

Live Video Conference Instructions

Part A – Instructions and explanatory notes

Context

As part of the assessment process you, the student has to demonstrate the required skills to a qualified assessor.

These tasks are to be demonstrated while you are in an operational gaming environment.

Schedule your live video conference

To schedule your live video conference with a trainer, select a time when you will be in an operational food preparation environment completing your required workplace tasks.

The live video assessment may take 30 – 45 minutes.

Select and book your live video conference from the available times at the following link - <https://sagenda.net/Frontend/Calendar/5d6c5c2fcc7ba526205556c2>.

Select and book the available date and time that suits you and your observer best.

Don't forget - You are responsible for contacting the trainer/assessor at the scheduled time.

Video conferences can be held via Skype or Facebook Messenger. Contact details are available when you schedule your video conference time.

Ensure that you have the correct software or app downloaded on your device prior to your scheduled appointment time.

[Skype – for iPhone](#)

[Skype – for Android](#)

[Skype – for laptop/desktop](#)

[Facebook Messenger – for iPhone](#)

[Facebook Messenger – for Android](#)

[Facebook Messenger – for laptop/desktop](#)

A few minutes prior to your scheduled time search for the trainer/assessor contact details on either Skype or Messenger and be ready to place a video call at the appointed time.

Please note that in order to use both Skype and Messenger you will need to send the trainer a message request and have this approved prior to your video conference call.

Prior to your live video conference ensure you have read and understand the assessment requirements.

Have at least one other person to assist by filming you while you demonstrate the required tasks to the trainer/assessor.

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What is a suitable gaming environment?

Observation needs to be conducted in a suitable operational gaming environment where gambling activities occur. This environment must contain all of the following:

Equipment Required:

Documentation:

- Current regulatory documents, legislative publications and codes of conduct outlining responsible gambling requirements distributed by key state and territory gambling licensing agencies.
- Industry and organisational codes of conduct, policies, procedures, information, signage and brochures relating to responsible gambling services.

Other requirements:

- The venue must contain customers involved in gambling activities.

Part B - Task Requirements

1. **You will need to demonstrate your ability to communicate with appropriate personnel on gambling related incidents, situations and their compliance with legislation and industry and organisational policy.**
2. **You will need to demonstrate your ability to provide accurate and appropriate information on problem gambling to customers on request plus providing information on available support services according to confidentiality and privacy requirements, and legislative, industry and organisational requirements.**
3. **You will need to demonstrate the correct procedures for refusing credit.**
4. **You will need to demonstrate the appropriate organisational process in response to under aged gambling.**
5. **You will need to demonstrate that you know the appropriate organisational processes regarding venue exclusion of a self-identified problem gambler.**
6. **You will need to demonstrate the appropriate organisational policies and procedures for implementing the provision and placement of signage, advertising and promotional materials and activities.**
7. **You will need to demonstrate the appropriate organisational processes regarding the use of strategies to indicate the passage of time.**
8. **You will need to demonstrate the appropriate organisational processes regarding the use of strategies that encourage breaks in play.**

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9. **You will need to demonstrate that you know where to locate and access the following documentation in the venue:**
- a. **Current regulatory documents, legislative publications and codes of conduct outlining responsible gambling requirements distributed by key state and territory gambling licensing agencies.**
 - b. **Industry and organisational codes of conduct, policies, procedures, information, signage and brochures relating to responsible gambling services**

Part C – At the scheduled time initiate the video conference

Skype Instructions

Ensure that you have downloaded the required software or app.

[Skype – for iPhone](#)

[Skype – for Android](#)

[Skype – for laptop/desktop](#)

Log into Skype at least 10 minutes prior to your scheduled time.

Search for the trainer/assessor contact details via the search feature and send them a message request. Once the message request has been accepted by the trainer/assessor you will be able to place a call to them via Skype. Ensure that the message request is sent prior to you scheduled time.

At the appointed time initiate the video call.

For help using Skype [click here](#).

Messenger Instructions

Ensure that you have downloaded the required software or app.

[Facebook Messenger – for iPhone](#)

[Facebook Messenger – for Android](#)

[Facebook Messenger – for laptop/desktop](#)

Log into Messenger at least 10 minutes prior to your scheduled time.

Search for the trainer/assessor contact details via the search feature and send them a message request. Once the message request has been accepted by the trainer/assessor you will be able to place a call to them via Messenger. Ensure that the message request is sent prior to you scheduled time.

At the appointed time initiate the video call.

For help using Messenger [click here](#).

Part D - Logging your completed video conference

If you pass all the demonstration requirements during the live video conference the trainer/assessor will give you a completion code for you to enter in the video conference section in your course menu.

(If you don't pass the demonstration of skills requirements you will be given the opportunity receive feedback from the assessor and reschedule another live video conference to re-attempt the assessment).