

Where can I find out more?

Problem Gambling (Diploma or units of competency)	Project Officer, Responsible Gambling Education, Strategic Engagement and Development NSW Office of Liquor, Gaming and Racing GPO Box 7060, Sydney NSW 2001 Tel: (02) 9995 0360 Fax: (02) 9995 0374 Email: rgf@communities.nsw.gov.au Web address: www.gamblinghelp.nsw.gov.au/HelpForProfessional/OrderFreePrintMaterial.aspx
Training Packages and Courses	State advice NSW Community Services & Health Industry Training Advisory Body (CSH ITAB) Tel: (02) 9816 2869 www.csh-itab.com.au
	National Information Training.gov.au – the National Register for the Vocational Education and Training (VET) sector www.training.gov.au
	National advice Community Services and Health Industry Skills Council (CSHISC) Tel: (02) 9263 3589 www.cshisc.com.au
RTOs	Registration and quality assurance Australian Skills Quality Authority www.asqa.gov.au
	Scope of registration Training.gov.au – the National Register for the Vocational Education and Training (VET) sector www.training.gov.au
	Department of Education, Employment and Workplace Relations (DEEWR) www.deewr.gov.au

More copies of this pocket guide are available from:

NSW Community Services & Health Industry Training Advisory Body
PO Box 562, Gladesville NSW 1675
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Problem Gambling Counselling

Pocket Guide to a Skilled Workforce



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Wisdom knot

A wise person has the capacity to choose the best means to attain a goal. Being wise implies broad knowledge, learning and experience, and the ability to apply such faculties to practical ends.



Accreditation

The formal recognition of a course by the Australian Skills Quality Authority.

Accredited Course

A course that meets the national accreditation standards and has been endorsed by ASQA. Accredited courses can incorporate units of competency from the national training framework.

Assessment

The process of forming and recording a judgement about a person's skills and knowledge.

Assessor

Someone who has the skills and knowledge to conduct assessments. RTOs must use assessors who possess the appropriate assessment qualifications required by the Training Package guidelines.

Australian Apprenticeships/Traineeships

Structured training arrangements for employees that combine work and training. All traineeships include paid employment, a training contract between employer and trainee and a training program delivered by a contracted training provider. There are a number of traineeships approved in NSW for the Community Services and Health sectors.

Australian Skills Quality Authority (ASQA)

The national regulator for Australia's vocational education and training sector. ASQA regulates courses and training providers to ensure nationally approved quality standards are met.

Australian Qualifications Framework (AQF)

The national policy for regulated qualifications in Australian education and training. It defines all qualifications in post-compulsory education and training incorporating school, industry, vocational and higher education qualifications into a single comprehensive framework.

Australian Quality Training Framework (AQTF)

The set of national standards, agreed to and overseen by The National Skills Standards Council (a committee of the Standing Council for Tertiary Education, Skills and Employment). These ensure the quality and consistency of vocational education and training services throughout Australia.

Department of Education, Employment and Workplace Relations (DEEWR)

The Australian Government department responsible for the policy development, management and promotion of VET. It funds the development and implementation of Training Packages.

Industry Training Advisory Bodies (ITAB)

ITABs are state based organisations that represent key industry sectors at the state level. For example, Community Services and Health ITAB (CSHITAB) is the principal adviser to the NSW government and the community services and health sectors to ensure quality outcomes regarding vocational training and education needs and reforms. Membership of CSHITAB is drawn from both industry (employers and unions) and community.

Industry Skills Councils

Funded by DEEWR and representing key industry sectors, the councils' role is to develop training packages liaising with industry to identify job roles and training needs. The skills council for community services and health sectors is Community Services and Health Industry Skills Council (CSHISC).

National Training Framework (NTF)

The national framework is designed to allow qualifications to be standardised and recognised in all Australian states and territories. The NTF ensures all qualifications meet industry needs and focus on skills required for effective employment.

National Training Information Service (NTIS)

The national on-line database of information about RTOs, Training Packages and accredited courses.

NSW Department of Education and Communities (DEC)

The State Training Authority that coordinates all public education and training services.

Qualification

A formal certification issued by a Registered Training Organisation of achievement against a national framework qualification.

Recognition (also called Recognition of Prior Learning (RPL), Recognition of Current Competency (RCC) or Skills Recognition).

The formal acknowledgement of a person's competencies, regardless of how, when or where the learning occurred. This includes consideration by a qualified assessor of any combination of formal or informal training and education, work experience or general life experiences.

Registered Training Organisation (RTO)

A training organisation registered by the Australian Skills Quality Authority (ASQA) in accordance with the Australian Quality Training Framework (AQTF). An RTO's registration includes a list of the courses, training package qualifications and other services they may offer. This is known as scope of registration and can be found on the NTIS on-line database.

Skill set

One or more units of competency that meet an industry need to provide skills for a discrete part or function of a job and have currency within a workplace.

Standing Council for Tertiary Education, Skills and Employment (SCOTese)

One of a number of Standing Councils that report to the Council of Australian Governments (COAG) and the successor of the Ministerial Council for Tertiary Education and Employment (MCTEE).

Statement of Attainment (SOA)

A formal certification issued by an RTO listing competencies achieved. The SOA can contribute towards a qualification when remaining competencies are achieved with further training, assessment or recognition.

Training Package

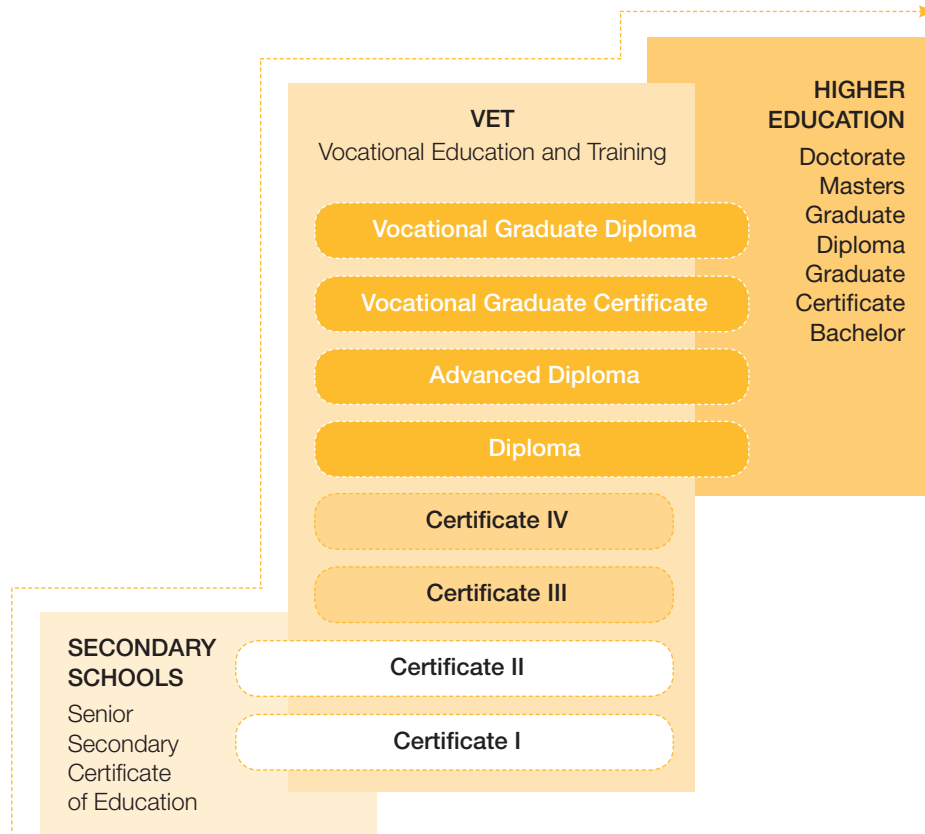
A set of nationally endorsed standards, guidelines and qualifications for recognising and assessing people's knowledge and skills in specific industry sectors. It describes the knowledge and skills that individuals need to perform effectively in the workplace.

Units of Competency

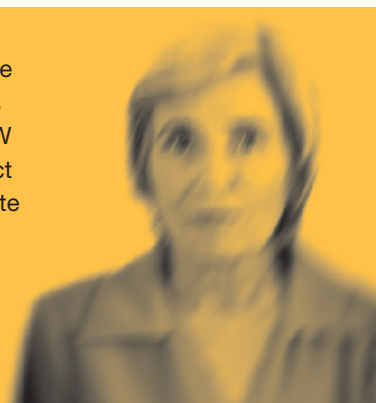
A fixed arrangement of knowledge and skills required in the workplace for a particular task.

What is the Australian Qualification Framework (AQF)?

The Australian Qualification Framework (AQF) is the progression of qualifications in post-compulsory education and training incorporating school, industry, vocational and higher education qualifications into one system.



Qualifications usually exist to reflect a vocational outcome or relevant job role. Consequently not all industry sectors have qualifications at each level. For example, in the NSW Community Services sector, the qualifications for all direct care workers who have client contact begin at a Certificate III (AQF3). People can move within the framework to gain relevant qualifications or specific skill sets. For more information visit the Australian Qualifications Framework (AQF) website at www.aqf.edu.au/aboutaqf.htm.



Diploma of Problem Gambling Counselling

The NSW Office of Liquor, Gaming and Racing worked in partnership with the NSW Community Services and Health Industry Training Advisory Body (ITAB) and the problem gambling counselling sector on the development of a minimum qualification for Responsible Gambling Fund (RGF) funded problem gambling counsellors. The project has developed the Diploma of Problem Gambling Counselling including three specific units of competency relating to work with people with problem gambling issues. This program has been accredited as a course for national use. The three units are also available as a skill set or electives in relevant qualifications in the Community Services Training Package (CHC08).

What is the Diploma of Problem Gambling Counselling?

This accredited course applies to workers providing services to clients in relation to problem gambling issues. It includes counselling, referral, advocacy and education/health promotion services. It requires high level specialist knowledge, skills and competencies especially in regard to laws affecting clients, the range of services available to them, models of work and interrelationship of issues affecting clients with problem gambling issues.

Workers at this level will be required to have an understanding of Aboriginal and Torres Strait Islander culture and history and to work with local communities in the provision of services.



The program will be delivered in NSW and can be offered throughout Australia. For further information please contact Responsible Gambling Fund Branch on (02) 9995 0360 or by email rgf@olgr.nsw.gov.au.

Welcome to the pocket guide for skilling workers in Problem Gambling Counselling within the national vocational education and training system. This is a straightforward guide to basic information and includes:

- + The match between the skills and knowledge of the workforce and qualifications in the national training system
- + Explanations and examples of the training choices available to suit the diverse needs of workers and their workplaces
- + A 'ready reckoner' for easy access to additional information and support.

This pocket guide offers a jumpstart into training opportunities for your workers. Workplace trends suggest that a highly skilled and competent workforce is increasingly important as the sector expands to meet the complexity of job roles and the diverse needs of clients.

The big picture

Vocational training (VET) is education and training for work. Australia's VET system is based on nationally endorsed qualifications that are created to match job roles. This creates a flexible training opportunity for workers and employers that can be delivered in the workplace as well as the classroom. The sector has a diverse workforce with a range of skills and training; from higher education & VET qualifications to 'unqualified' workers with knowledge and skills developed on the job. The VET system provides opportunities for achievement of qualifications, Statements of Attainment for specific skills, recognition of current competence and targeted skills training.

Open this side for further details of the national training system.

A training package specifies the knowledge and skills required for job related qualifications. It is not a set of training/teaching resources.

A Training Package consists of nationally endorsed:

1. Competency standards	The skills and knowledge, defined by the problem gambling counselling sector, that staff need to perform effectively.
2. Assessment guidelines	A framework of how to assess these competencies to ensure that judgments are valid, reliable, flexible and fair.
3. Qualifications framework	the industry qualifications are made up of units of competency relevant to job roles. These are aligned to the Australian Qualification Framework (AQF) that consists of qualification levels from Certificate I to IV, Diploma, Advanced Diploma and Vocational Graduate Certificates & Diplomas.

CHC08 Community Services Training Package contains a range of relevant qualifications for people in the community services sector

RTOs and partnerships

Many community services organisations would like to offer nationally recognised training to their workers in the workplace. However training may not be their core business and the investment of resources (financial, time and human) to become a Registered Training Organisation (RTO) is not feasible. In this case partnering with an RTO may be a much better option.

The NSW Community Services and Health Industry Training Advisory Body (CSH ITAB) has developed resources to help community services organisations consider opportunities and models for partnering with an RTO to deliver training or assessment in the workplace. To find the resource, Workplace Learning Kits: Kit 2 Partnership Kit, funded by NSW Department of Education, visit www.csh-itab.com.au.

What is included in the Diploma of Problem Gambling Counselling?



The Diploma of Problem Gambling Counselling is composed of 16 units of competency. (13 units are compulsory and 3 units are elective). There is an entry requirement – Work within a structured counselling framework (CHCCSL501A) or its equivalent from earlier training package iterations.

DIPLOMA OF PROBLEM GAMBLING COUNSELLING

COMPULSORY UNITS OF COMPETENCY

- Orientation to work in the problem gambling sector
- Assess the needs of clients who have problem gambling issues
- Counselling clients with problem gambling issues
- Work effectively with culturally diverse clients and co-workers
- Utilise specialist communication skills to build strong relationships
- Coordinate information systems
- Work within a legal and ethical framework
- Respond holistically to client issues
- Assess and respond to individuals at risk of self-harm or suicide
- Facilitate the counselling relationship
- Provide support for clients implementing a course of action
- Reflect and improve upon counselling skills
- Participate in workplace safety procedures

ELECTIVE UNITS OF COMPETENCY

The qualification requires 3 elective units. 2 elective units must be selected from the units listed below, and 1 unit may be selected from this elective list or from other relevant National Training Package units available at Diploma level

- Advocate for clients
- Provide community education projects
- Develop and implement community programs
- Work within specific communities
- Facilitate workplace debriefing and support processes
- Plan and conduct group activities
- Work with other services

- Maintain an effective work environment
- Manage an accreditation process
- Provide intervention support to children and families
- Provide counselling in crisis situations
- Determine client needs in respect to financial issues
- Work with clients with unique needs
- Undertake research activities
- Provide brief intervention
- Orientation to the alcohol and other drugs sector
- Orientation to mental health work

Competency units may be updated to reflect new or revised units from the CHCO8 Training Package with equivalent outcomes.

Who will do the Diploma of Problem Gambling Counselling?

The Diploma has been developed as a minimum qualification for Problem Gambling Counsellors in NSW. It will be a required foundational qualification for all RGF funded services in NSW.

Workers who already hold relevant qualifications, skills and experience may not need to complete the whole Diploma. They may select to complete only the specific problem gambling units of competency.

What are the new Problem Gambling units of competency?

The three gambling specific units of competency developed by the NSW Office of Liquor, Gaming and Racing have been given new codes and names, and have been included in the national Community Services Training Package CHC08. They can be completed independently as a skill set or included as electives in a range of national qualifications. The national codes for these units are:

- CHCGMB501A Work effectively in the problem gambling sector
- CHCGMB502A Assess the needs of clients with problem gambling issues
- CHCGMB503A Provide counselling for clients with problem gambling issues

Other community services and health professionals may be interested in completing relevant units of competency. For example, many community workers may want to undertake *CHCGMB501A Work effectively in the problem gambling sector*. This unit would be relevant to all workers who may be working with clients with problem gambling issues and provides a basic introduction to the values, services and approaches applied to work in this sector.

Pathways to gaining a qualification

RECOGNITION

The national training system encourages experienced workers to have their skills recognised against units of competency. The recognition process involves providing evidence of skills and knowledge to a qualified assessor. These skills may have been acquired on the job, in training, previous work or personal/life experience.

WORKPLACE LEARNING

The culture of workplace learning encourages acquiring new skills, knowledge and ways of working with others. It is also linked to progressing to new job roles. There are many examples of workers, who when offered learning opportunities at work, have developed and undertaken challenging new roles.

All 4 pathways may lead to the same qualification. What is important is the assurance of the ability to do the job and not the pathway used to obtain the required knowledge and skills.

TRAINEESHIPS

A traineeship is a job that combines work and training. Training can take place in the workplace or in combination with some off the job training. Government financial incentives and assistance are available for traineeships.

There is not currently a traineeship pathway for the Diploma of Problem Gambling.

COURSES

In this pathway people undertake training to learn the skills and knowledge for a job. These programs are usually offered off the job – sometimes with a period of work experience. Courses may be offered as full or part time in a classroom environment or by distance learning. The length of these courses and the amount of work experience offered varies.

Job roles, skills and knowledge

Quality service provision in problem gambling counselling requires a knowledgeable and skilled workforce. Problem gambling counsellors specialise in working with problem gamblers and their families to reduce problem gambling behaviour and its effects. Research has proved that problem gambling counselling is effective. Work in this field is diverse, rewarding and truly makes a difference to people's lives.

The NSW Office of Liquor, Gaming and Racing, through the Responsible Gambling Fund (RGF) funds most specific problem gambling counsellors in NSW. RGF funded services include non government services and government services eg area health services.

Problem Gambling Counsellors provide programs and services designed to:

- + Offer support and information to problem gamblers and their families
- + Reduce problem gambling behaviour
- + Minimise the harm of problem gambling
- + Deliver a range of counselling strategies using Multimodal approaches
- + Offer preventative strategies

The units of competency for the problem gambling counselling workforce were developed by analysing work roles to identify key knowledge, skills and attitudes required for a variety of job descriptions. Each unit of competency can therefore be linked with specific job role requirements. Organisations can map job descriptions with learning and development plans of their workers to support the organisation's quality improvement process. Developing a skilled workforce results in higher productivity, higher workforce participation and higher employment opportunities.

Open this side for further details of problem gambling qualifications.

