



Course Code THOM-380	Course Title Responsible Gaming and Ethics	Credits (ECTS) 3/6
Department HT&S Management	Semester Spring/Fall	Prerequisites THOM 375
Type of Course Major/Concentration	Field Hospitality	Language of Instruction English
Level of Course 1 st cycle	Year of Study 3 rd	Lecturer Yianna Orphanidou
Mode of Delivery Face-to face	Work Placement N/A	Co-requisites No

Objectives of the Course:

The main objectives of the course are to:

- Familiarize students with the Gaming Industry Code of Practice
- Think critically in order to analyze a problem and develop a solution;
- Use academic methods (e.g. using referenced arguments);
- Identify and adjust to future managerial trends;
- Understand the multicultural, multiethnic gaming environment;
- Work in an interdisciplinary context;
- Analyze major aspects of Gaming industry such as:
responsible gaming and ethics, the impact of gambling, legislative measures and community issues ,implement strategies used to reduce the harm associated with the misuse and abuse use of gambling activities, the benefits of implementing Responsible Conduct of Gambling strategies.

Learning Outcomes:

After completion of the course students should be able to:

1. **Define** gambling activity
2. **Define** responsible gambling
3. **Define** the terms gambling, gaming and wagering
4. **Distinguish** between legal and illegal forms of gambling activity
5. **Describe** the main characteristics of the gambling industry with specific reference to the European/America context, including its size and various sectors

6. **Identify** and describe some of the potential harmful impacts of gambling on individuals, families and the community, including the scale of problem gambling associated with gaming machines
7. **Identify** and describe some of the potential beneficial impacts of gambling on individuals, families, particular groups within society and the community
8. **Outline** the key features of harm minimisation approaches in relation to gaming machines
9. **Articulate** responsible gambling requirements in relation to gaming machines
10. **Describe** the nature and purpose of the relevant gaming machine industry Code(s) of Practice

Course Contents:

- Responsible Gaming
- Forms of Gambling
- Components of EGM's
- How do EGM's work?
- Jackpots & Progressives
- Player Loyalty Schemes
- Harm Minimization
- Gambling Regulation Act
- Gaming Industry code of Practice
- Identifying when gambling becomes a problem
- Behaviour that detracts from Safety & Comfort to customers
- Complaints resolution process
- Customer Assistance
- Notice of conditions of a Gaming Industry Employee's License
- Large wins
- Gaming laws & you

Teaching Methods

PowerPoint Lectures, lab workshop assignments, practical exercises, student presentations/assignments

Assessment Methods

Students' PowerPoint presentations, assignments, exercises , Midterm exam, Final exam.

Required Textbooks

Authors	Title	Publisher	Year	ISBN
David C. S. Richard Alex Blaszczynski Lia Nower	The Wiley- Blackwell Handbook of Disordered Gambling	John Wiley & Sons	2013	ISBN: 978-0- 470-71071-5

Recommended Textbooks/Reading

Authors	Title	Publisher	Year	ISBN
Jim Kilby, Jim Fox, Anthony F. Lucas	Casino Operations Management	John Wiley & Sons	2006	0470073640, 9780470073643
Kathryn Hashimoto	Casino Management: A Strategic Approach	Prentice Hall	2008	10: 0131926721