

Provide Responsible Gambling Services (RCG)

Pre-Course Information

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| Course Code | SITHGAM201 Provide Responsible Gambling Services |
| Course Content | The Catch Training one day face to face 'Provide Responsible Gambling Services' (also known as RCG or RGS training) training course provides anyone working in a NSW venue that provides gambling services with the knowledge and awareness required to responsibly provide gambling services. |
| Pre-Requisites | None, however you must be at least 18 years of age to work in a licenced gaming venue in NSW. |
| Course Duration | 7 hours including breaks. |
| Time to Arrive | Please arrive 15 minutes before the scheduled start time to sign in. |
| What to Bring | <ul style="list-style-type: none"> • 100 points of ID (ideally an Australian drivers licence or your Passport) • A black or blue ink pen |
| What to Wear | <ul style="list-style-type: none"> • Comfortable clothes |
| Our Locations (Please see www.catch.nsw.edu.au/our-locations/ for maps) | <ul style="list-style-type: none"> • Blacktown – 12A Westfield Place, Blacktown, NSW 2148 • Campbelltown – Campbelltown Colonial Motel, 20 Queen Street Campbelltown, NSW 2560 • Castle Hill – Address: 23/10 Gladstone Rd, Castle Hill, accessible via Windsor Road or Victoria Ave • Sydney CBD - Address: City of Sydney RSL, 565-567 George Street Sydney NSW 2000 |

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| Training Provider | This training is being provided by Catch Training Pty Ltd (RTO number 41007) |
| Contact Number | 02 8007 3427 |
| Website | www.catch.nsw.edu.au |
| ABN | 32 168 164 841 |
| Registration Details | The scope of Catch's training is listed at www.catch.nsw.edu.au |
| <p>Student Rights & Responsibilities</p> <p>This Pre-course Information sheet is designed to read in conjunction with the Catch Training Student Handbook. The Student Handbook must be read before enrolling into any training course delivered by Catch training. It is a condition of enrolment that you and we agree to abide by the terms and conditions outlined in the Student Handbook. The Student Handbook can be downloaded from www.catch.nsw.edu.au</p> | |
| <p>Booking Conditions</p> <ul style="list-style-type: none"> • If you are more than 10 minutes late or don't have the correct ID, you will not be admitted into the course. • Refunds must be applied for in writing by completing a Refund Request Form, which can be downloaded from www.catch.nsw.edu.au. • All courses must be completed within 3 months of the original booking date. | |
| <p>General Refund Policy</p> <ul style="list-style-type: none"> • Students who give notice to cancel their enrolment more than 10 days prior to the commencement of a program will be entitled to a full refund of fees paid. • Students who give notice to cancel their enrolment less than 10 days prior to the commencement of a program will be entitled to a 75% refund of fees paid. The amount retained (25%) by Catch Training is required to cover the costs of staff and resources which will have already been committed based on the students initial intention to undertake the training. • Students who cancel their enrolment after a training program has commenced or fail to attend will not be entitled to a refund of fees. <p>Discretion may be exercised by the Chief Executive Officer in all situations, if the student can demonstrate that extenuating or significant personal circumstance led to their withdrawal. In these cases, the student should be offered a full credit toward the tuition fee in another scheduled program in-lue of a refund. Chief Executive Officer may also authorise a refund of tuition fees if the circumstances require it.</p> <p>Where refunds are approved, the refund payment must be paid to the student within 14 days from the time the student gave written notice to cancel their enrolment. Tuition refunds are to be paid via electronic funds transfer using the authorised bank account nominated by the student on the Refund Request Form.</p> | |

Our Guarantee to Clients

If for any reason Catch Training is unable to fulfil its service agreement with a student, Catch Training must issue a full refund for any services not provided. The basis for determining “services not provided” is to be based on the units of competency completed by the student and which can be issued in a statement of attainment at the time the service is terminated.

Miscellaneous Charges

Catch Training will levy some miscellaneous charges for services. These may include:

- Re-issuing a certificate after it has been initially issued to a student.
- Replacing issued learning materials which the student has lost or damaged
- Re-assessment services

These miscellaneous charges are to be clearly specified in Catch Training Schedule of Fees and Charges. It is to be made clear if these services will include GST. All miscellaneous charges are to be based on a cost recovery basis and are not intended to be a source of profit.

Student complaints about fees or refunds

Students who are unhappy with Catch Training arrangements for the collection and refunding of tuition fees are entitled to lodge a complaint. This should occur in accordance with Catch Training complaints policy and procedure.