



Course Syllabus

Course Code	Course Title	ECTS Credits
THOM-380	Responsible Gaming and Ethics	6
Prerequisites	Department	Semester
THOM-375	Management	Spring/Fall
Type of Course	Field	Language of Instruction
Major/Concentration	Hospitality	English
Level of Course	Lecturer(s)	Year of Study
1 st Cycle	Fani Papamichael	3 rd
Mode of Delivery	Work Placement	Corequisites
Face to face	N/A	No

Course Objectives:

The main objectives of the course are to:

- Familiarize students with the Gaming Industry Code of Practice.
- Identify and adjust to future managerial trends.
- Understand the multicultural, multiethnic gaming environment.
- Analyze responsible gaming and ethics (including 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, gaming and wagering
2. Define responsible gambling and Gaming Industry Code of Practice
3. Distinguish between legal and illegal forms of gambling activity
4. Describe the main characteristics of the gambling industry with specific reference to the European/American context, including its size and various sectors
5. 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

6. Outline the key features of harm minimisation in relation to gaming machines, and the role of civic responsibility.

Course Content:

- Introduction to the course 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 and you, Code of Practice and Ethics.

Learning Activities and Teaching Methods:

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

Assessment Methods:

Students' PowerPoint presentations, assignments, exercises, fieldtrip, Mid-Term exam, Final exam

Required Textbooks / Readings:

Title	Author(s)	Publisher	Year	ISBN
GAMBLING: Risk Factors, Prevalence and	Yvonne Carter	Nova Publishers New York	2016	978-1-63485-809-0

Treatment Outcome				
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Recommended Textbooks / Readings:

Title	Author(s)	Publisher	Year	ISBN
Casino Operations Management	Jim Kilby, Jim Fox, Anthony F. Lucas	John Wiley & Sons	2006	0470073640, 9780470073643
Casino Management: A Strategic Approach	Kathryn Hashimoto	Prentice Hall	2008	10:0131926721
The Wiley-Blackwell Handbook of Disordered Gambling	David C. S. Richard Alex Blaszczynski Lia Nower	John Wiley & Sons	2013	978-0-470-71071-5
Youth Gambling : The Hidden Addiction	Merrick, Joav Shek, Daniel T. L. Derevensky, Jeffrey L.	Berlin : De Gruyter.	2011	9783110255201. 9783110255690.
Corporate Social Responsibility and Responsible Gambling in Gaming Destinations	Luo, Jian Ming Lam, Chi Fung	Hauppauge, New York : Nova Science Publishers, Inc.	2016	9781634859752. 9781536100662.