identify conflicts of interest between responsible wagering and own role and report to the appropriate person, according to organisational policies and procedures.
2. Implement responsible online wagering practices.	2.1. Carry out duties of own job role using responsible gambling service practices and adhering to principles of harm minimisation and reduction, according to relevant state and territory legislation and industry and organisational policy and codes of conduct. 2.2. Support customers to engage in safe online wagering practices. 2.3. Proactively monitor customer wagering behaviour to identify opportunities for intervention or referral aimed at prevention of gambling harm. 2.4. Identify customers at risk of harm from online wagering and take action to mitigate and reduce harm within scope of own job role. 2.5. Identify behaviours of customers that indicate the need for exclusion due to potentially harmful online wagering. 2.6. Maintain accurate records of gambling-related incidents and associated staff action according to regulatory, industry and organisational policy and procedures and within scope of own job role. 2.7. Respond to complaints sensitively, courteously and respectfully and refer to relevant person or authority as required.
3. Provide information and assistance to customers regarding gambling harm and	3.1. Provide information on impacts of harm from gambling and gambling harm minimisation and reduction to customers to enable them to make informed decisions about their participation.

harm minimisation.	<p>3.2. Discuss support service options and benefits of seeking support with customer.</p> <p>3.3. Follow procedures for exclusion, including self-exclusion, according to legislation, industry and organisational policy, and confidentiality and privacy requirements.</p> <p>3.4. Provide customer with referral options using appropriate method of communication according to level of potential risk of harm associated with online wagering.</p> <p>3.5. Provide customer with information on how to lodge complaints with regulators or others as required.</p> <p>3.6. Communicate with customers in a timely, professional and positive manner that displays empathy and provides validation.</p>
4. Mitigate risks relating to online wagering.	<p>4.1. Use filtering processes to verify identification and prevent access by those under 18 years of age.</p> <p>4.2. Immediately close customer account if identification processes show customer is a minor.</p> <p>4.3. Use filtering processes to identify excluded customers and immediately close customer account when excluded customer is identified.</p> <p>4.4. Remove excluded customers from marketing communications and advertising and promotion database to ensure they are not encouraged to return to wagering.</p> <p>4.5. Ensure advertising and promotion to customers provides information on risks and potential harm of gambling and online wagering in line with relevant legislative frameworks.</p> <p>4.6. Protect confidentiality and privacy of information provided by customers according to regulations and organisational policies and procedures.</p>

Foundation Skills

SKILLS	DESCRIPTION
Reading skills to:	<ul style="list-style-type: none"> • read and comprehend information relating to: <ul style="list-style-type: none"> • industry or regulatory codes of conduct relating to responsible online wagering • in-house policies and procedures relating to responsible online wagering • plain English regulatory and advisory information issued by local, state and territory gambling licensing authorities.

Oral communication skills to:	<ul style="list-style-type: none"> report or refer issues to appropriate person interact effectively with customers to explain procedures adapt language to audience, context and purpose of interaction.
Writing skills to:	<ul style="list-style-type: none"> produce emails or reports to colleagues regarding issues or to seek assistance.
Problem-solving skills to:	<ul style="list-style-type: none"> apply appropriate solutions within scope of own responsibility or seek assistance from appropriate colleagues.
Technology skills to:	<ul style="list-style-type: none"> use communications technology to interact with customers use a computer and appropriate software to record gambling-related incidents and staff actions.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e0c25cc-3d9d-4b43-80d3-bd22cc4fle53>