**Section 1800.1720 Responsible Gaming Education Programs**

a) As a condition of initial licensure and license renewal of a licensed video gaming location, all owners and persons with significant influence or control of the location, video gaming managers, and all employees of the location whose employment duties relate to any aspect of video gaming operations, shall be required to complete an on-line course of study on responsible gaming. Completion of this course shall be a condition of license issuance and renewal. Completion of the course shall be required within 30 days after the date the course is made available to the public, or the person becomes an owner, person with significant influence or control, video gaming manager, or employee of the location. Enrollment in the course shall be free of charge to the enrollee. The course of study shall define responsible gaming and provide instruction on conversational techniques with customers whose behavior indicates they may have a gambling problem. The recommended conversational techniques shall be informative and non-judgmental, provide players with helpful information about the random nature of video gaming play and long-term prospects of winning, and recommend appropriate means of providing information to video gaming players concerning problem gambling resources.

b) In implementing the responsible gaming education program, the Board may contract for and use educational materials and programs offered by any public or private entity, including but not limited to those prepared by other state governments.

(Source: Added at 42 Ill. Reg. 3126, effective February 2, 2018)