

# Course syllabus

## RESPONSIBLE GAMBLING FOR ONLINE OPERATORS

### Course goals

- To create an in-depth understanding of problem gambling and its implications.
- To create an understanding of responsible gambling and how responsible gambling measures can be applied to prevent problem gambling and build sustainable customer relationships.
- To create a basic understanding of the legislation gambling operators must comply with.

### Student learning outcomes

- Students will have a solid understanding of problem gambling and the consequences from it.
- Students will be able to recognize signs of problem gambling.
- Students will have an understanding of responsible gambling and how responsible gambling measures can be applied effectively.
- Students will have a basic understanding of responsible marketing.
- Students will know where to refer customers who experience problems from their gambling for support and advice.
- Students will have a basic understanding of legislation on responsible gambling and responsible marketing.

### Assessment

**Integrated quizzes** ensure learner retention. Students will need to answer all questions correctly in order to pass and move on to the next part of the course. **Pre and post evaluation questions** allow organisations to measure the effects of the training.

## Central topics

### **PART 1: Problem gambling**

- Problem gambling and the different levels of problem gambling
- Risk factors for developing problem gambling
- Problem gambling in different countries
- Negative consequences of problem gambling
- Signs of problem gambling
- Motives for gambling
- Factors that influence the risk level of the game

### **PART 2: Care and responsibility**

- Responsible gambling and effective work procedures
- Responsible gambling tools and effective work procedures
- Responsible marketing

### **PART 3: Legislation**

- Relevant highlights from legislation on responsible gambling
- Relevant highlights from legislation on marketing
- Support and advice for problem gamblers and close ones