

# CUSTOMER LIASION OFFICER CLO

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## WHO NEEDS TO DO THIS TRAINING?

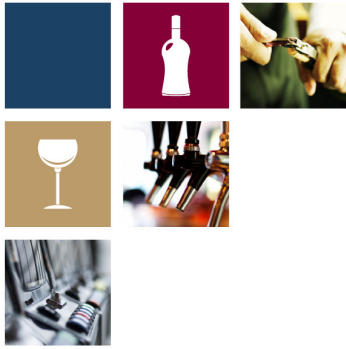
Customer Liaison Officers, or staff involved in gaming who wish to complete the training

## WHAT IS THE COURSE ABOUT?

Customer Liaison Office Training is a 5 hour course that covers the following topics:

- Why do people gamble?
- Why does a problem develop?
- Role of the CLO
- elf-exclusion & revocation
- Venue-initiated exclusion & revocation
- Practical Scenarios
- QOGR required paperwork
- Document/record keeping

## WHEN?



QHA run numerous courses throughout the year, so please visit the QHA

Shop via [www.qha.org.au](http://www.qha.org.au) , and pick a date that suits you best!