

# Customer Liaison Officer Training Program



NATIONALLY RECOGNISED  
TRAINING

National Training Provider 31983



## **Other Quality Training Programs Offers by BBHT**

Certificate II in Hospitality • Certificate III in Hospitality • Certificate IV in Hospitality • Diploma of Hospitality • Certificate II in Retail  
Certificate III in Retail • Certificate IV in Retail • Certificate IV in Training and Assessment • Certificate II in Security

## **Short Courses Programs on Offer include**

Responsible Service of Alcohol • Responsible Gambling Services • Responsible Management of Licensed Venues  
Customer Liaison Officer Training Program • Food Safety • Food Safety Supervisor • Coffee Making (Barista)  
Introduction to Bar Operations • Introduction to Gaming Operations • Introduction to Accommodation Housekeeping  
Custom Made Programs • First Aid Course

# Customer Liaison Officer Training Program

**Sometimes employees in the gambling industry come across patrons that may need help to manage his or her gambling problem. This is why it's important to have specialised trained staff to deal with such times.**

As stated in the Queensland Office of Gaming: Responsible Gambling Code of Practice; Section 2.2; Gambling providers are to nominate a person to perform the customer liaison role and who is trained to:

- provide appropriate information to assist customers with gambling-related problems;
- support staff in providing assistance to those customers; and
- provide assistance to staff with gambling-related problems

## ***Topics include:***

- Interaction with the Community
- Self Exclusion Provisions
- Venue Initiated Exclusions
- Appeals Procedures
- Active Monitoring
- Register of Venue Exclusions
- Reporting Procedures to Queensland Office of Liquor and Gaming Regulation
- Help and Support Information for Customers

This Customer Liaison Officers training program covers both the legislative and code of practices requirements.

## ***Course Inclusions:***

4 hours training, participant's manual and Statement of Attendance

