ACTA VERITAS
CONSULTANCY

TRAINING & DEVELOPMENT

Learning that matters.

Ten focused programmes. From company-wide awareness to advanced interaction practice and strategic leadership, every session is facilitator-led and four hours or less, including breaks.

THE TEN-PROGRAMME DIRECTORY

01	Gambling Harm: The Human Perspective	60 minutes
02	Conversations That Count	2 hours
03	Beyond the Conversation	3 hours 45 minutes
04	The Human Story Behind the Data	3 hours
05	High Value, Human First	3 hours
06	From Alert to Action	3 hours
07	The Road to Addiction?	2 hours
08	Messages With Consequences	2 hours 30 minutes
09	Protection by Design	2 hours
10	When It Matters Most	3 hours

TRAINING & DEVELOPMENT / PROGRAMMES 01—02

PROGRAMME 01 · 60 MINUTES

Gambling Harm: The Human Perspective

WHO IT IS FOR

All employees · New starters · Refreshers

LEARNING OBJECTIVES

1. Explain, in straightforward terms, how gambling can become harmful.
2. Recognise that signs of difficulty are not always obvious or predictable.
3. Identify one helpful action or appropriate support route within their own role.

PRACTICAL VALUE One consistent, engaging introduction for new starters, all-staff awareness weeks and refreshers—without expecting every employee to become a specialist.

PROGRAMME 02 · 2 HOURS

Conversations That Count

WHO IT IS FOR

Customer Service · Contact Centres · First-line teams

LEARNING OBJECTIVES

1. Recognise when available customer information warrants a closer conversation.
2. Use open, respectful language that supports an effective interaction.
3. Identify appropriate next steps and accurately capture the conversation.

PRACTICAL VALUE More consistent frontline interactions, more confident colleagues and clearer handovers to specialist teams.

PROGRAMME 03 · 3 HOURS 45 MINUTES

Beyond the Conversation

WHO IT IS FOR

Experienced Customer Service · Responsible Gambling · Specialists

LEARNING OBJECTIVES

1. Assess complex scenarios without relying on a single signal or scripted response.
2. Choose and explain proportionate actions where information or engagement is limited.
3. Evaluate the quality of an interaction, its recording and its follow-through.

PRACTICAL VALUE More defensible, consistently applied decisions and stronger practitioner capability in difficult cases—not simply more completed interactions.

PROGRAMME 04 · 3 HOURS

The Human Story Behind the Data

WHO IT IS FOR

Data & Analytics · Risk · RG · Compliance

LEARNING OBJECTIVES

1. Identify meaningful behavioural changes while recognising uncertainty and context.
2. Distinguish an observable indicator from a conclusion about a person.
3. Connect data-led observations to proportionate review, interaction and follow-up.

PRACTICAL VALUE Stronger interpretation of behavioural information and better alignment between analytics, risk and customer-facing decisions.

PROGRAMME 05 · 3 HOURS

High Value, Human First

WHO IT IS FOR

VIP · High-value Customer · Account Management · Retention

LEARNING OBJECTIVES

1. Recognise potential concerns in a high-value customer relationship.
2. Apply balanced, customer-centred judgement when commercial and protection objectives intersect.
3. Communicate and escalate concerns confidently across internal teams.

PRACTICAL VALUE More informed VIP decisions, more confident relationship managers and better alignment between premium service and customer wellbeing.

PROGRAMME 06 · 3 HOURS

From Alert to Action

WHO IT IS FOR

Responsible Gambling · Player Protection · Risk Operations

LEARNING OBJECTIVES

1. Review a referred customer case using relevant evidence and context.
2. Choose a proportionate action and explain the rationale.
3. Record, escalate and review decisions in a consistent, useful way.

PRACTICAL VALUE More consistent case handling, clearer decision rationales and stronger connections between alerts, customer contact and meaningful follow-through.

PROGRAMME 07 · 2 HOURS

The Road to Addiction?

WHO IT IS FOR

All departments · Responsible Gambling · Leaders

LEARNING OBJECTIVES

1. Explain why gambling behaviour and harm cannot be assumed to follow a fixed sequence.
2. Recognise the roles of context, changing circumstances and different outcomes.
3. Identify how earlier understanding or appropriate action may influence a customer journey.

PRACTICAL VALUE A memorable shared understanding that challenges oversimplification and supports more proportionate, informed customer decisions.

PROGRAMME 08 · 2 HOURS 30 MINUTES

Messages With Consequences

WHO IT IS FOR

Marketing · CRM · Retention · Product · Digital

LEARNING OBJECTIVES

1. Recognise how timing, tone and targeting may affect different customers.
2. Identify points where communication choices warrant closer consideration.
3. Apply a customer-centred challenge to example campaigns and journeys.

PRACTICAL VALUE More thoughtful communications, stronger internal collaboration and greater confidence in aligning customer engagement with player protection.

TRAINING & DEVELOPMENT / PROGRAMMES 09—10

PROGRAMME 09 · 2 HOURS

Protection by Design

WHO IT IS FOR

Executives · Senior Leaders · Department Heads · Product Owners

LEARNING OBJECTIVES

1. Recognise how departmental decisions combine to shape customer outcomes.
2. Identify gaps in ownership, collaboration or escalation.
3. Define practical leadership actions that support effective player protection.

PRACTICAL VALUE Stronger cross-functional ownership, clearer prioritisation and more informed leadership decisions with player protection built into business practice.

PROGRAMME 10 · 3 HOURS

When It Matters Most

WHO IT IS FOR

Customer Service · Responsible Gambling · VIP · Team Leaders

LEARNING OBJECTIVES

1. Recognise expressions of distress and situations that require prompt attention.
2. Use calm, appropriate language and follow the organisation’s escalation procedures.
3. Identify support routes, accurate recording requirements and appropriate colleague debriefing.

PRACTICAL VALUE Stronger confidence and consistency during sensitive interactions, with clearer escalation and support practices.

ACTA VERITAS
CONSULTANCY

OUR DELIVERY APPROACH

Value beyond delivery.

The scoping stage, the session and the evaluation each contribute to useful outcomes.

01 Scope & plan

Agree audience, objectives, market context and success criteria.

02 Tailor

Shape content, scenarios and learning outcomes around the brief.

03 Deliver

Connect operational expertise and lived experience through facilitated learning.

04 Listen

Capture immediate attendee feedback.

05 Review

Provide attendee comments, facilitator observations and practical next steps.

06 Follow through

Review reported learning and application on the agreed timetable.

CONTACT AVC

DISCUSS YOUR PRIORITIES

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