This unit will give students the skills and knowledge to identify problem gamblers, provide information and support and to carry out their duties in a socially responsible manner. Legislation relevant to the state of issue is covered in this program.

**Delivery:**
- Classroom based

**Duration:**
This unit is delivered classroom based as 1 half day or 1 evening session.

**Entry requirement:**
There are no pre-requisite requirements for this qualification.

**What will you learn?**
Students will learn how to identify customers to whom service maybe refused, assist customers to drink within appropriate limits and assist affected customers.

**Future pathways**
Personal hygiene practices apply to all personnel operating at all levels within industries, such as Kitchen Hands, Cooks, Chefs, Catering Staff, Café and Fast Food outlets. This Certificate is a mandatory requirement for people in these positions.

Training is delivered with Victorian and Commonwealth Government funding.

*Eligibility criteria applies*