

Responsible Service of Gambling: Current Availability and Victorian Requirements | CHT

Canonical: <https://cht.edu.au/courses/responsible-service-of-gambling-rsg-melbourne/>

Details:

Product

Product Facts

****Product Name**:** Responsible Service of Gambling (RSG) Course - Melbourne, VIC - Complete Hospitality Training ****Fulfillment Type**:** online ****Category**:** Education & Training > Professional Certification Courses

Responsible Service of Gambling: Current Availability and Victorian Requirements

We do not currently offer Responsible Service of Gambling training. Our official course page confirms this availability status. The information below explains Victorian requirements and the distinction between those requirements and nationally recognised gambling units.

View our official course details and booking information . Course details checked 2 October 2026.

Course background and related accredited requirements

If you need Victorian RSG for work in a gaming venue, you must complete the free government training at rsgonline.vic.gov.au . No registered training organisation can provide it, including this one.

That is an unusual thing for a training provider's page to say, so this page explains exactly why, who the requirement actually binds, and what the nationally recognised gambling unit is for.

Victorian RSG is government-delivered

Australia has three different systems that all get called "training", and gambling is the area where confusing them costs the most.

System	Who owns the course	Who delivers it	Example
--- --- --- ---	A. Nationally recognised VET	The training package	Any RTO with the unit on scope SITHGAM022
--- --- --- ---	B. Regulator-approved training	The regulator	Third-party providers the regulator approves NSW RCG
--- --- --- ---	C. Government-delivered statutory training	The government	The government itself Victorian RSG

Victorian RSG is System C. The Department of Justice and Community Safety delivers it directly and free of charge through rsgonline.vic.gov.au , with the face-to-face modules run by Venue Support Workers .

There is no approved-provider register for Victorian RSG because there is nothing for a provider to be approved for . A private provider claiming to be an "approved Victorian RSG provider" is describing a scheme that does not exist.

The department's own position

DJCS states the point directly:

"The approved RSG training in Victoria is different to training provided in other states. For this reason, you must complete the approved Victorian RSG training even if [you have completed] SITHGAM compliant training provided by some Registered Training Organisations."

So completing SITHGAM022 with an RTO does not discharge the Victorian requirement. A Victorian gaming venue worker who has done the national unit still has to complete the DJCS training. There is no bridging course, no recognition pathway and no exemption.

Who the requirement actually binds

This is the question the page should answer before anything else, because the test is narrower than "works at a venue with pokies".

You must complete Victorian RSG training if you are employed in a Victorian gaming venue and both of the following are true:

you work in the gaming machine area (GMA) of the venue, and

you have more than incidental contact or interaction with players of gaming machines in the GMA

You must also complete it, regardless of the test above, if you are:

a venue operator

the nominee of a venue operator

the holder of a gaming industry employee licence

A Responsible Gambling Officer (RGO) , nominated by the venue operator under the Ministerial Direction, must have completed at least Module 1 and be deemed by the venue operator able to meet the requirements of the role.

The "more than incidental contact" limb is where judgement sits. A bar attendant who crosses the gaming room collecting glasses is in a different position from one who serves drinks to players at the machines. The obligation to ensure staff are trained rests on the venue operator , so that is who to ask rather than guessing.

The gaming industry employee licence is a separate thing again

Worth separating because the words look similar. RSG is training . The gaming industry employee licence is a licence , issued by the Victorian Gambling and Casino Control Commission (VGCCC) to a person on the basis of their duties. It is required only where the work involves:

any task requiring access to the logic area of a gaming machine

possessing or issuing logic-area keys

accessing a prescribed restricted monitoring component — a Jackpot Interface Board or a Slot Machine Interface Board

supervising any person doing the above

And the carve-out that decides most cases: opening a gaming machine without accessing the logic area does not require the licence. Emptying the cash hopper is the example given. So most gaming attendants do not need it — and if you do hold it, that puts you in the group who must complete RSG training as well. The licence triggers the training; it does not replace it.

What the Victorian requirement actually is

||| | --- | --- || Where | rsgonline.vic.gov.au || Cost | Free || Delivered by | Department of Justice and Community Safety || Face-to-face modules | Run by Venue Support Workers , in venue or by

video-conference |

| Module | Mode | Duration | Deadline | | --- | --- | --- | --- | | Module 1 | Online, self-paced | 2–3 hours | Within one month of starting work; may be completed beforehand | | Module 2 | Face-to-face in venue or video-conference, Venue Support Worker | Not stated | Within six months of starting work | | Module 3 (refresher) | Online | 2–3 hours | Within three years of completing Module 2 | | Module 4 (refresher) | Face-to-face or video-conference | Not stated | Within three months of completing Module 3 , and within three years of Module 2 |

After the first refresher cycle, Modules 3 and 4 repeat every three years , measured from the date you last completed Module 4.

Three rules that catch people out:

Training is not a condition of being hired or of starting work. Module 1 is simply due within a month.

Attempt Module 4 outside the three-month window after Module 3 and you have to redo Module 3. That is why the online module is best completed shortly before the paired face-to-face session.

If more than three years have passed since Module 2 or Module 4, that is an "expired RSG certificate", and both Module 3 and Module 4 must be completed before working in the gaming area again.

There is no physical card. Certificates are generated and re-downloaded from your own account at rsgonline.vic.gov.au , and after a face-to-face module you must log in to generate that module's certificate. Name changes are handled by updating your profile and regenerating.

If that is your requirement, go there. You do not need to pay anyone.

What the venue has to do

The venue operator must ensure any employee who needs RSG training completes Module 1 within one month and Module 2 within six months of starting employment. The operator must also keep a record of completion, and the VGCCC may inspect it during a compliance inspection. Per the VGCCC: "Failure to provide this information on request may result in us taking disciplinary action against you."

Operators can check staff certificate status at rsgonline.vic.gov.au/local/rsg/report_cert_check.php , and should review Module 2 and Module 4 dates to identify who is due for a refresher.

Useful contacts: VGCCC on 1300 599 759 or contact@vgccc.vic.gov.au; RSG training help at rsgonlinehelp@justice.vic.gov.au ; student sign-up at rsgonline.vic.gov.au .

What SITHGAM022 is for

None of this makes the national unit worthless. SITHGAM022 Provide responsible gambling services is a genuine nationally recognised unit in the SIT Tourism, Travel and Hospitality Training Package, developed by Service and Creative Skills Australia , and we hold it on scope as deliver and assess . It appears as an elective in several of our qualifications, including SIT20322 , SIT30622 , SIT30722 , SIT40422 and SIT50422 .

One correction worth making here, because this page previously got it wrong: the SITSS00070 Hospitality Compliance Skill Set does not contain SITHGAM022 . That skill set packages the liquor and food safety units — SITHFAB021 , SITXFSA005 and SITXFSA006 . If you want the gambling unit, take it as a qualification elective or as a standalone unit, and confirm the current skill-set composition on training.gov.au rather than relying on a provider's description.

Completing SITHGAM022 produces a nationally recognised Statement of Attainment , which is useful for:

Counting toward a qualification — it is an elective in several of our qualifications and credit-transfers on enrolment under Standard 1.7

Portability — it appears on your national training transcript against your Unique Student Identifier, permanently

Interstate contexts where a national unit is recognised, subject to that state's own rules

Demonstrating competency to an employer outside the Victorian statutory pathway

What it does not do is satisfy the Victorian RSG requirement. Those are separate questions and the unit is honest about being the first, not the second.

What the unit actually covers

This is the most useful part of the page for anyone working a gaming floor, whichever pathway got them there, because it is the clearest published account of what competent conduct looks like.

The harm-minimisation strategies it names

These are physical and specific rather than attitudinal:

containing gambling-related signage to inside the venue

positioning clocks showing the correct time so they are visible in gaming machine areas

not publishing gaming machine advertising

not locating automatic teller machines in gaming areas

ensuring ATM facilities do not allow cash withdrawals from credit accounts

The clock is the one people find surprising, and it is the point of the whole design. A gaming machine area is built so that time stops being noticeable, so the countermeasure written into the unit is a visible clock showing the correct time.

Alongside those, the unit requires you to implement responsible gambling practices on at least one occasion, including the provision and appropriate placement of signage, advertising and promotional materials, strategies to indicate the passage of time, and strategies that encourage breaks in play.

The signs of gambling harm it requires you to recognise

bills that cannot be paid because of excessive gambling

borrowing money to gamble

changes in sleeping or eating habits

committing illegal acts to finance gambling

considering self-harm as a result of gambling

feelings of remorse after gambling

gambling more than the person can afford

home life becoming unhappy because of gambling

gambling to escape worry or personal problems

attempting to win back gambling losses

The six situations you must have a process for

The unit requires you to identify the appropriate organisational process in response to each of:

- a customer requesting self-exclusion or assistance
- a customer requesting counselling services
- venue exclusion of a self-identified problem gambler
- disputes or complaints
- refusal of credit
- under-age gambling

The procedures it expects the venue to have

Displaying gambling-related signage — counselling services, self-exclusion programs, gambling warnings, house policy and the venue code of conduct ; maintaining confidentiality and privacy ; keeping records of gambling-related incidents ; self-exclusion, third-party exclusion and venue exclusion processes and the response to a breach of an exclusion; and referral to counsellors and support services . The unit also requires knowledge of the distinct roles of staff members, supervisors and managers, and of the ramifications of non-compliance for both the organisation and the individual .

How it is assessed

Skills must be demonstrated in an operational gaming environment — an industry workplace or a simulated environment set up for assessment. Assessment must ensure access to a facility where industry-realistic gambling activities occur, current regulatory documents, legislative publications and codes of conduct from state and territory gambling licensing agencies , industry and organisational codes of conduct, policies, procedures, signage and brochures, and an industry-realistic range of customers, whether real or through role plays.

Assessors must satisfy the Standards for RTOs requirements for assessors and have worked in industry for at least three years applying the skills and knowledge of this unit. That is a fair question to ask any provider before enrolling.

The wider gaming unit set

The SIT package carries more than one gaming unit, and the others are ordinary electives without a parallel statutory scheme attached:

| Unit | Covers | | --- | --- | | SITHGAM022 | Provide responsible gambling services — the one with the Victorian complication | | SITHGAM023 | Operate gaming machines | | SITHGAM024 | Conduct keno games | | SITHGAM025 | Conduct TAB wagering |

Most of the gaming units beyond responsible gambling services carry prerequisites and must be sequenced. Check individual unit requirements before planning an elective set.

How other states differ

| Jurisdiction | System | What you need | | --- | --- | --- | | Victoria | C — government-delivered | Free DJCS training, Module 1 within 1 month, Module 2 within 6 months, then Modules 3 and 4 every three years | | New South Wales | B — regulator-approved providers | RCG through a Liquor & Gaming NSW Approved Training Provider, plus a competency card | | Others | Varies | Check the gambling regulator in that jurisdiction |

New South Wales runs the opposite model to Victoria: a private provider can be approved there, and must be, and the training carries a competency card and its own renewal rules. So "I did my gambling training in Sydney" and "I did my gambling training in Melbourne" describe entirely different processes.

An RSA Statement of Attainment is a national training record, but permission to serve alcohol depends on the destination's rules. NSW permits eligible temporary interstate workers; permanent movers and security or RSA marshal roles must meet NSW training and competency-card requirements, using bridging where eligible. Victoria offers bridging to eligible interstate holders. SA applies approved-provider rules to training from 1 November 2020, with earlier training not required to be repeated solely for that change. QLD and WA require suitable national RSA evidence. Tasmania distinguishes staff from licence holders; the ACT and NT have local currency and refresher requirements. Check the regulator before your first shift. See RSA recognition by jurisdiction , NSW's rules and SA's rules .

So a Victorian gaming-venue worker faces two separate multi-stage state processes on top of any national units: the DJCS RSG modules, and the LCV RSA sequence. Neither is discharged by an RTO course alone, and the two refresher cycles do not align.

The distinction worth carrying away

Accredited and approved are different words that mean different things.

Accredited means the training delivers a unit of competency listed on training.gov.au, through an RTO. That is what SITHGAM022 is.

Approved means a regulator has authorised a specific provider to deliver a specific course the regulator owns. That is what NSW RCG providers hold, and what nobody holds for Victorian RSG.

Check that the training matches the intended regulatory outcome. Nationally accredited SITHGAM training is separate from Victoria's approved RSG modules and does not replace them. Victorian RSG is free approved training: online modules through RSG Online and venue-arranged sessions with venue support workers. National SITHGAM training does not replace it. See the official training requirements and our RSG guide .

The general rule: an RTO's scope on training.gov.au tells you what it may train and assess . It tells you nothing about a liquor, gaming or food regulator's approval, because those are separate registers held by separate bodies. Check the register that governs the thing you actually need.

Where gaming work sits for pay

Worth knowing, because gaming is one of the few roles where the award answer is genuinely counter-intuitive.

Which modern award covers you is decided by the premises, not the job title , and gaming work splits two ways:

| Where the gaming machines are | Award | | --- | --- | | A pub, hotel, tavern or casino | MA000009 Hospitality Industry (General) | | An RSL, bowls, golf or other registered not-for-profit club | MA000058 Registered and Licensed Clubs |

Same machines, same SITHGAM022 unit, different instrument and different pay table. MA000009 clause 4.4(d)(i) expressly excludes "clubs registered or recognised under State or Territory legislation", and clause 4.3 of MA000058 requires the club to be registered under a liquor, gaming, associations incorporation or corporations statute and to operate not-for-profit for its members and the community.

The good news for a gaming attendant: both awards carry the classification floor. A relevant AQF Certificate III or higher , used at work, sets a minimum classification of Level 4 under MA000009 (cl 18.1) and MA000058 (cl 18.3) — and also under MA000119 (cl 18.1) for restaurant premises. Only the fast food award, MA000003, has no equivalent provision.

So the qualification argument works the same in the pub and in the RSL, even though the pay tables differ. SITHGAM022 alone will not do it — a single unit does not move your classification. A completed

Certificate III does, which is the practical reason to take the gaming unit as an elective inside SIT30622 rather than as a standalone purchase.

That said, the award's definition of an appropriate level of training is wider than a full qualification. It covers a training program meeting the training and assessment requirements of a qualification or one or more appropriate units of competency from a training package; or assessment by a qualified skills assessor as having at least equivalent skills; or , as at a specified date, having been doing the work of that classification for at least three months . Long-serving gaming staff should read that third limb.

Two caveats: under MA000009 and MA000119 the qualification must be relevant to your classification and you must make use of the skills, so it is not automatic on completion; and MA000058 lets the Fair Work Commission require the employee to demonstrate they utilise the relevant skills. Dispute routes also differ — MA000009 clause 40, MA000119 clause 34, and for MA000058 referral to the Fair Work Commission. No pay rates, loadings or roster notice periods are published here: rates re-set every 1 July and those provisions differ between the awards, so use the Fair Work Ombudsman's Pay and Conditions Tool with your award code and read your award's own clauses.

Practical notes

The Victorian RSG training is free. If anyone quotes you a fee for it, that is the signal to stop.

SITHGAM022 has no prerequisite qualification , though several other gaming units do.

USI arrangements. For nationally recognised training, a Unique Student Identifier (USI) is generally required before a qualification or Statement of Attainment can be issued , unless an applicable exemption applies. See the official USI exemption guidance . A USI is free at usi.gov.au . If you already have one, recover it rather than creating another. Your USI must not be printed on your qualification or Statement of Attainment. We verify that it belongs to you before using it.

Certification has a deadline. Where you have been assessed as competent, an RTO must issue the certification within 30 calendar days from the completion of the assessment , provided you completed the training product and paid all agreed fees.

Your Statement of Attainment never expires. Where a state credential carries a renewal period, that period belongs to the state document, not to your national record. An RTO must retain records of the certification documentation it has issued for 30 years , so a lost document is a records request rather than a re-enrolment.

Gaming venues usually also mean food and alcohol. If you handle ice, cut fruit or unpackaged garnishes you are a food handler under Standard 3.2.2A, and if you serve alcohol you need RSA. Neither is covered by a gambling unit. See food handling and RSA .

About us

We are Complete Hospitality Training , RTO 3722, CRICOS provider code 04242E, Level 3, 28 Elizabeth Street, Melbourne VIC 3000, and 410 Elizabeth Street, Surry Hills NSW 2010. Contact melbourne@cht.edu.au or +61 3 9654 1554 . See about us and all courses .

Our scope for SITHGAM022 is separate from Victoria's RSG requirements. We direct learners to the Victorian approved scheme for that requirement. Victorian RSG is free approved training: online modules through RSG Online and venue-arranged sessions with venue support workers. National SITHGAM training does not replace it. See the official training requirements and our RSG guide .

We link to the relevant course and regulatory sources in this guide. Check those sources for current requirements, and confirm course availability, delivery, fees and entry requirements with us before enrolling.

Where do I do Victorian RSG training?

At rsgonline.vic.gov.au, delivered free by the Department of Justice and Community Safety. No RTO can deliver it.

Does it cost anything?

No. The Victorian RSG training is free. A fee quoted for Victorian RSG is a warning sign.

Do I actually need it?

If you work in the venue's gaming machine area and have more than incidental contact or interaction with players there, yes. You also need it if you are a venue operator, the nominee of a venue operator, or the holder of a gaming industry employee licence. The venue operator carries the duty to ensure you are trained, so ask them if your role sits on the line.

I completed SITHGAM022 with an RTO. Am I covered in Victoria?

No. DJCS states expressly that you must complete the Victorian RSG training even if you have done SITHGAM-compliant training with an RTO.

When do I have to complete it?

Module 1 within one month of starting gaming work, and Module 2 within six months. Then Module 3 within three years of Module 2, and Module 4 within three months of Module 3.

What happens if my certificate lapses?

More than three years since Module 2 or Module 4 counts as an expired RSG certificate, and you must complete both Module 3 and Module 4 before working in the gaming area again. Doing Module 4 outside the three-month window after Module 3 means redoing Module 3.

Where is my RSG card?

There is no card. Certificates are generated and re-downloaded from your own account at rsgonline.vic.gov.au, and after a face-to-face module you have to log in to generate that module's certificate.

What is a gaming industry employee licence, and do I need one?

It is a VGCCC licence for work involving the inside of a gaming machine: accessing the logic area, holding or issuing logic-area keys, accessing a Jackpot Interface Board or Slot Machine Interface Board, or supervising anyone who does. Opening a machine without accessing the logic area — emptying the cash hopper, for example — does not require it. Most gaming attendants do not need one.

Can any training provider be an approved Victorian RSG provider?

No. There is no approval to hold, because the government delivers the training itself. A claim of approval describes a scheme that does not exist.

So is SITHGAM022 useless?

No. It is a nationally recognised unit that counts toward qualifications, appears on your national transcript, and demonstrates competency. It simply does not discharge the Victorian statutory requirement.

What does SITHGAM022 actually teach?

Among other things: the named harm-minimisation strategies, including visible clocks in gaming machine areas, keeping gambling signage inside the venue, no gaming machine advertising, no ATMs in gaming areas and no credit-account withdrawals from ATM facilities; ten signs of gambling harm; and

the organisational processes for self-exclusion, counselling requests, venue exclusion, disputes and complaints, refusal of credit and under-age gambling.

Why is there a clock in the gaming room?

Because the unit names it as a harm-minimisation strategy in those terms: clocks with the correct time, positioned so they are visible in gaming machine areas. Alongside it the unit requires strategies to indicate the passage of time and strategies that encourage breaks in play.

Is SITHGAM022 part of the SITSS00070 skill set?

No. SITSS00070 Hospitality Compliance packages SITHFAB021, SITXFSA005 and SITXFSA006 — liquor and food safety, not gambling. Take the gambling unit as a qualification elective or a standalone unit, and confirm the current composition on training.gov.au.

What about New South Wales?

New South Wales works the opposite way: RCG must be completed through a Liquor & Gaming NSW Approved Training Provider, and you receive a competency card.

Do you deliver SITHGAM022?

Yes, as deliver and assess, as an elective within several qualifications. It produces a Statement of Attainment for the national unit — not a Victorian RSG certificate.

Do the other gaming units have prerequisites?

Most of them do, beyond responsible gambling services. Check each unit's requirements on training.gov.au before planning an elective set.

Which award covers gaming work?

The premises decides. Gaming in a pub, hotel or casino is MA000009; gaming in a registered not-for-profit club is MA000058. Same work, different instrument.

Will the gaming unit increase my pay?

Not on its own — a single unit does not move your classification. A completed Certificate III, relevant to your role and used at work, sets a Level 4 minimum under MA000009, MA000058 and MA000119. Taking SITHGAM022 as an elective inside a qualification is the route to that, and the award's "appropriate level of training" definition also recognises one or more appropriate units, assessed equivalent skills, or three months doing the work of the classification.

Do I need RSA as well?

If you serve alcohol, check the RSA requirement separately from any food-training unit. For a new Victorian RSA course, use an LCV-approved provider for the delivery mode and complete the required LCV Learning Hub surveys and sexual harassment and assault module as well as the national unit. Victorian certificate holders must complete the free RSA Refresher every three years. In Victoria, an interstate RSA certificate generally cannot be used on its own. Eligible holders can apply for the free RSA Refresher bridging course to obtain a Victorian certificate. LCV requires approved original RSA training completed within the last three years and, for an online course, residence interstate or overseas at the time. Allow about ten working days for the application. LCV lists a specific exemption for interstate liquor producers at qualifying temporary or major events. Check the Victorian eligibility and event rules (<https://www.vic.gov.au/rsa-training>) before relying on a certificate. See RSA in Australia (/rsa/).

Do I need a USI?

For nationally recognised training, a USI is generally required before your qualification or Statement of Attainment can be issued, unless an applicable exemption applies. We can explain the requirements for your enrolment. See the official USI exemption guidance (<https://www.usi.gov.au/students/create-your-usi/exemptions-usi>). Creating a USI is free; recover an existing one rather than creating another. Your USI must not be printed on your qualification or Statement of Attainment.

What can the regulator ask my employer for?

The record of your RSG completion. Venue operators must keep it, the VGCCC may inspect it, and failure to provide it on request may lead to disciplinary action against the operator.