

SOCIAL RESPONSIBILITY IN GAMBLING AWARENESS TRAINING

COURSE CONTENT OVERVIEW

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This Social Responsibility in Gambling course has been designed for anybody who works in an environment where gambling is present. This includes those who work in bookmakers, casinos, arcades, bingo halls, shops, pubs, and anywhere else where gambling opportunities exist, including places that sell Lottery tickets and scratchcards.

This course will develop an awareness of what social responsibility is, and how to practically apply it in gambling. It explains the different types of gambling, the negative effects that a gambling addiction can have on the gambler and their loved ones, the indicative signs of a gambling problem, and how to respond to someone who has declared a gambling problem. The course also outlines money laundering, and how you can check whether you are dealing with genuine banknotes.

Module One: Introduction to Social Responsibility

This module introduces learners to social responsibility and why it is important in gambling. It outlines different types of gambling, why people gamble, and The Gambling Act.

- The importance of social responsibility
- Types of Gambling
- Why do people gamble?
- The Gambling Act 2014
- Authority Inspections

Module Two: The Effects of Gambling

This module explains the effects of gambling on both the gambler and their loved ones. It also outlines the laws regarding children and young persons gambling and the regulations regarding advertising gambling.

- The Effects of Gambling
- The Impact on Families
- Gambling and Young Persons
- Betting and Gambling Laws Regarding Children
- Proof of age
- Recent Developments
- Advertising Gambling

Module Three: Conflicts and Disputes

This module details how you should react if you are faced with confrontation on your gambling premises.

- Impending Confrontation
- When May Conflict Arise?
- Confrontational Situations
- Conflict Resolution
- If You Suffer From the Effects of Conflict
- Reporting Incidents
- Dealing With Disputes

Module Four: Getting Help

This module looks at how you should react if a customer approaches you with a gambling problem. It details the best course of action you should take, and offers some further resources that can help problem gamblers.

- Customer Interaction
- Self-Exclusion
- Interaction With Customers' Relatives
- Further Resources

Module Five: Money Laundering

This module offers an understanding of what money laundering is, and the ways it can occur in gambling. It also gives learners a comprehensive guide of how to check whether banknotes are genuine.

- Money Laundering
- Money Laundering and Gambling
- Checking Banknotes
- Note Sizing
- Checking £5 Notes
- Checking Polymer £10 Notes
- Checking £10 Paper Notes
- Checking £20 Notes
- Checking £50 Notes

Aims of the Training

By the end of this course learners will:

- Have knowledge of the different types of gambling.
- Understand people's motivations for gambling.
- Understand the regulations contained in the Gambling Act 2014.
- Learn more about the signs and information that should be on display in gambling premises.
- Understand the negative effects that gambling can have on a person's life.
- Know how to deal with confrontational customer behaviour.
- Understand self-exclusion.
- Understand money laundering and how to check if banknotes are genuine.