

# VIXIO Training Solutions

The Leading Provider  
of Digital Training



GAMBLING  
COMPLIANCE

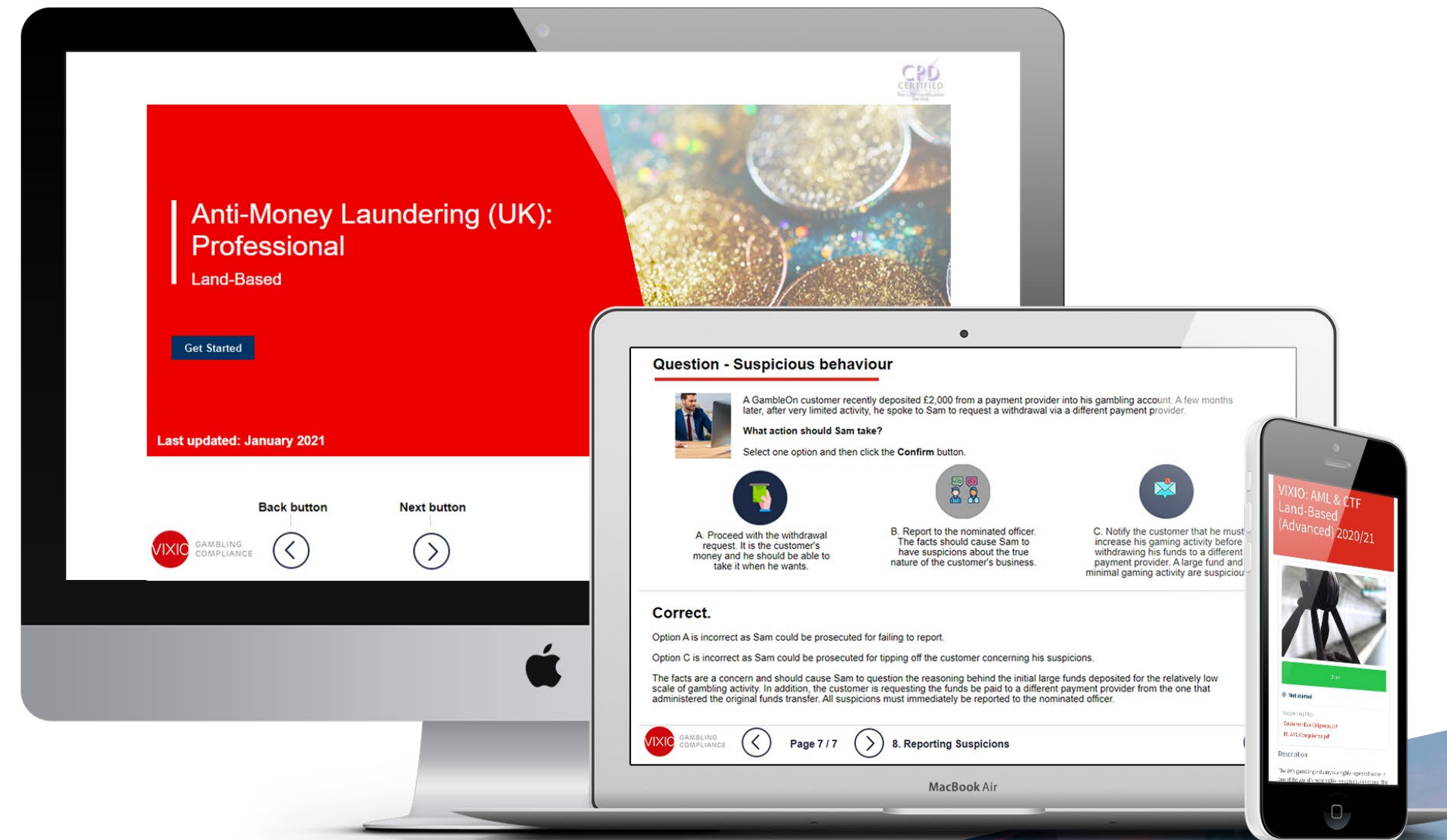


# Create a Culture of Compliance with VIXIO Training Solutions

VIXIO is the leading provider of digital training. We help organisations all over the world meet their regulatory obligations and equip employees with the knowledge and information they need to build a culture of compliance.

For more than 15 years, we have been combining our comprehensive understanding of the global gambling industry with online learning techniques, to deliver more than 150,000 courses. Whether you require foundation training for all employees, refresher courses, or advanced learning for senior management, we have you covered.

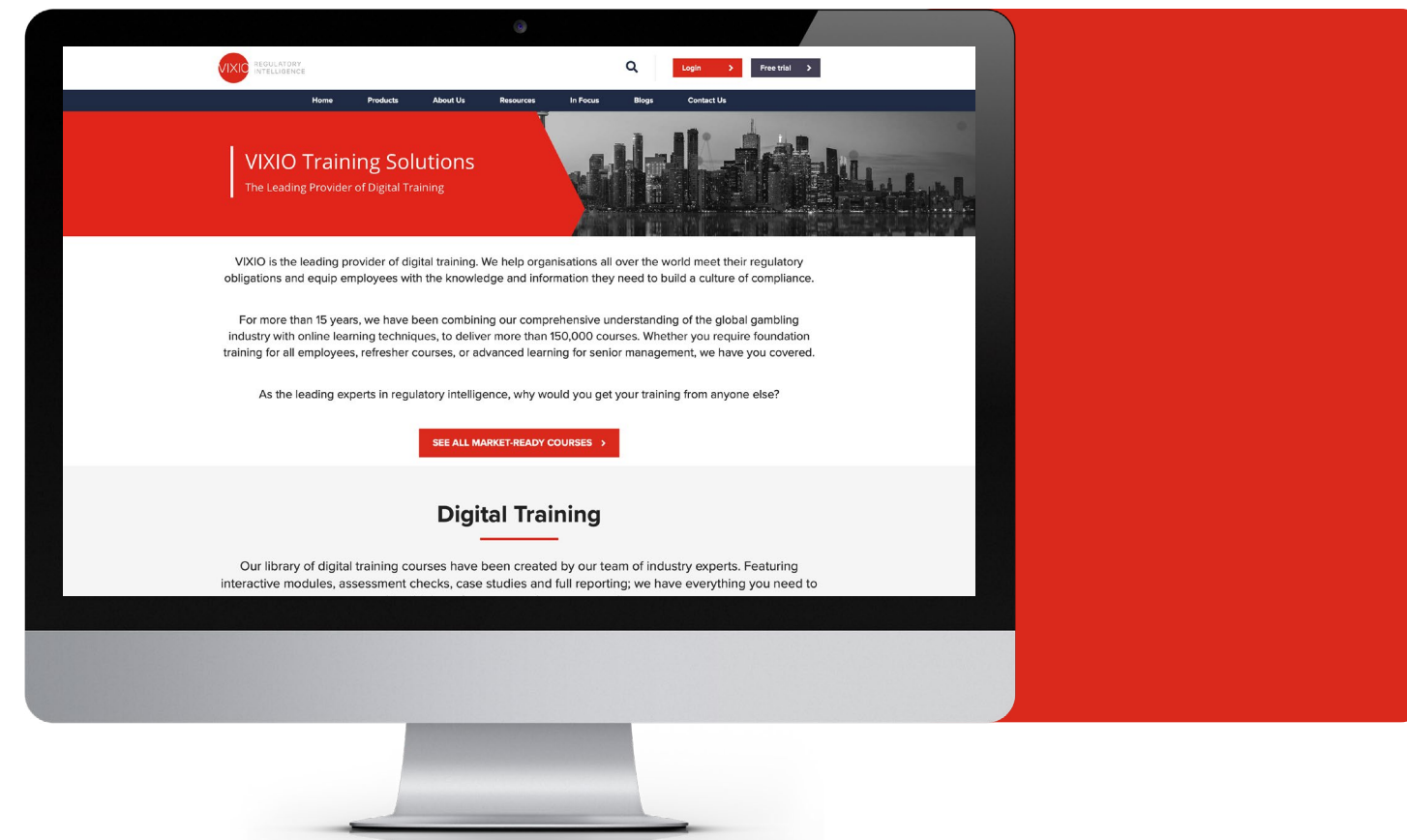
**As the leading experts in regulatory intelligence, why would you get your training from anyone else?**





# Digital Training From The Experts

Our library of digital training courses have been created by our team of legal and compliance specialists. Featuring interactive modules, assessment checks, case studies and full reporting, we have everything you need to drive high performance and ensure compliance.



## Market Ready Courses

Market-ready compliance courses ensure employees are trained in the latest regulations and best practices.



## Custom-Built Courses

Courses are tailored to meet the specific training needs of your business.



## Advanced Reporting

Leaders assign courses, track progress, and gather detailed analytics to evolve learning over time.



## Fully Remote Training

Online access to enable individuals to complete and finish training at their own pace.



## SCORM Compliant

Online access to enable individuals to complete and finish training at their own pace.

# VIXIO Training Solutions Features

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## Domain expertise

As the leading provider of regulatory intelligence, we utilise our deep domain expertise and wealth of knowledge to develop industry-leading courses.



## Support at every stage

We provide a fully managed service and are hands-on throughout your subscription at no extra cost, so you get the most out of the service.



## CPD accredited

All our courses have been awarded CPD accreditation.



## Interactive and future-proofed

Our interactive courses ensure a high-level of engagement to challenge your team.



## Powerful reporting

Dashboards and reports enable you to monitor your team's progress and provide a full audit trail for your board and regulators.



## Cost-effective

Gain access to all our courses with a simple annual subscription, enabling you to scale up or down your learning as and when you need it.

# Creating Compliance Cultures

150,000+  
Courses Delivered

15,000+  
Users Trained  
Annually

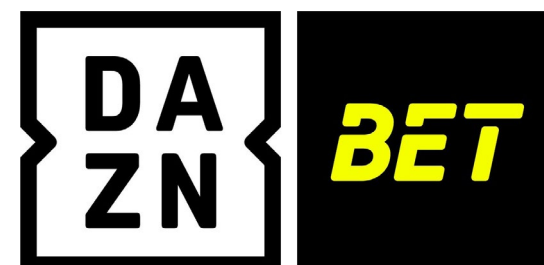
100+  
Clients  
Worldwide

## What they say about VIXIO

The courses by VIXIO help us to foster a culture of compliance by equipping staff with an understanding of relevant topics including player protection by enabling them to sensitively navigate the issue of problem gambling for example.

**Head of Compliance, *SuprNation***

## Who we work with



# Our Suite of Market-Ready Courses

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★ The most popular VIXIO Training Solutions courses



**POPULAR COURSE**

# Understanding Problem Gambling

Statistics show that for every one problem gambler a further eight to ten individuals are also adversely impacted. If left unaddressed, problem gambling can lead to health implications, instabilities in personal finances and home life, and breakdowns in relationships for the affected individuals. In addition to the individual consequences mentioned, problem gambling puts strain on health and social care services, and can wreak havoc for gambling operators who may experience fines, reputational risk and demoralised staff.

Ensuring your employees are adequately trained in responsible gambling is a crucial component of holding a gambling licence.

The objective of this course is to help your organisation better understand problem gambling and why it is dangerous, identify problem gamblers, and manage contact with problem gamblers.

This course is suitable for all employees within the organisation and is designed to educate and train them in the basics of problem gambling so that players may continue to enjoy your service in a safe, secure and supportive manner.

Alternative available versions:

 Includes additional D.C. specific regulations



## Key Learning Objectives

What is meant by the term 'problem gambling'

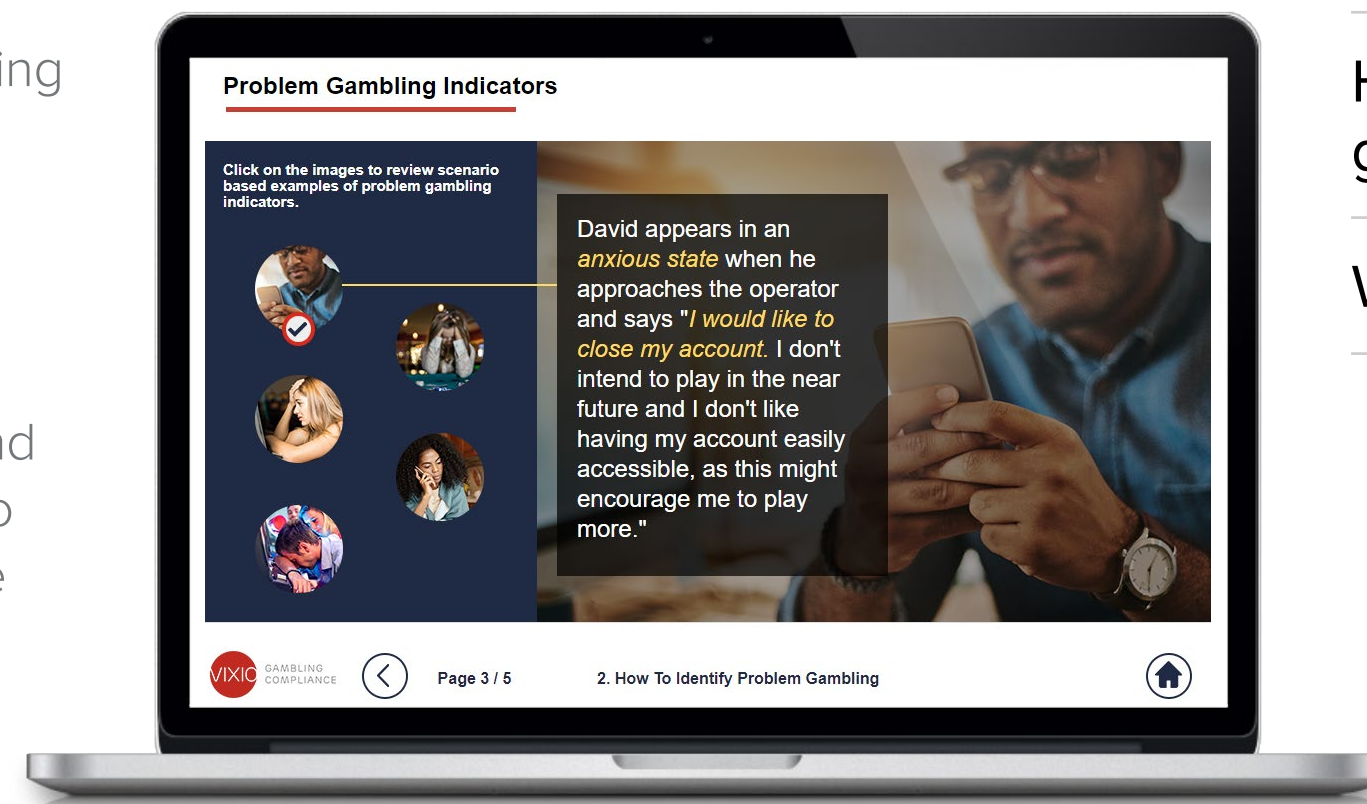
Why problem gambling is dangerous

How to identify problem gamblers

Know when to refer someone for help

How to manage contact with problem gamblers

What help and support services are available



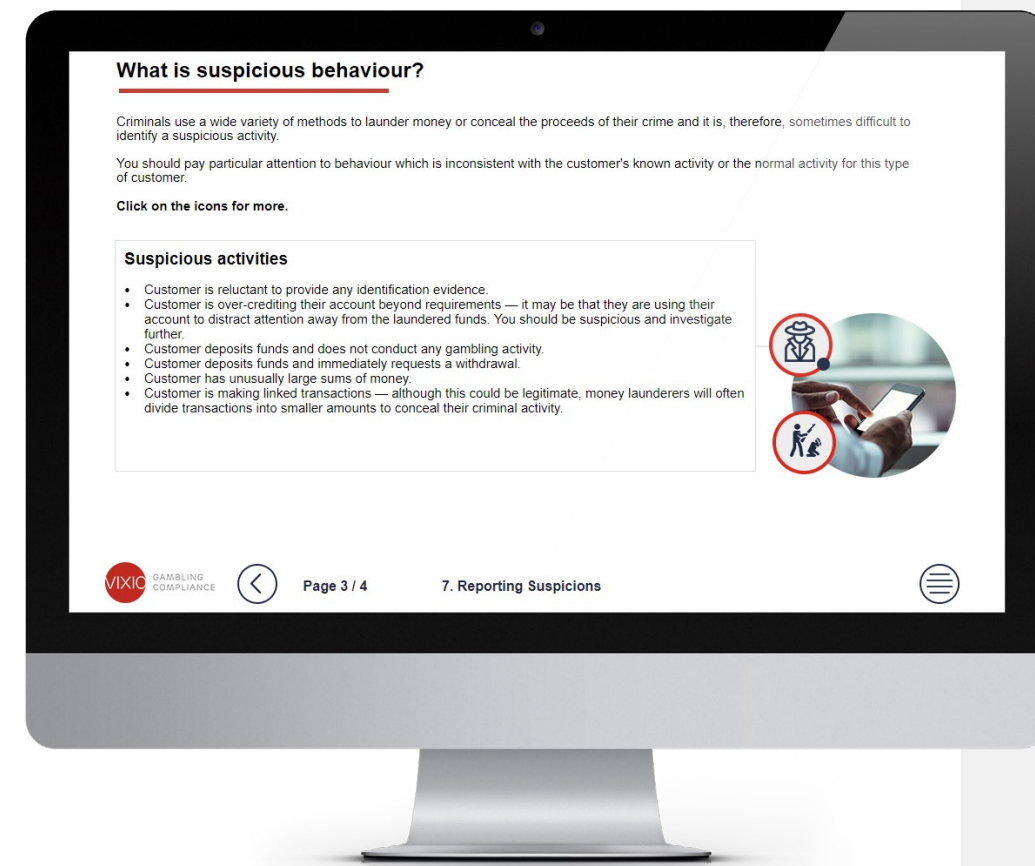
**POPULAR COURSE**

# Anti-Money Laundering: A Primer

In 2021, gambling companies globally had to pay more than £16m in fines for money laundering related offences. In the first quarter of 2021, the UKGC has already imposed more than £10m in fines for further anti-money laundering failures. These fines show how AML has become one of the most pressing regulatory areas for gambling firms in all major jurisdictions. Failure to comply with AML regulations could result in irreparable damage.

The objective of our Anti-Money Laundering (AML) Primer course is to provide employees with an understanding of money laundering, the vulnerabilities and the legal obligations to help prevent and detect money laundering.

This course contains no specific rules and regulations so can be used as an introductory level course for all employees globally.



## Key Learning Objectives

Understand the consequences of involvement in money laundering and terrorist financing for both the business and yourself

Understand your personal liability

Describe systems and controls designed to manage the risk related to these activities

Know your legal obligations to prevent and detect money laundering and how to report any suspicious activities



**POPULAR COURSE**

# Anti-Money Laundering (UK): Professional

Anti-money laundering (AML) has become one of the most pressing regulatory areas for gambling firms in the UK and all major jurisdictions. Failure to comply with AML regulations could result in irreparable damage.

Under the Money Laundering, Terrorist Financing and Transfer of Funds (Information on the Payer) Regulations 2017, organisations are required to regularly train employees in how to recognise and deal with transactions and other activities or situations which may be related to money laundering or terrorist financing.

The objective of our AML course is to help you understand the consequences of money laundering and terrorist financing, including details of the principles embedded in UK laws and regulations to combat money laundering. By working through realistic business case scenarios, you will be able to apply systems and controls designed to manage the risks related to these activities.

This course has been created for both land-based and online operators and is suitable for those in compliance, legal and management roles.

Alternative available versions:



## Key Learning Objectives

Understand the consequences of involvement in money laundering and terrorist financing for both the business and yourself

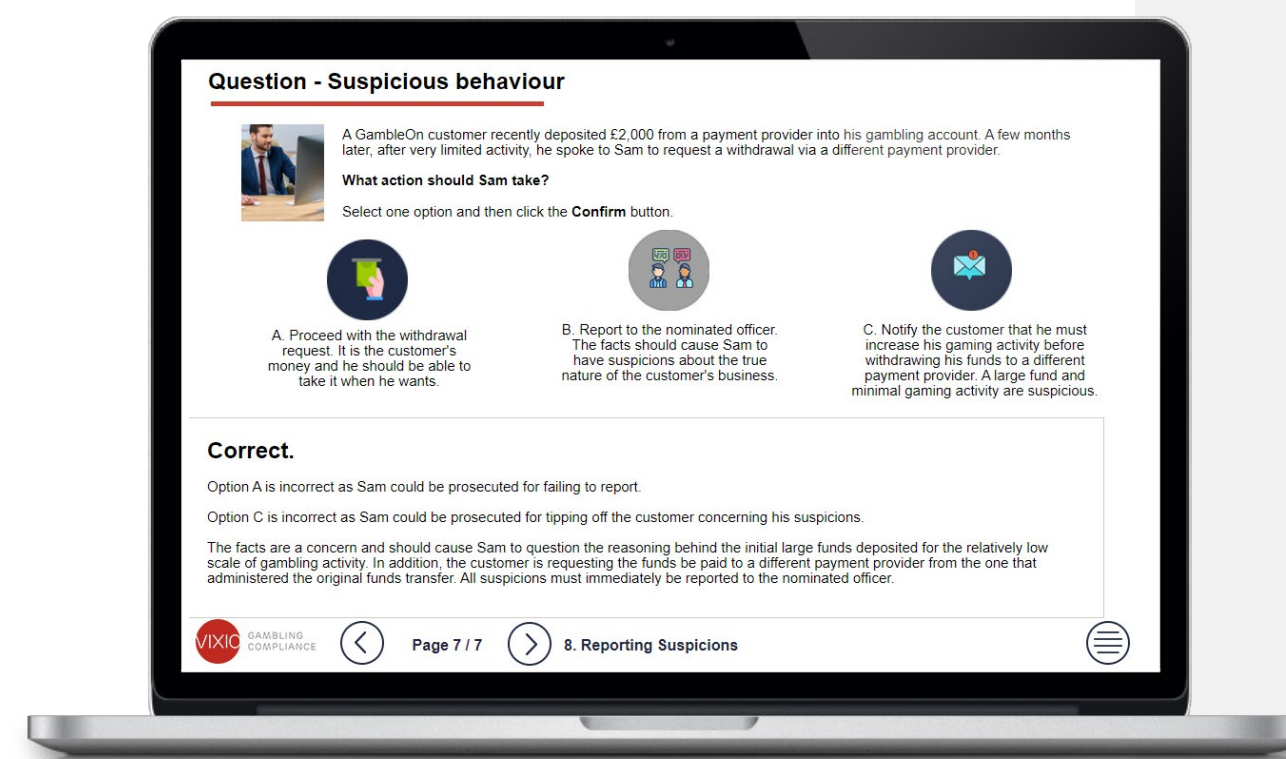
Explain the key elements of the UK regulations and the international institutional framework

Understand your personal liability

Describe systems and controls designed to manage the risks related to these activities

Apply the law to business scenarios which involve a greater level of risk

Know your legal obligations to prevent and detect money laundering and how to report any suspicious activities



**POPULAR COURSE**

# Anti-Money Laundering (Malta): Professional

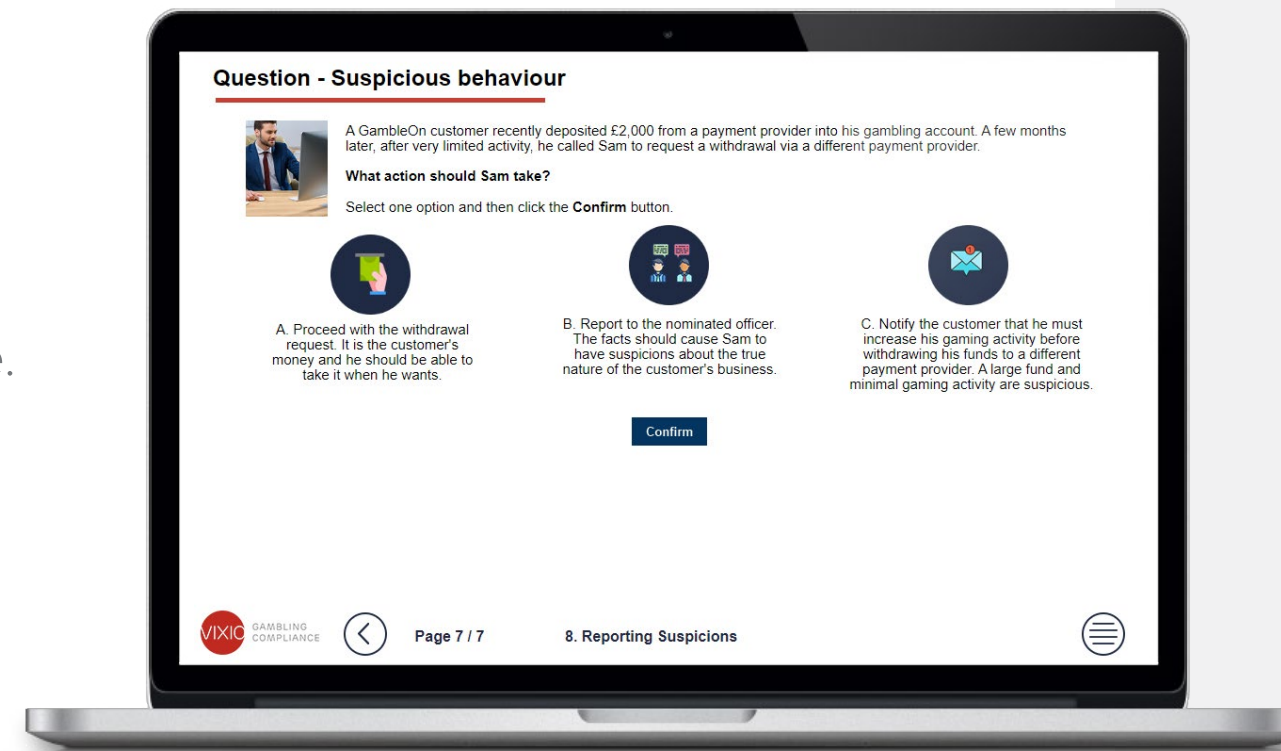
Anti-money laundering (AML) has become one of the most pressing regulatory areas for gambling firms in Malta and all major jurisdictions. Failure to comply with AML regulations could result in irreparable damage.

Under the Prevention of Money Laundering and Funding of Terrorism Regulations (PMLFTR) 2008, organisations are required to regularly train employees in understanding how transactions may be related to the proceeds of criminal activity and how the person carrying out the transaction may be engaged in money laundering or the funding of terrorism.

The objective of our Malta AML course is to help you understand the consequences of money laundering and terrorist financing, including details of the principles embedded in Maltese laws and regulations to combat money laundering. By working through realistic business case scenarios, you will be able to apply systems and controls designed to manage the risks related to these activities.

This course has been created for online operators and is suitable for those in compliance, legal and management roles.

Alternative available versions:



## Key Learning Objectives

Understand the consequences of involvement in money laundering and terrorist financing for both the business and yourself

Explain the key elements of the Maltese regulations and the international institutional framework.

Understand your personal liability

Describe systems and controls designed to manage the risks related to these activities

Apply the law to business scenarios which involve a greater level of risk

Know your legal obligations to prevent and detect money laundering and how to report any suspicious activities



**COURSE**

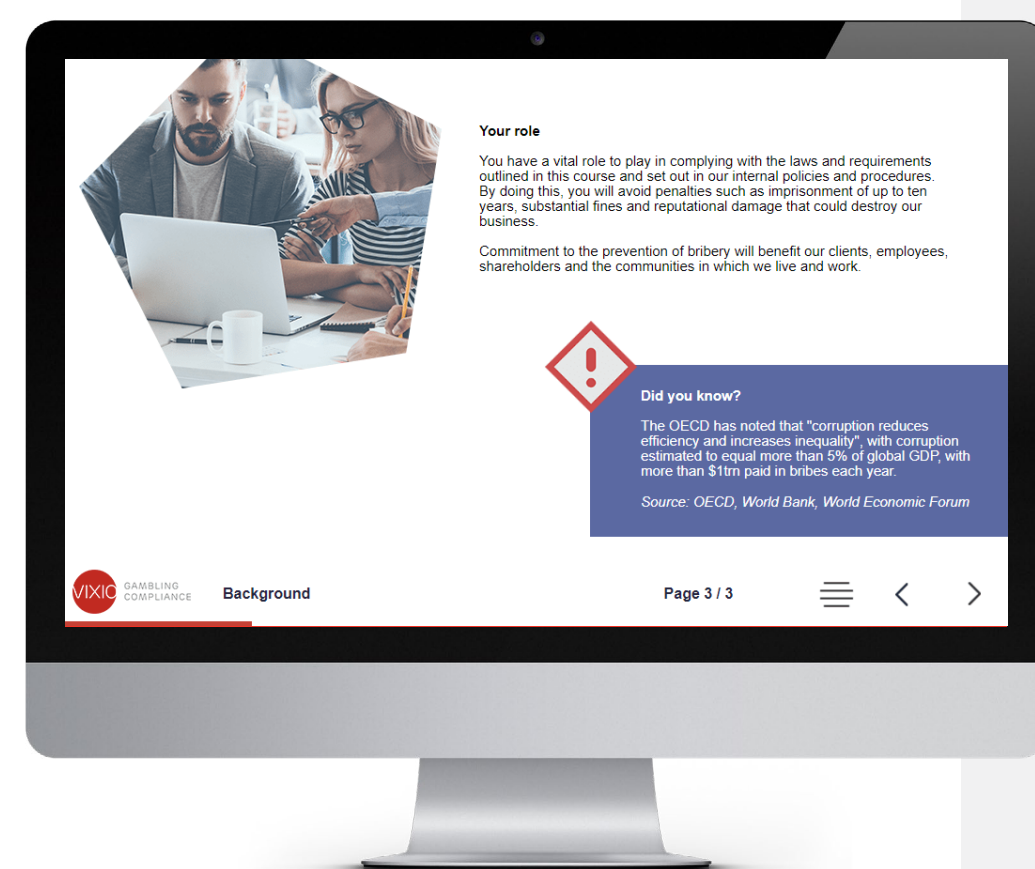
# Anti-Bribery & Corruption

Anti-bribery and corruption continues to be a pressing regulatory challenge for gambling firms in all major jurisdictions. To help combat this, our Anti-Bribery & Corruption course has been designed in accordance with the UK Bribery Act, which came into effect in 2010.

If an organisation does not prevent bribery or corruption from occurring, then there is potential for severe repercussions. Therefore, all businesses operating in the gambling industry must offer training to their employees to mitigate the risks of bribery and corruption taking place within the organisation.

The objective of our Anti-Bribery & Corruption course is to help you and your organisation manage personal responsibilities with regard to bribery and corruption and what you must do to resist and avoid bribery in all forms. This is done by working through realistic business case scenarios designed to test your understanding of the different offences and apply law to manage your personal responsibilities.

This course is suitable for all employees within the organisation and is designed to educate and upskill.



## Key Learning Objectives

Recognise the consequences of involvement in bribery and corruption

Explain and state the key elements of anti-bribery law and regulation

Explore the fraud offences under UK law

Know what constitutes the corrupt conduct of match-fixing and its prevention in the UK

Describe the company's systems and controls designed to manage risk

Apply the Anti-Bribery & Corruption laws to real world business scenarios

**COURSE**

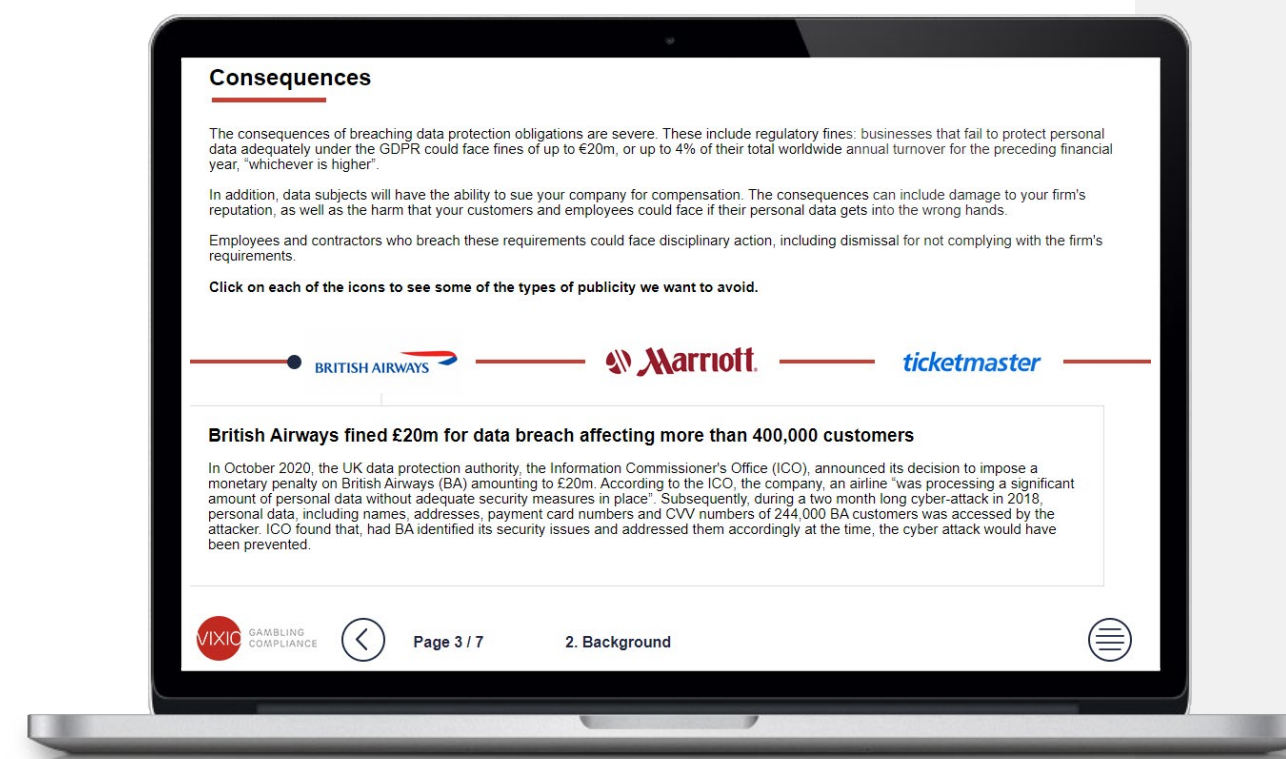
# General Data Protection Regulation (GDPR)

The dramatic increase in the use of personal data and the risks associated with that use has resulted in the introduction of data protection regulations around the world. All organisations that deal with data relating to EU citizens must comply with the General Data Protection Regulation (GDPR), which came into force in May 2018.

The GDPR imposes significant requirements and provides for substantial sanctions on all obliged individuals and organisations, and represents a major advance in global personal data protection regulation. In 2020 alone, the UK Information Commissioner's Office (ICO) imposed more than £40m in fines for GDPR failures, highlighting how data protection has become one of the most pressing regulatory areas for organisations.

The objective of our GDPR course is to provide you with an understanding of the EU General Data Protection Regulation and its relevance to businesses and employees. It demonstrates how data protection breaches could have serious consequences on you and your business, including criminal prosecutions, bad publicity and the risk of compensation claims from individuals who have suffered damage.

This course is suitable for all employees who need to understand the scope and impact of the GDPR, and uses a number of realistic business case scenarios which can be applied to your role.



## Key Learning Objectives

Define and summarise the background to data protection

Recognise the key data protection definitions

Ensure information is processed fairly under the seven data protection principles

Be aware of the rights of individuals with respect to data protection

Be aware of the rights of individuals regards to data protection

Understand the European data protection legislation that applies in all EU member states from May 2018

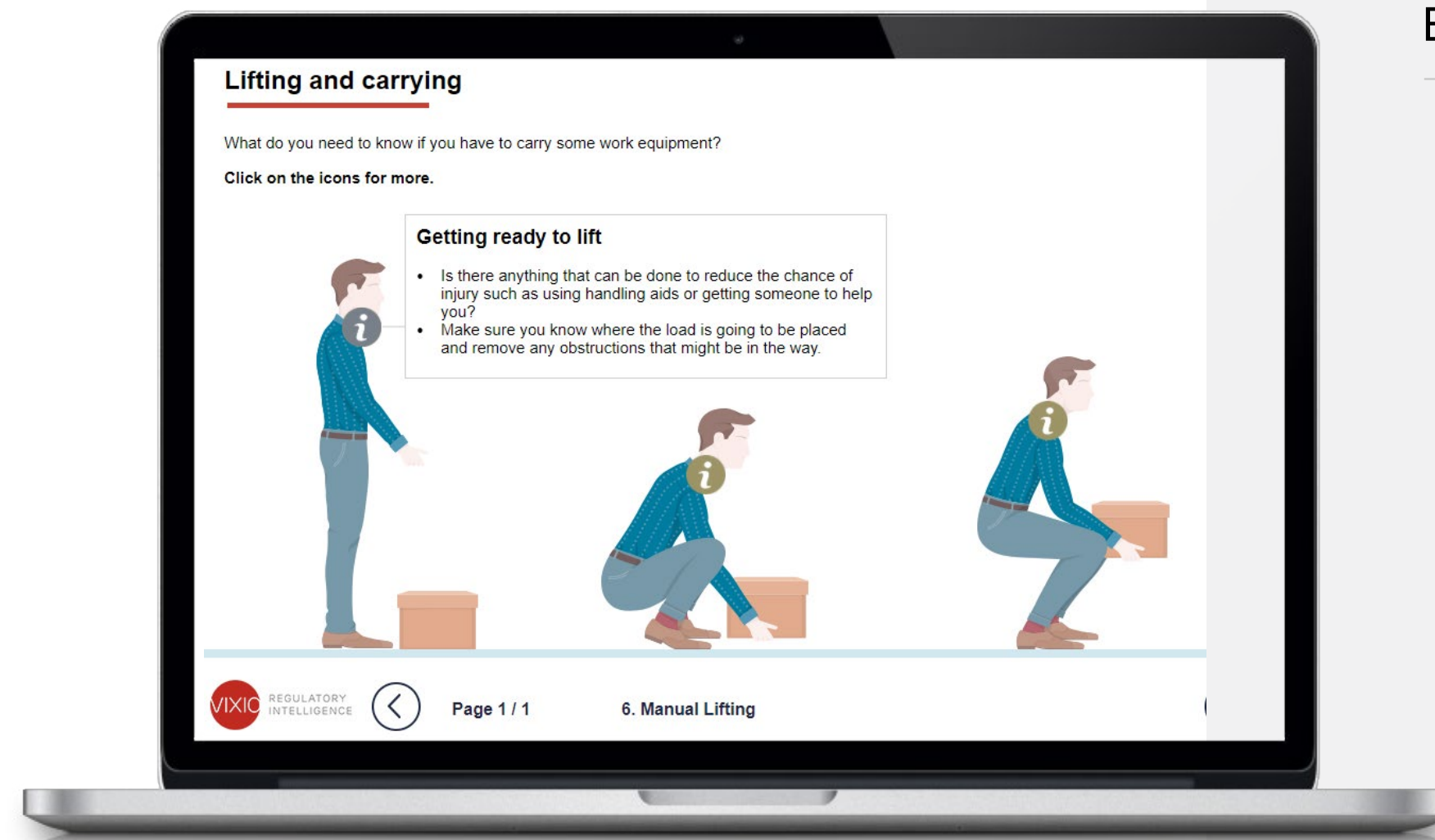


## COURSE

# Health & Safety

Health and safety in the workplace is fundamental to all employees' wellbeing, as well as the success of the company. Therefore, providing a working environment that is safe and healthy for everyone allows employees to do their best to provide customers with the products and services they require.

The objective of our Health & Safety course is to provide a deeper understanding of the importance of health and safety at work, how to identify risks and hazards, and how to contribute to a safe and healthy workplace environment.



## Key Learning Objectives

Understand the importance of health and safety in the workplace

Know the legal requirements relating to health and safety

Be able to identify risks and hazards

Know what it means to provide an environment that is safe and healthy for everyone

**COURSE**

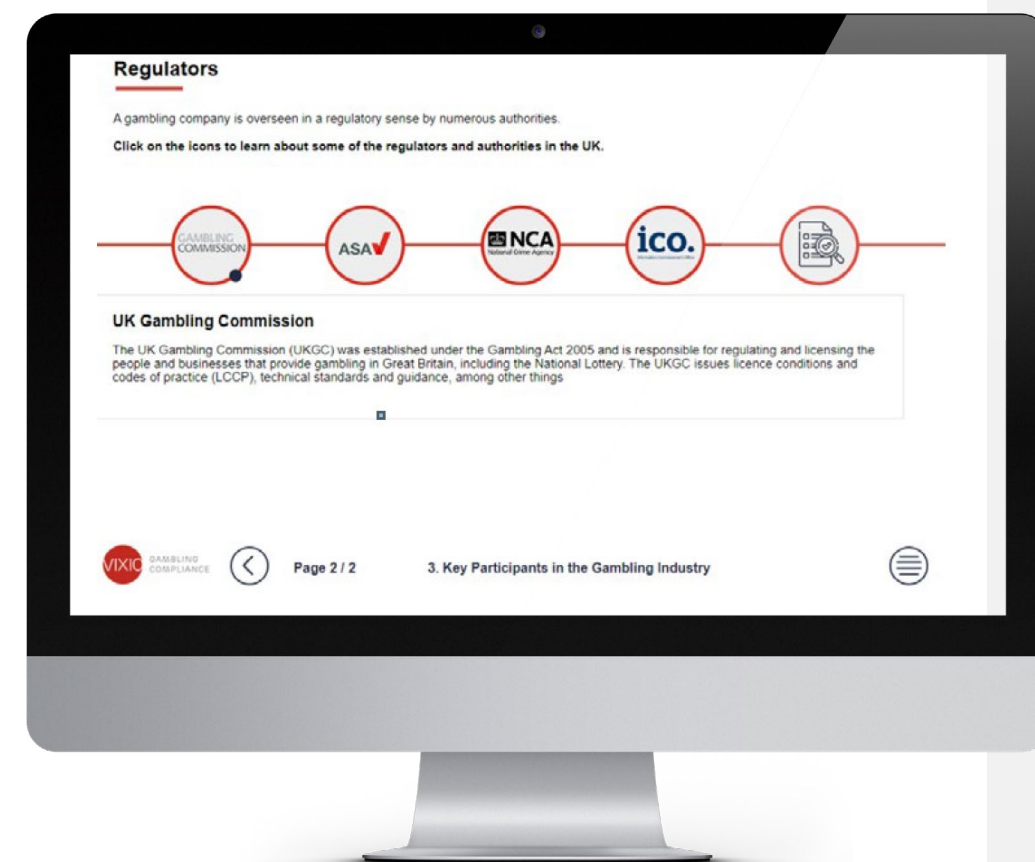
# Introduction to the Gambling Industry

The UK has one of Europe's largest gambling markets, and is extremely prosperous. Gambling businesses operate in a constantly changing, regulatory landscape. It is particularly complex due to the numerous laws and conditions with which organisations need to comply.

This interactive course can be used as an introduction to the gambling industry's core compliance topics and themes, ensuring newcomers or existing employees understand the importance of regulatory topics, and can create a culture of compliance.

The objective of our Introduction to the Gambling Industry course is to provide you with a general overview of the gambling industry's core compliance topics, including anti-money laundering, advertising, data protection and safer gambling. The key participants in the industry the regulators and the licensing requirements are also covered.

This is an introductory course, suitable for all employees whether they are new to the gambling industry or would like a brief overview of the UK gambling industry.



## Key Learning Objectives

Know what is gambling and what are the major “emerging” forms of gambling

Understand the complex regulatory landscape gambling businesses operate in, who regulates them and the key laws and conditions with which they need to comply

Recognise the industry fundamentals, in particular the key concepts of the gambling industry

Be aware of various aspects of compliance requirements related to licensing, responsible gambling, advertising, anti-money laundering and data protection



**COURSE**

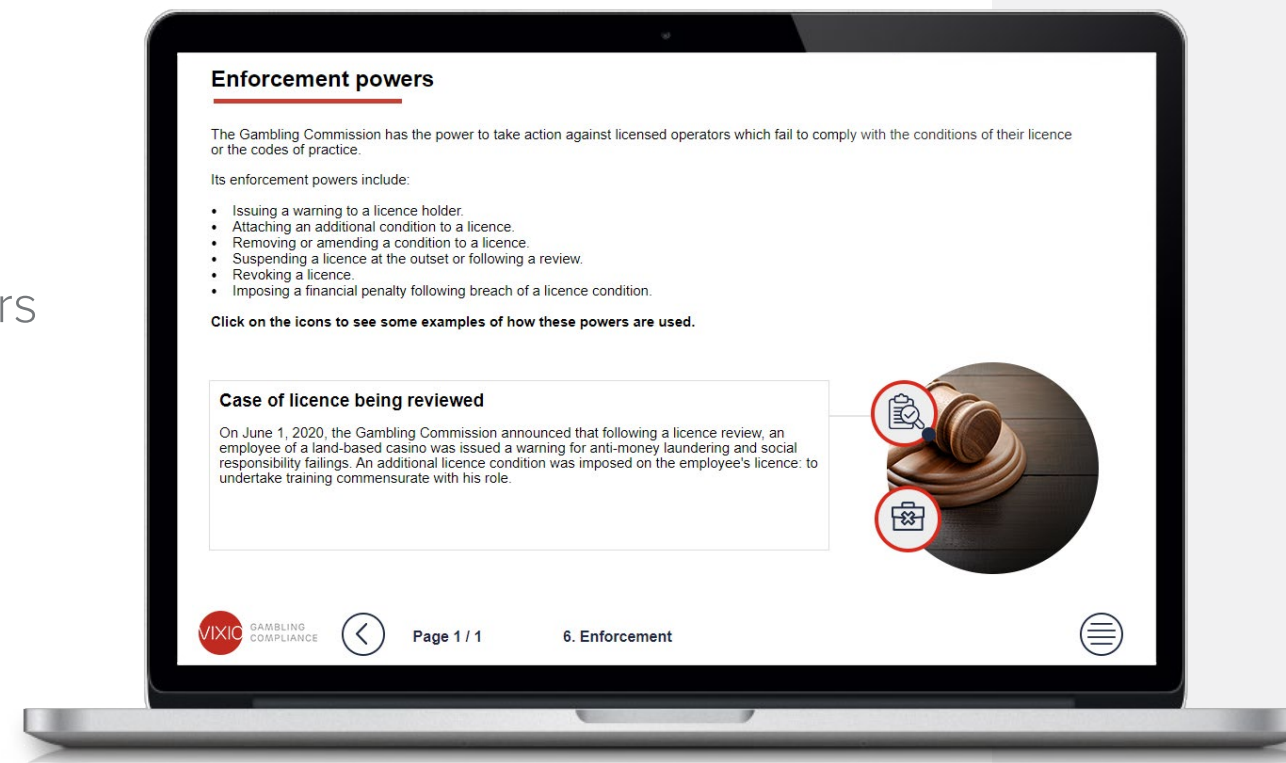
# Licence Conditions & Codes of Practice

All operators licensed by the UK Gambling Commission are required to adhere to the Licence Conditions and Codes of Practice (LCCP) as part of their operating licence conditions. The commission has powers to take action against licensed operators that fail to comply with the LCCP.

In October 2020, the UK Gambling Commission issued licence reviews following a number of failures, which included not doing enough to keep consumers safe and failing to prevent money laundering and criminal spend. This shows the importance of LCCP training for gambling firms in the UK and all major jurisdictions.

The objective of our Licence Conditions and Codes of Practice (LCCP) course is to educate you on the rules and regulations set out by the UK Gambling Commission specific to remote and non-remote casinos, remote lotteries and software providers, and others licensed under the Gambling Act 2005. The course is kept up to date with the latest LCCP, reflecting the UK Gambling Commission's most recent update.

This is an introductory course suitable for management, compliance and board members holding a personal licence or looking to apply for a licence.



## Key Learning Objectives

Understand how the LCCP fits into the UK's gambling regulatory framework

Outline the key components of the operating licence conditions and code of practice provisions

Describe personal licence codes and conditions of practice and the main LCCP responsibilities and obligations

Be aware of the enforcement powers set out by the Gambling Commission

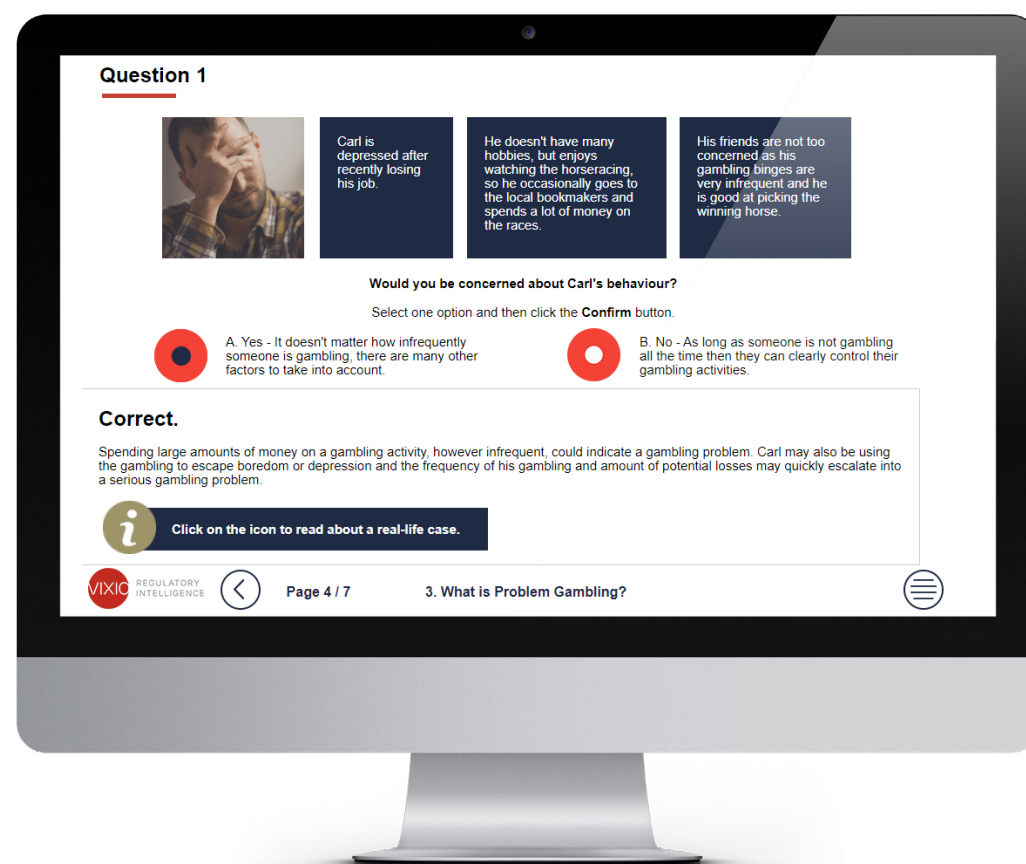
**COURSE**

# Player Protection & Safer Gambling (UK)

The UK Gambling Commission imposed more than £16m in fines for social responsibility failures in 2021. These fines show the importance of social responsibility and how player protection and safer gambling have become one of the most pressing regulatory areas for gambling firms in the UK and all major jurisdictions.

Ensuring your employees are adequately trained in responsible gambling is a crucial component of holding a gambling licence. Safer gambling measures are under intense scrutiny as the authorities review the UK Gambling Act 2005. This course is kept up to date to capture those changes when they come into law.

The objective of our Player Protection & Safer Gambling course is to help your organisation improve awareness of regulatory and ethical responsibilities in relation to problem gambling.



This course is suitable for all employees within the organisation and is designed to educate and train them in their legal requirements and ensure systems are used effectively to allow players to continue to enjoy your service in a safe, secure and supportive manner.



## Key Learning Objectives

Recognise the characteristics of at-risk gamblers and the measures we have in place to protect such people

Identify the categories of people's involvement with gambling and how to recognise a problem

Understand why children and young persons need more protection and how we ensure we do not promote to them

Know the key areas covered in the advertising codes

Be aware of the procedures, tools and organisations in place to help and support these individuals

Understand the regulations concerning responsible gambling



**COURSE**

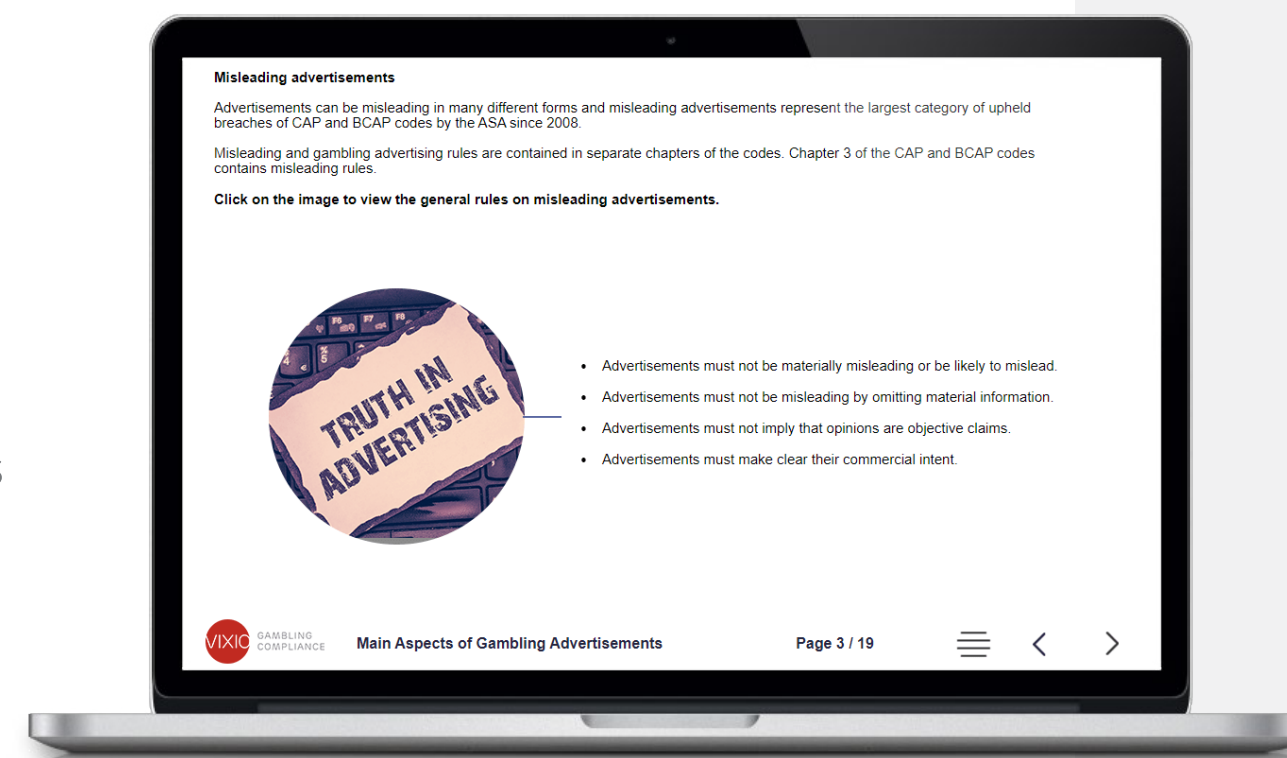
# Regulating the Advertising of Gambling

It is important to understand the legal and regulatory background of the gambling industry in Great Britain when advertising services. In the last year, the Advertising Standards Authority (ASA) has issued a number of rulings following advertising failures where the ad depicted gambling behaviour that was socially irresponsible. These rulings show how gambling advertisements have become one of most pressing regulatory areas for firms in the UK.

Advertising within the UK gambling sector is regulated under certain regimes that can affect your organisation's marketing campaigns and operations. The UK Gambling Commission requests that you must comply with the UK Advertising Codes issued by the Committees of Advertising Practice and administered by the ASA.

The objective of our Regulating the Advertising of Gambling course is to help you comply with the gambling advertising regulatory regime in the UK, including understanding the role and responsibilities of the ASA, how social media advertisements are regulated and your responsibilities when working with affiliates.

This introductory level is suitable for employees within marketing, compliance and management roles. Real-life case studies are used to analyse how gambling advertisements can be misleading in practice.



## Key Learning Objectives

Be familiar with the legal and regulatory background of the gambling industry in Great Britain

Know the main aspects and details of the UK's approach to regulating gambling advertisements, including affiliate advertisements

Understand the role and responsibilities of the Advertising Standards Authority (ASA)

Know how social media advertisements are regulated

**COURSE**

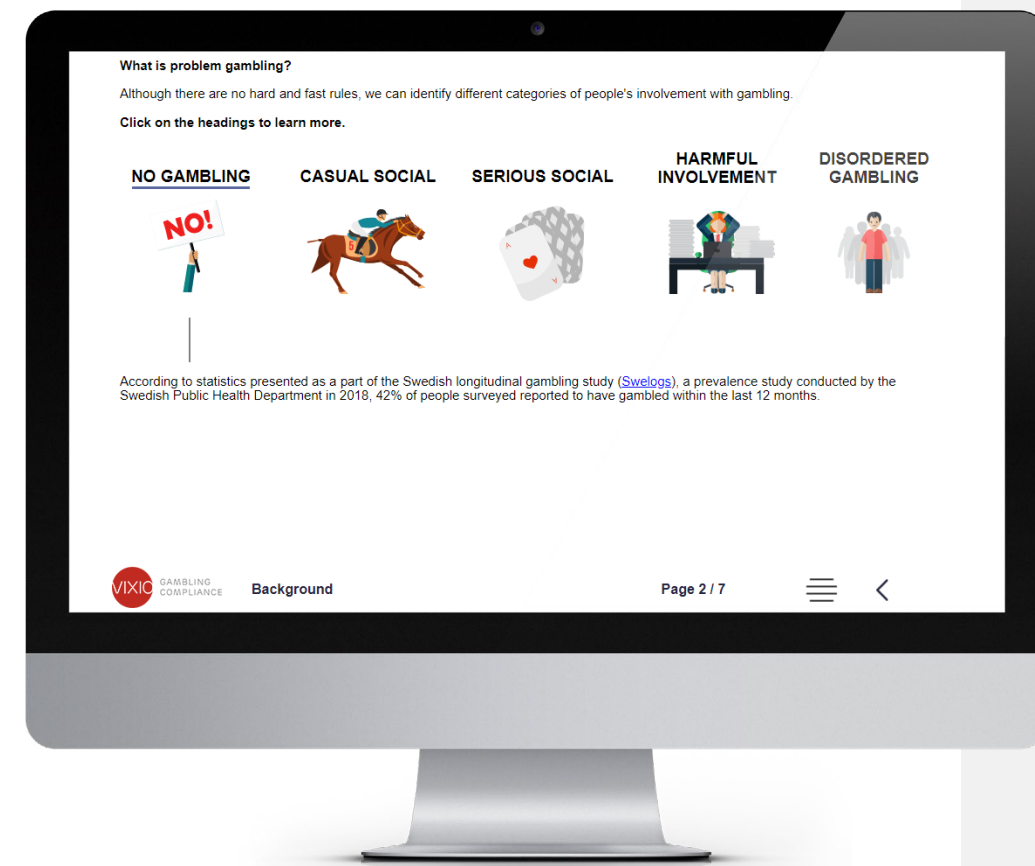
# Swedish Gambling Legal Framework

In 2018, Sweden passed a new Gambling Act (2018:1138), which introduced an online licensing model in the country for the first time. If your organisation breaches any provisions of the Gambling Act (2018:1138), they may be subject to sanctions, which vary in correlation with the seriousness of the case in question.

The Swedish Gambling Authority has already imposed over €17m in fines this year for repeated violation of the rules set out in the new Gambling Act. These fines show the importance of training on the Gambling Act and how it should be provided from day one of employment by an operator with a Swedish licence.

The objective of our Swedish Gambling Legal Framework course is to help you understand how to comply with the legal requirements concerning the duty of care as set out in the Swedish gambling framework, especially regarding the obligation to train staff. The course also contains an overview of compliance requirements, such as marketing, reporting and notification obligations.

This is an introductory course suitable for all employees working for companies holding a Swedish licence.



## Key Learning Objectives

Recognise the characteristics (and behaviour) of at-risk gamblers

Comply with the legal requirements concerning the duty of care, especially regarding the obligation to train staff

Know the tools aimed at helping the player restrict his or her own gambling

Understand the key licensing requirements

Be familiar with the marketing requirements that apply to gambling operators and their conduct of business

Be aware of the consequences of non-compliance



# Contact us

To discuss your training requirements, please contact a member of our team who will be happy to create a customised solution to fit your business requirements.

Email: [sales@vixio.com](mailto:sales@vixio.com)

Phone: +44 (0)20 7932 9980

