



# Advanced Responsible Conduct of Gambling (ARCG)

**Develop advanced interpersonal skills to handle high-intensity situations, and promote a culture of responsible gambling.**

## Our ARCG training covers:

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

## Who is this course for:

- The Advanced Responsible Conduct of Gambling (ARCG) course is recommended for individuals with senior roles with greater gambling-related harm minimisation responsibilities such as:
- Licensees of a full hotel licence
- Secretaries of a registered club
- Gambling floor managers and supervisors
- Anyone holding an RCG competency card wishing to complete this course for career progression

## Pre-requisite: Current standard RCG competency card

Please visit Liquor and Gaming NSW to confirm which training your license requires [www.liquorandgaming.nsw.gov.au](http://www.liquorandgaming.nsw.gov.au)

**Duration** 6.5 Hours



**APPROVED  
TRAINING  
PROVIDER**

**Advanced RCG  
course in NSW**

**For Bookings Contact John Lynch**

**0407 454 277 | [John.Lynch@itfe.edu.au](mailto:John.Lynch@itfe.edu.au)**

iTFE is able to deliver this course for groups of 10 or more.  
For more details, please enquire here.

iTFE has been approved by Liquor and Gaming NSW to deliver Responsible Service of Alcohol and Responsible Conduct of Gambling training in NSW for 2025.