COURSE LISTINGS

Trainer-Led + e-Learning **courses**

iGaming Academy

ELEARNING COURSES

PLUG-IN TRAINING

- Anti-Money Laundering & Counter-Terrorist Financing for online operators
  - **Foundation**
  - **Jurisdiction-specific**
- Responsible Gambling for online operators
  - **Foundation**
  - **Jurisdiction-specific**

RESPONSIBLE GAMBLING & SOCIAL RESPONSIBILITY

- Customer Interaction
- Responsible Gambling for online operators
- Responsible Gambling for B2B
- Player Protection Training
  - **Communicating with Problem Gamblers & Players at Risk**
  - **Suicide Awareness**
  - **Problem Gambling Awareness**

COMPLIANCE

- Anti-Bribery
- Anti-Fraud & Payments Handling
- Anti-Money Laundering & Counter-Terrorist Financing for online operators
- Anti-Money Laundering & Counter-Terrorist Financing for B2B
- Anti-Money Laundering & Anti-Terrorist Financing for land-based casinos
- General Data Protection Regulation (GDPR)
- Licence Conditions & Codes of Practice (LCCP)
- Payment Card Industry Data Security Standard (PCI DSS)
- Swedish Regulatory Framework

MARKETING

- Customer Relationship Management
- Remote Gambling Guide to the CMA
- UK Advertising Codes & Practices

OPERATIONAL

- Active Shooter Awareness
- Code of Conduct
- Cybersecurity Awareness
- Equality & Diversity in the Workplace
- Information Security
- Introduction to Blockchain
- Introduction to iGaming
- Online Casino Management
- Online Sportsbook
- Sexual Harassment in the Workplace
- Slot Games

TRAINER-LED COURSES

COMPLIANCE

- Anti-Fraud & Payments Handling
- Anti-Money Laundering & Countering the Financing of Terrorism
- iGaming Compliance
- Operational Fraud Management
- Practical KYC
- Responsible Gambling
- PML – Personal Management Licence

MARKETING & SALES

- Affiliate Management
- Business Analytics
- Customer Relationship Management
- Digital Marketing
- Introduction to Generative AI for iGaming Marketers
- Sales 101

OPERATIONAL

- Award in iGaming
- Introduction to iGaming
- Online Casino Management
- Online Sportsbook Management

MASTERCLASSES

- Governance, Risk & Compliance Masterclass
- iGaming Strategy Masterclass
- MLRO Masterclass
- US Sportsbook Masterclass

MGA KEY FUNCTION TRAINING

- Adherence to Applicable Legislation Relating to Data Protection and Privacy
- Management of the Operations of the Authorised Person
- Compliance with the Obligations of the Authorised Person
- Prevention of Money Laundering and the Financing of Terrorism
- Legal Affairs of the Authorised Person
- Technological Affairs of the Authorised Person
- The Chief Executive Role or Equivalent - Workshop
- Internal Audit

EXECUTIVE LEADERSHIP

- Leading Projects to Success (the WHAT)
- Drive Process Efficiency (the HOW)
- Driving Teams to High Performance (the WHO)

WHY iGAMING ACADEMY?

PLUG-IN TRAINING

HOW IT WORKS

1. Foundation

Providing an overall understanding of RG or AML/CTF concepts, the foundation module applies to staff of all levels ensuring a base level of knowledge is achieved.

2. Jurisdiction-specific

Building on from the foundation course, the jurisdiction-specific modules enable staff members to train on detailed regulatory information specific to the jurisdictions they work on.

3. Supplementary

Businesses can extend RG and AML/CTF training on their eLearning portal by uploading company-specific content or messages for their staff.

Our interactive online training is the ideal solution to train staff and minimise compliance risks

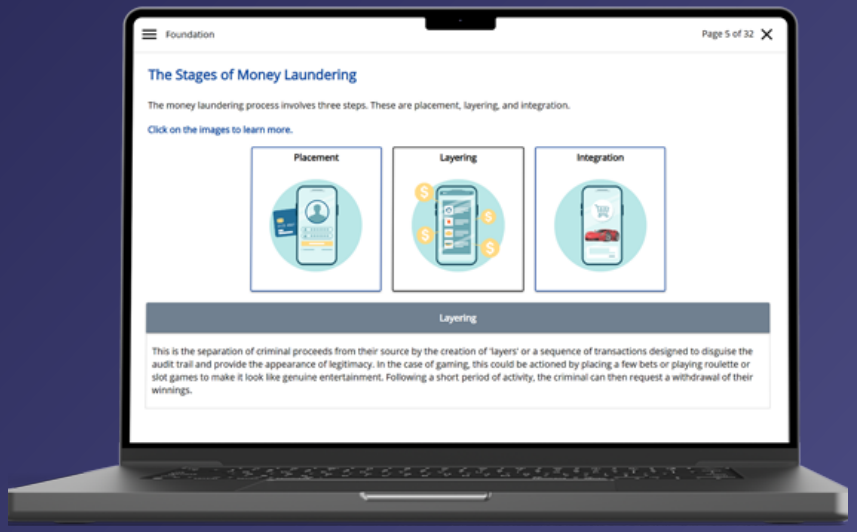
PLUG-IN TRAINING - European & Other Regions

THEME	TITLE	SUMMARY	LEARNING OBJECTIVES	REGIONS
ANTI-MONEY LAUNDERING & COUNTER-TERRORIST FINANCING FOR ONLINE OPERATORS *Full course description*	**Foundation**	Providing a deep understanding of Anti-Money Laundering and Counter-Terrorist Financing (AML/CTF) basics. It covers key concepts such as differentiating money laundering from terrorist financing, recognising indicators, reporting suspicions, and conducting risk-based due diligence for individuals and entities as mandated by regulations.	• Understand what money laundering and terrorist financing are as well as what the fundamental similarities and differences are between the two • Learn how our company employees share the responsibility of preventing, detecting, and reporting suspected money laundering or terrorist financing offences • Know when and how to seek advice and report suspicions of money laundering or terrorist financing • Understand the regulatory requirements for customer due diligence and what the different types of due diligence are for individuals and entities • Recognise common indicators of money laundering and terrorist financing	Europe, USA, Caribbean
	Jurisdiction-specific (e.g. Germany)	Building on the knowledge learnt in the AML/CTF foundation course, the jurisdiction-specific modules concentrate on the specific regulatory obligations essential to staff operating under licenses within that particular jurisdiction.	• Familiarise yourself with the regulations and its requirements • Recognise the different money laundering and financing of terrorism offences • Understand which offences you can be held liable for • Learn when and how to report suspicious activities • Understand how to apply customer due diligence measures and conduct ongoing monitoring	Belgium, Denmark, EU, France, Germany, Gibraltar , Isle of Man, Italy, Malta, Netherlands, Spain, Sweden, UK, Curaçao, Estonia
RESPONSIBLE GAMBLING FOR ONLINE OPERATORS *Full course description*	**Foundation**	Explore Responsible Gambling (RG) in this foundational course. Gain deep insights into excessive gambling indicators, repercussions of problem gambling, and various management tools/resources, whilst recognising the crucial role each employee plays in safeguarding players from gambling-related harm.	• Understand the difference between responsible gambling and problem gambling • Learn about the impact of problem gambling on the player • Recognise the different player types and gambling-related vulnerabilities • Familiarise yourself with the common misconceptions of gambling and aggravating factors of gambling products • Recognise the different indicators that a player can exhibit in relation to problem gambling • Learn about the different gambling management tools and resources available to assist in managing gambling activity	Europe, USA, Caribbean
	Jurisdiction-specific (e.g. Germany)	Building on the knowledge learnt in the RG foundation course, the jurisdiction-specific modules concentrate on the specific regulatory obligations essential to staff operating under licenses within that particular jurisdiction.	• Familiarise yourself with the responsible gambling regulations • Recognise the company's social responsibility requirements when it comes to problem gambling prevention • Understand your obligation to prevent underage gambling • Learn about the different gambling management tools available to customers	Belgium, Denmark, EU, France, Germany, Gibraltar, Isle of Man, Italy, Malta, Netherlands, Spain, Sweden, UK, Curaçao & Estonia

PLUG-IN TRAINING - USA

THEME	TITLE	SUMMARY	LEARNING OBJECTIVES	REGIONS
ANTI-MONEY LAUNDERING & COUNTER-FINANCING OF TERRORISM *Full course description*	**Foundation**	Providing a deep understanding of Anti-Money Laundering and Counter-Financing of Terrorism (AML/CFT) basics. It covers key concepts such as differentiating money laundering from terrorist financing, recognizing high risk indicators, reporting suspicions, and conducting due diligence for individuals and entities as mandated by Federal AML/CFT regulations.	• Understand what money laundering and terrorist financing are as well as what the fundamental similarities and differences are between the two • Learn how our company employees share the responsibility of preventing, detecting, and reporting suspected money laundering or terrorist financing offenses • Know when and how to seek advice and report suspicions of money laundering or terrorist financing • Understand the regulatory requirements for customer due diligence and what the different types of due diligence are • Recognize common indicators of money laundering and terrorist financing	USA
	Best Practice	Building on the knowledge learnt in the AML/CFT foundation course, this module concentrates on a best practice approach to state-specific regulatory obligations essential to staff operating within a number of USA states.	• Familiarize yourself with the AML/CFT regulatory requirements • Understand how to apply customer due diligence measures in an online environment • Recognize the need for enhanced due diligence and learn how to identify high-risk customers • Learn how to maintain the risk profile of the customer and conduct ongoing monitoring	USA
RESPONSIBLE GAMBLING *Full course description*	**Foundation**	Explore Responsible Gambling (RG) in this foundational course. Gain deep insights into excessive gambling indicators, repercussions of problem gambling, and various management tools/resources, whilst recognizing the crucial role each employee plays in safeguarding players from gambling-related harm.	• Understand the difference between responsible gaming and problem gambling • Learn about the impact of problem gambling on the player • Recognize the different player types and gambling-related vulnerabilities • Familiarize yourself with the common misconceptions of gaming and aggravating factors of gaming products • Recognize the different indicators that a player can exhibit in relation to problem gambling • Learn about the different gaming management tools	USA
	Best Practice	Building on the knowledge learnt in the RG foundation course, this module concentrates on a best practice approach to state-specific regulatory obligations essential to staff operating within a number of USA states.	• Familiarize yourself with the responsible gaming regulations in the USA • Recognize the company's responsible gaming requirements when it comes to problem gambling prevention • Understand your obligations to prevent underage gaming • Learn about the different gaming management tools available to customers	USA

ELEARNING COURSES



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- **CPD Accredited**

READY TO TRY IT?

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RESPONSIBLE GAMBLING & SOCIAL RESPONSIBILITY

TITLE	SUMMARY	LEARNING OBJECTIVES	REGIONS
CUSTOMER INTERACTION *Full course description*	Employees will learn when to provide help and support if there is a suspicion that Based on the UK Gambling Commission's customer interaction guidance, employees will learn how to proactively mitigate and interact with customers who they suspect may be experiencing gambling-related harm. developing problems with their gambling, in line with the UK Gambling Commission's three-step approach.	• Understand what is meant by 'customer interaction' • Learn about the UK regulations related to customer interaction • Understand the stages involved in customer interaction • Identify the different ways you can interact with your customers • Know the policy and procedure your company has implemented for customer interaction • Recognise your role and your company's role in ensuring compliance	UK
RESPONSIBLE GAMBLING FOR ONLINE OPERATORS *Full course description*	This course has been designed to give staff a complete overview of what Responsible Gambling (RG) is and the importance of protecting players from gambling-related harm.	• Understand what Problem Gambling is • Understand how to identify signs of Problem Gambling • Understand what the consequences of Problem Gambling can be • Regulatory requirements in regard to the prevention of Problem Gambling in the US • Understand and implement measures to further assist problem gamblers	Canada, Ontario, USA, UK, EU, Curaçao
RESPONSIBLE GAMBLING FOR B2B *Full course description*	B2B operating companies have important legal, regulatory and social responsibility obligations when providing services to B2C operators. This training provides staff with an understanding of the importance of implementing player limits when gambling, as well as the incorporation of responsible gambling tools when designing games.	• Understand what Responsible Gambling is and why we care about it • Understand the signs and consequences of Problem Gambling • Understand regulatory requirements in regard to the prevention of Problem Gambling • Understand how marketing of gambling products must be undertaken in a socially responsible manner	UK, EU

RESPONSIBLE GAMBLING & SOCIAL RESPONSIBILITY

PLAYER PROTECTION TRAINING

Developed in collaboration with 87%

Full course description

Our suite of player protection micro-modules are for customer facing employees, designed to give them the tools needed to support and promote a balanced lifestyle and positive mental health in the gaming industry. The training focuses on three key themes of player protection, with each theme made up of a number of bite-sized training targeting different subject areas. The themes are:

1. Communicating with Problem Gamblers & Players at Risk
2. Suicide Awareness
3. Problem Gambling Awareness

THEME	TITLE	SUMMARY	LEARNING OBJECTIVES	REGIONS
1. Communicating with Problem Gamblers & Players at Risk	**EMOTIONAL INTELLIGENCE & EMPATHY IN COMMUNICATION** *Full course description*	For employees that interact with customers, the manner in which they communicate with them is crucial, particularly when dealing with players experiencing problems with gambling. This module aims to raise their awareness on their own communication style by exploring the importance of emotional intelligence and empathy as well as how these soft skills can be used effectively.	• Understand what we mean by 'emotional intelligence' and 'empathy' and why they are so important to use when communicating with players, especially those experiencing problems with gambling • Learn how to respond to customers experiencing problems on the phone or online chat • Understand the importance of active listening when communicating your concern to a player and directing them to support services with sensitivity	Global
	RECOGNISING & RESPONDING TO EMOTIONAL DISTRESS *Full course description*	For customer facing employees it is important to have a strong understanding of the signs of emotional distress in players who are dealing with gambling issues. This module aims to enhance their awareness of emotional distress among players and provide them with effective communication strategies, whilst also helping them manage their own emotions.	• Learn how to recognise indicators of emotional distress when communicating with a player • Get to know how to demonstrate your concerns in communication with a player • Understand how to manage defensiveness in players and yourself • See how to manage your responses when communicating with players in distress	Global
	COMMUNICATION STYLES & TECHNIQUES *Full course description*	All employees who communicate with customers daily will likely have developed their own unique communication style and techniques. This module aims to boost their own unique communication skills by exploring the different communication styles exhibited by a player versus the style they should adopt as the employee, as well as the techniques to employ when navigating their way through sensitive conversations.	• Be able to identify and comprehend the different communication styles you and others are using • Get to know the stages in change when overcoming problem gambling • Recognise the significance of assertiveness in challenging situations • Learn different communication techniques that will aid you during sensitive conversations with players	Global

RESPONSIBLE GAMBLING & SOCIAL RESPONSIBILITY

THEME	TITLE	SUMMARY	LEARNING OBJECTIVES	REGIONS
2. Suicide Awareness	**UNDERSTANDING SUICIDE & PROBLEM GAMBLING** *Full course description*	This bite-sized module aims to provide employees with an in depth understanding on the connection between problem gambling and suicide, what suicide ideation means and the myths and misconceptions that continue to surround the subject of suicide.	• Identify the link between mental health, problem gambling, and suicide • Recognise common aggravating suicide factors associated with problem gambling, mental health problems and loneliness • Learn what suicide ideation means and become aware of its three kinds: fleeting, passive and active • Understand common myths and misconceptions around suicide to avoid labelling and stigmatisation	Global
	RECOGNISING & RESPONDING TO SIGNS OF SUICIDE *Full course description*	This course aims to enhance an employee's understanding on how to identify signs that may indicate suicidal ideation in players, including behaviours and feelings, and how best to effectively engage with them.	• Understand the link between depression and suicidality, and how this can reflect in a conversation with a player • Learn how to recognise suicide warning signs in others based on phrases they use, behaviours they talk about, and feelings they mention • Understand how to approach a player who is demonstrating suicidal tendencies • Understand what protective factors from committing suicide are, and why they are so significant	Global
	HANDLING THE THREAT OF SUICIDE *Full course description*	For employees that interact with customers, the manner in which they communicate with them is crucial, particularly when dealing with players experiencing problems with gambling. This module aims to raise their awareness on their own communication style by exploring the importance of emotional intelligence and empathy as well as how these soft skills can be used effectively.	• Understand what we mean by 'emotional intelligence' and 'empathy' and why they are so important to use when communicating with players, especially those experiencing problems with gambling • Learn how to respond to customers experiencing problems on the phone or online chat • Understand the importance of active listening when communicating your concern to a player and directing them to support services with sensitivity	Global
	MANAGING DIFFICULT FEELINGS WITHIN YOURSELF *Full course description*	Designed to help customer facing employees recognise the impact of their interactions with customers on themselves, by helping them to understand their own emotional triggers and discover wellbeing strategies to practice in their everyday life.	• Recognise the impact challenging interactions might have on your own feelings and mental wellbeing • Understand the importance of managing difficult feelings in yourself by practicing self-care and handling sudden emotional responses • Learn wellbeing practices that can be applied to your everyday life and reduce the barriers for self-care	Global

RESPONSIBLE GAMBLING & SOCIAL RESPONSIBILITY

THEME	TITLE	SUMMARY	LEARNING OBJECTIVES	REGIONS
3. Problem Gambling Awareness	**UNDERSTANDING THE PROBLEM GAMBLER** *Full course description*	Enhance your awareness of why certain groups of individuals may be more vulnerable to developing problems with their gambling and the challenges they face in attempting to control it.	• Learn about problem gambling and the different stages in the gambling spectrum • Learn the role impulsivity plays in decision-making for those with mental health issues • Understand what is meant by vulnerable groups and how these groups of individuals may be more susceptible to developing problems with their gambling • Understand the challenges VIP customers face when experiencing problems with gambling	Global
	THE PSYCHOLOGY OF GAMBLING ADDICTION *Full course description*	Gain insight into the psychological reasons behind gambling, the nature of addiction, and the scientific aspects of the challenges players encounter when dealing with gambling addiction.	• Enhance your understanding on the psychological rationale behind gambling • Learn how the player transitions into addiction through a process known as 'habituation' • Understand the key roles dopamine and the reward system play in influencing gambling behaviour • Understand the concept of 'withdrawal' and the symptoms involved	Global

COMPLIANCE

TITLE	SUMMARY	LEARNING OBJECTIVES	REGIONS
ANTI-BRIBERY *Full course description*	Learn the necessary steps to prevent and avoid bribery in accordance with local anti-bribery regulations. This anti-bribery course will guide you and give you knowledge on what you must do in order to resist and avoid bribery in all forms.	• Learn the definition of what bribery is • Describe the provisions of the relevant anti-bribery regulations • Comply with company's policies for gifts, corporate hospitality, travel expenses and facilitation payments • Explain the consequences of offering or accepting bribes • Recognise common bribery red flags • Recognise when and how to seek advice, and report concerns or suspicions of bribery	UK, USA, Curaçao
ANTI-FRAUD & PAYMENTS HANDLING *Full course description*	This training educates employees on fraud types, identity threats, spotting suspicious activity and red flags, along with prevention techniques. It introduces chargebacks, managing RFI's, deterring bonus abuse, and identifying fraud in casino, sportsbook, and poker contexts.	• Understand the key concepts of fraud and payment handling • Identify fraudulent activities • Understand the difference between fraud and anti-money laundering • Know when to act in relation to suspicions of fraud	Global
ANTI-MONEY LAUNDERING & COUNTER-TERRORIST FINANCING FOR ONLINE OPERATIONS *Full course description*	All online gaming jurisdictions require their licensees to train relevant staff in Anti-Money Laundering (AML) and Counter Terrorist Financing (CTF) techniques as part of their comliance requirements. Our training has been specifically developed in an engaging, practical, and comprehensive format to help you and your staff meet this regulatory training requirement.	• Understand what money laundering and terrorist financing are as well as what the fundamental similarities and differences are between the two • Understand the regulatory requirements for customer due diligence and how to apply customer due diligence measures in an online environment • Understand the need for Company policies and procedures • Know when and how to seek advice and report suspicions of money laundering or terrorist financing • Recognise common red flags and triggers taking the appropriate action • Know when and how to seek advice and report suspicions of money laundering or terrorist financing • Avoid 'tipping off' anyone suspected of money laundering or terrorist financing	Europe, USA, Caribbean
ANTI-MONEY LAUNDERING & COUNTER-TERRORIST FINANCING FOR B2B *Full course description*	All online gaming jurisdictions require their licensees to train relevant staff in Anti-Money Laundering (AML) and Counter Terrorist Financing (CTF) techniques as part of the terms of their licence. Our training has been specifically developed in an engaging, practical, and comprehensive format to help you and your staff meet this regulatory training requirement.	• Learn about money laundering and terrorist financing, what it is and how it works • Recognise your legal obligations and your role in preventing and detecting money laundering and terrorist financing • Understand the need for Company policies and procedures • Understand how to conduct risk-based Customer Due Diligence • Know when and how to seek advice and report suspicions of money laundering or terrorist financing • Avoid 'tipping off' anyone suspected of money laundering or terrorist financing	UK, EU

COMPLIANCE

TITLE	SUMMARY	LEARNING OBJECTIVES	REGIONS
ANTI-MONEY LAUNDERING & ANTI-TERRORIST FINANCING FOR LAND-BASED CASINOS *Full course description*	All online gaming jurisdictions require their licensees to train relevant staff in Anti-Money Laundering (AML) and Anti-Terrorist Financing (ATF) techniques as part of the terms of their licence. This course has been specifically developed in an engaging, practical and comprehensive format to help you and your staff meet this regulatory training requirement.	• Gain an understanding of money laundering and terrorist financing and the differences between the two • Know and understand both your and your company's legal obligations in preventing, detecting, and reporting suspected money laundering or terrorist financing offenses • Understand the importance of conducting customer due diligence (CDD), how to conduct initial CDD, and how to recognise when enhance CDD is needed • Know your reporting obligations under the US anti-money laundering and terrorist financing laws and how and when to complete required reports • Recognise common indicators of money laundering and terrorist financing transactions and what to do in response • Know when and how to seek assistance when reporting suspicious activity	USA
GENERAL DATA PROTECTION REGULATION (GDPR) *Full course description*	Within this course, essential components of data protection are examined. Covered subjects include the safeguarding of sensitive data, the maintenance of protective measures, comprehension of the rights pertaining to data subjects, and adherence to the General Data Protection Regulation.	• Demonstrate the importance of the GDPR • Identify the main requirements of the GDPR • Recognise potential breaches of the GDPR • Understand and apply the rights of an individual • Interpret how you can make changes to become GDPR compliant	EU
LICENCE CONDITIONS & CODES OF PRACTICE (LCCP) *Full course description*	Learn about the LCCP [Licence Conditions & Codes of Practice] and the requirements that must be met in order to hold an operating and personal licence in the UK.	• Learn about the general licence conditions of Part I, 2 and 3 of the LCCP for sector specific operator licences • Understand how to achieve compliance by taking a regulatory approach • Know how to interpret the requirements into your operations	UK
PAYMENT CARD INDUSTRY DATA SECURITY STANDARD (PCI DSS) *Full course description*	This course teaches what the Payment Card Industry Data Security Standard (PCI DSS) is, its importance for protection of payments data, as well as learning to identify what action needs to be taken to ensure PCI DSS compliance.	• Explain what PCI DSS is and why it is important • Identify the likely consequences of failing to comply with PCI DSS • Distinguish between different merchant levels • Identify the goals and 12 requirements of PCI DSS compliance • Recognise what is required by a business to comply with PCI DSS Merchant Level Standards • State the key data types on a payment card • Identify the guidelines for protected cardholder data • Recognise good practice and office etiquette in order to safeguard cardholder data • Handle all protected cardholder data securely, including documentation, to ensure PCI compliance	Global

COMPLIANCE

TITLE	SUMMARY	LEARNING OBJECTIVES	REGIONS
SWEDISH REGULATORY FRAMEWORK *Full course description*	The Swedish Regulatory Framework course provides a high-level overview of the Swedish online gambling regulation, covering all key responsibilities of operators who hold a Swedish license ranging from responsible gambling to anti-money laundering, and marketing.	• Gain insight to the Swedish Gambling Act • Understand what is required as an operator in order to market towards or target Sweden • Understand the key licence requirements • Be aware of your training responsibilities as a Swedish license holder • Know what your "Duty of Care" and social responsibility are when implementing responsible gambling procedures within your business • Know what responsible gambling limits should be made available to your customers • Understand what your marketing requirements and responsibilities are • Recognise the correct procedures to have in place, in order to be compliant with anti-money laundering	Sweden

MARKETING

TITLE	SUMMARY	LEARNING OBJECTIVES	REGIONS
CUSTOMER RELATIONSHIP MANAGEMENT *Full course description*	The Customer Relationship Management training has been specifically designed for marketing executives currently working with a CRM, aspiring to work with retention marketing, or customer service representatives.	• Identify various aspects of Customer relationship management • Recognise customer behaviour and CRM parameters • Apply planning and monitoring tactics • Demonstrate segmentation and marketing strategies • Interpret KPIs and reporting of CRM activity	Global
REMOTE GAMBLING GUIDE TO THE CMA *Full course description*	This course covers the undertakings of the Competition and Markets Authority (CMA) and what's expected of operators to comply. The course introduces learners to consumer protection rights, key terms and best practices, along with all relevant UK laws and regulations.	• The CMA's role and approach to enforcing consumer law • Why the CMA decided to investigate the remote gambling sector • The CMA's announcement of the undertakings • Key terms and practices of concern • Changes expected of operators and next steps	UK
UK ADVERTISING CODES & PRACTICES *Full course description*	The UK Advertising Codes and Practices training course has been specifically developed for learners to gain an understanding on the acceptable forms of Advertising and Marketing materials as per the various Laws and under the Gambling Commission gaming licence	• Identify and understand the laws associated with Advertising Codes • Understand how marketing of gambling products must be undertaken in a socially responsible manner • Demonstrate an understanding of general advertising rules and gambling specific rules • Interpret the application of the law to the reality of daily operations • Apply the laws and rules of advertising to your daily operations with an understanding of the consequences of breaching regulations	UK

OPERATIONAL

TITLE	SUMMARY	LEARNING OBJECTIVES	REGIONS
ACTIVE SHOOTER AWARENESS *Full course description*	This course outlines the actions staff can take to minimise harm and navigate for an active shooter scenario by determining the most reasonable option (evacuate, hide out or act). Based on the U.S. Department of Labor, Occupational Health and Safety Administration recommendations, the course details the responsibilities of supervisors and employees with regards to an active shooter situation.	• Identify characteristics of an active shooter • Determine the most reasonable option (evacuate, hide out or act) to protect your life during an active shooting • Understand what actions you can take to mitigate harm • Learn how to prepare for an active shooter situation • Recognise your responsibilities when responding to an active shooter situation	USA
CODE OF CONDUCT *Full course description*	This course defines a code of conduct's significance in cultivating compliance culture. Employees will learn what's expected of them behaviourally, as well as, understanding the importance of having a code of conduct to establish compliance, promote corporate values, and demonstrate a stance on workplace misconduct.	• Learn about the importance of the code of conduct for our company's compliance culture • Understand our company's values and stance on workplace harassment and discrimination • Recognise potential violations of the code of conduct and the consequences for misconduct • Understand how to seek advice on the code of conduct norms and prevent inappropriate behaviour • Recognise your obligations in preventing unfair business practices and financial crime • Learn how to avoid potential involvement in conflict of interest situations	Global
CYBERSECURITY AWARENESS *Full course description*	Within this course, the fundamentals of cybersecurity will be learned, such as how to protect against cyber threats on digital devices and accounts.	• Defining what cybersecurity is • Learning how to protect yourself from hacking • Identify different types of hackers • Identify different hacking techniques • Understanding the stages of hacking • Learning what social engineering is	Global

OPERATIONAL

TITLE	SUMMARY	LEARNING OBJECTIVES	REGIONS
EQUALITY & DIVERSITY IN THE WORKPLACE *Full course description*	This course covers what equality is, how one can avoid and prevent discrimination and harassment, as well as how one can comply with the relevant local legislation.	• Understand what 'equality' and 'diversity' mean and appreciate the value of a diverse workspace with equal employment opportunities • Define what discrimination is and how it can arise in the workplace • Recognise your responsibility to prevent discrimination and harassment • The importance and benefits of equality and diversity • Explain the types of discrimination, including stereotyping, harassment and victimization • Express how you can avoid discriminating and harassing behaviour in the workplace	EU, USA, Curaçao
INFORMATION SECURITY *Full course description*	This course explains how information security can be improved by increasing awareness of the potential risks as well as how company data can be safeguarded by following policies and procedures around data storage and portability.	• Recognise why information security is critical to our business • Know how and why information is classified • Use email and the internet correctly • Follow network access procedures • Use portable media and portable devices correctly • Be aware of physical security procedures • Recognise how and when to report actual or suspected data breaches	Global
INTRODUCTION TO BLOCKCHAIN *Full course description*	This course will provide you with an understanding of blockchain and distributed ledger technology (DLT), including the key principles, its application potential and real-life case studies across multiple industries and sectors	• Learn about the history of blockchain • Understand the working mechanisms of DLT and blockchain technology • Identify the various industries where blockchain can be applied • Understand the challenges and advantages of blockchain • Become familiar with commonly used blockchain vocabulary	European

OPERATIONAL

TITLE	SUMMARY	LEARNING OBJECTIVES	REGIONS
INTRODUCTION TO IGAMING *Full course description*	The Introduction to iGaming course is an all-encompassing course that provides a broad overview of the industry including its main features, issues and trends. It provides new employees with an introduction to the industry in a clear and concise manner.	• Define what gaming and gambling is • Differentiate between games of chance and games of skill • Know what iGaming products are available to potential customers • Identify the risks of fraud in relation to iGaming • Recognise suspicious customer behaviour • Debunk iGaming Myths and Misconceptions • Identify the tools that can used to promote responsible gaming	USA, European, Curaçao
ONLINE CASINO MANAGEMENT *Full course description*	The Online Casino Management training has been designed to provide a thorough overview of an Online casino vertical and its challenges. This makes it ideally suited for conversion training of teams familiar with other verticals, such as Sportsbook, Poker or Bingo, as well as employees already working in online casino.	• Recognise different types of Random Number Generated (RNG) Casino Games • Identify different types of casinos - including live, online and mobile casinos • Take appropriate action during the customers' on-boarding process • Identify the main techniques for casino marketing & promotions • Appreciate the importance of casino CRM planning (Customer Retention Management) and how best to achieve this • Monitor Key Performance Indicators (KPIs) and take appropriate action	Global, European, Curaçao
ONLINE SPORTSBOOK *Full course description*	This training delivers a comprehensive insight into online sports betting and the core principles behind a thriving online sportsbook. It also addresses digital marketing strategies and customer management methods.	• A generic overview of the regulatory requirements • The different types of betting options most common to Sports betting • How odds are compiled and returns are calculated • The skillset required to compile, and risk manage markets • The importance of the customer and identifying key criteria to deliver a positive Sportsbook experience • The different digital marketing methods that can be used to target customers	USA, Generic
SEXUAL HARASSMENT IN THE WORKPLACE *Full course description*	The purpose of this training is to help staff better understand what sexual harassment is and show how to correct and report sexual harassment at the workplace to promote a safe working environment.	• Identify sexual harassment in the workplace • Recognise examples of sexual harassment • Define different forms of sexual harassment • Recognise your responsibility to prevent sexual harassment in the workplace • Understand what actions you can take to correct harassing behaviour	USA, Curaçao
SLOT GAMES *Full course description*	This course explains the key concepts in slots such as random number generators, and volatility, as well as the game math of a slot, and the different type of slot games and jackpots available.	• How slot machines function • What the different types of slot machines are • How to calculate winning combinations • The game performance • The volatility of the game • The importance of bet versus credit value	Global

TRAINER-LED COURSES

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LATEST COURSES

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COMPLIANCE

TITLE	SUMMARY	LEARNING OBJECTIVES
ANTI-FRAUD & PAYMENTS HANDLING *Full course description*	This course teaches participants all about the main functions of a Fraud and Collusion department and introduces the techniques used to identify and prevent financial crime.	• What is online fraud? • The fraudulent criminal mind • How stolen data is acquired • Fraud & the gaming industry • Common fraud practice within the gaming industry • Money laundering black market funds • Identifying the Fraudster patterns • Defending the gaming industry from fraudsters • Payment types • Payment method risks • Regulated vs non-regulated payment providers • Transactions and ease of use
ANTI-MONEY LAUNDERING & COUNTERING THE FINANCING OF TERRORISM *Full course description*	The Anti-Money Laundering / Counter Funding of Terrorism (AML/CFT) training course has been specifically developed in an engaging, practical and comprehensive format. The training session will provide students with an overview of the main and the subsidiary legislation concerning Anti-Money Laundering. It will describe the company roles where the legislation is applicable and before focusing on the role of the Money Laundering Reporting Officer	• International AML/CFT regulations • EU AML/CFT regulations: iGaming industry requirements • AML/CFT offences and penalties • Company's AML roles and responsibilities • Due diligence (B2C, B2B, CDD, EDD) • Reporting obligations • EU AML/CFT regulations: 4AMLD, 5AMLD • 6AMLD – what to expect? • The risk-based approach • AML/CTF red flags • Reliance, agents, and outsourcing • Record-keeping obligations
IGAMING COMPLIANCE *Full course description*	This iGaming Compliance course introduces the industry's main legal and regulatory requirements related to AML & CFT, Anti-Fraud & Payments, Responsible Gambling, and GDPR. It covers the basics of Information Security, provides an overview of Technical Standards, and introduces Marketing and Promotion in its various forms.	• Describe the history of AML/CFT and the current status of compliance in the iGaming industry • Identify AML/CFT risks by applying a risk-based approach • Get to know how to report suspicious activity, unusual transactions and data breaches • Be able to carry out KYC due diligence • Classify information and apply best practices to avoid data breaches • Recognise fraudulent game patterns (sports betting, sportsbook, casino, poker) and build defence strategies for an Anti-• Fraud & Payments department in gaming • Create processes and procedures based on relevant rules and regulations • Perform enhanced due diligence checks on high-risk factors and monitor suspicious behaviour • Identify and verify problem gamblers, and apply responsible gaming practices

COMPLIANCE

TITLE	SUMMARY	LEARNING OBJECTIVES
OPERATIONAL FRAUD MANAGEMENT *Full course description*	This course will provide students with an overview of fraud in general; take an in-depth look at fraud within the iGaming industry as well as the various methodologies that can be implemented in the management of fraudulent activities	• Introduction to Fraud • Fraud in the iGaming Industry • Payment Methods • Different types of fraud within iGaming • Customer due diligence • Chargebacks • Fraud tools • AML – a brief overview
PRACTICAL KYC *Full course description*	Learn the steps and processes required for understanding who your customer is. This Practical KYC [Know Your Customer] training course will cover all the ins and outs of the processes to follow, the procedures to implement, the obligations employees havein the identification and authentication of customers.	• Analysis and elaboration of the KYC process – Understand who your customer is • Legal and regulatory requirements in relation to customer authentication • Current verification methods available for customer identification and verification • Practical tips in day-to-day documentation assessment • Security in relation to customer data and documentation • Operational processes required for handling processes and documentation during customer validation • ISO Standards
RESPONSIBLE GAMBLING *Full course description*	Social Responsibility is a top priority for all compliant iGaming Operators and training on responsible gambling forms a central part of the safeguarding framework. Designed to improve awareness of the warning signs behind problem gambling, this Responsible Gambling course provides recommendations on how to respond to these situations.	• Gambling regulations • What is the RG manager's role? • Psychology of gambling • Gambling addiction • RG tools • RG communication • Problem gambling detection • Gambling types • Age verification
PML – PERSONAL MANAGEMENT LICENCE *Full course description*	The training is designed to help PML holders remain up to date with regulations, compliance requirements and industry standards, as well as demonstrate continuous professional development	• Roles and responsibilities of PML holders • Marketing and Commercial Communications • IT and Security requirements • AML - Risk assessment and management • Social Responsibility and Player Protection • Financial Responsibility - Planning and Control • Regulatory returns and reporting • Recent enforcements (fines and violations) and regulatory updates and upcoming changes

MARKETING & SALES

TITLE	SUMMARY	LEARNING OBJECTIVES
AFFILIATE MANAGEMENT *Full course description*	Accounting for over 50% of total net gaming revenue, affiliate management is an intricate part of online gaming. The course covers a range of topics in an exceptionally engaging way, providing participants with hands on experience throughout.	• Introduction to Affiliate Marketing • The Affiliate Business Model • Affiliate Marketing Tracking • Affiliate Basic Expectations • Affiliate KPIs • Research and Recruitment • Rewarding Affiliates • Making a Difference as an Affiliate Manager • Preventing Affiliate Fraud
BUSINESS ANALYTICS *Full course description*	Get an insight into customer trends with the ability to analyse data through this Business Analytics course. Participants will develop their knowledge on applying and understanding the analytical skills used to interpret a customer's behaviours and characteristics.	• Brief introduction to Online Gambling • Metrics & Key Performance Indicators • Understanding Data Visualisations • What is Business Analytics? • Segmentation • The Customer Lifecycle • Analysing a Campaign • The Future of Analytics
CUSTOMER RELATIONSHIP MANAGEMENT *Full course description*	This course will provide an understanding on how to build an effective CRM programme with a foundation on customer psychology and insights.	• Introduction to Customer Relationship Management • Customer psychology in iGaming • Importance of CRM in iGaming • VIP management learnings • Customer segments • Cross product CRM development • Communication strategy across platforms • Day-to-day CRM management • Measuring CRM • CRM impact on overall company strategy
DIGITAL MARKETING *Full course description*	Learn all there is to know about digital marketing; an umbrella term that refers to online marketing of products or services through various forms of digital media that are used to digitally connect a business with its audience.	• Set up and optimise your website to generate good traffic • Defining your target audience personas and reaching them • The importance of branding and identity • Search Engine Optimisation – be found on Google • Creating content that drives traffic and creates leads • Create your own targeted advertising campaign (Competition) • Social media marketing fundamentals • Individual platform strategies for leading social media channels • Digital marketing strategy development • Landing page implementation and A/B testing • Affiliate marketing for rapid growth • Measuring success and optimising your conversion rate • The future of digital marketing – emerging trends

MARKETING & SALES

TITLE	SUMMARY	LEARNING OBJECTIVES
INTRODUCTION TO GENERATIVE AI FOR IGAMING MARKETERS *Full course description*	Designed to equip iGaming marketing practitioners with the skills to understand, evaluate, and utilise generative AI tools, enhancing their efficiency, creativity, and results, all while ensuring ethical and responsible use.	• Introduction to AI, Machine Learning, LLMs • Understanding Generative AI • Generative AI applications in iGaming • Conversational AI Tools • ChatGPT/Gemini Demo • Art of Prompt Engineering • Chain of Thought Prompting • Using AI Responsibly • Creating Text and Image content with AI • Creating a Virtual Marketing Agent with AI
SALES 101 *Full course description*	This course guides participants through the entire sales cycle, from identifying opportunities to successfully closing deals. Participants will learn how to effectively prospect for leads, negotiate with confidence, and close sales while consistently meeting and exceeding client expectations.	• Understanding Sales Fundamentals • Company Insights • Market Analysis & Customer Personas • The Sales Process – Integrating Strategy, Insights, and Execution • Handling Objections • Closing Strategies • Client Retention and Account Management • Advanced Negotiation Techniques • Leveraging Sales Tools

OPERATIONAL

TITLE	SUMMARY	LEARNING OBJECTIVES
AWARD IN iGAMING *Full course description*	This course provides an introductory overview of the iGaming industry in four units – Understanding iGaming, Online Sportsbook Management & Online Casino Management, and iGaming Compliance.	• **Unit 1** – Understanding iGaming A basic introduction to the industry outlining its history, features, issues and trends as well as company types and products, and the roles and responsibilities of various employee functions within a typical iGaming operation. • **Unit 2 & 3** – Online Sportsbook Management & Online Casino Management Takes an in-depth look at one of the industry's major product areas. It provides an overview of the specific products, the challenges they present and how they are managed and marketed on a day-to-day basis. • **Unit 4** – iGaming Compliance An introduction to iGaming's main legal and regulatory subject matter; Anti-Money Laundering, Responsible Gambling and General Data Protection. The unit covers basic Information Security Compliance, provides a brief overview of the areas requiring Technical Compliance and introduces Marketing Compliance in its various forms.
INTRODUCTION TO iGAMING *Full course description*	Gain a comprehensive and practical overview of the iGaming industry with Introduction to iGaming, an all-encompassing course that provides a broad overview of the industry including its main features, issues and trends.	• iGaming facts and figures • The history of iGaming • Global snapshot of the iGaming Industry • iGaming in your jurisdiction • Fraud and security • The regulatory impact • iGaming products • Recent trends and issues • Responsible Gambling • iGaming myths and misconceptions
ONLINE CASINO MANAGEMENT *Full course description*	Ensure employees are equipped with the foundations to manage a company's casino successfully. This course provides a deeper understanding of customers, marketing strategies, as well as all the variations on the product.	• Introduction to Games of Chance • Online Mobile Casino • Casino Suppliers • Customer journey • Casino site features • Casino Marketing & Promotions • Casino CRM Planning • Monitoring KPIs & Taking action

OPERATIONAL

TITLE	SUMMARY	LEARNING OBJECTIVES
ONLINE SPORTSBOOK MANAGEMENT *Full course description*	Dive into the world of sportsbook and learn about the responsibilities, skills and day-to-day tasks of a sportsbook trader. The course examines all aspects of Sportsbook, from exchanges to in-play betting, risk management to virtual sports and everything in between.	• History and orientation of the Sportsbook • In-Play Betting / Live Betting • Bet Markets / Bet Types • Antepost Betting • Cashout & Partial Cashout • Odds Movements & Risk Management • Odds Compiling / Calculating and applying Overround • Customer Profiling & Risk Factoring • Arbitration • The Betting Exchange • Virtual Sports & Specials Events Betting • Bonuses, Promotions & Free Bets • Key Factors in Sportsbook Customer Support • The Future of Sports Betting

MASTERCLASSES

GOVERNANCE, RISK & COMPLIANCE MASTERCLASS *Full course description*	This Governance, Risk & Compliance Masterclass addresses the core principles of GRC within a business, including organisational governance structure, risk management framework for both enterprise and operational risks mitigation, as well as regulatory compliance over the course of a five-day training.	• Identify the governance structure used to manage operational risks • Review the "three lines of defence" risk managing model • Indicate risk management tools for both enterprise and operational risks • Implement reporting procedures and identify why employees under report • Learn how to establish a compliance culture and address workplace misconduct • Outline roles and responsibilities for key compliance and risk management positions • Learn effective risk identification and assessment models • Identify the areas for compliance monitoring and internal controls • Consider behavioral biases and incentive conflicts when managing your team
iGAMING STRATEGY MASTERCLASS *Full course description*	Understand the commercial and operational profile of the iGaming sector, including structure, management and key strategies.	• Casino Operational Structure • Corporate P&L of an iGaming Operator • Payment provider integrations • Compliance Management • Sportsbook Operational Structure • Assembling an operational team • Marketing Strategies

MASTERCLASSES

TITLE	SUMMARY	LEARNING OBJECTIVES
MLRO MASTERCLASS *Full course description*	All betting and gambling companies are required to have robust policies, procedures and practices which reflect the Anti-Money Laundering (AML), Counter Terrorist Financing (CTF) and Proceeds of Crime (POCA) laws applicable to them.	• Applicable laws and regulations and penalties for non-compliance • Practical implementation of the law within their specific business • Building customer and business Risk Assessments • Customer friendly due diligence and enhanced due diligence • Suspicious Transaction Reporting and Disclosure to law enforcement • Record-keeping and Regulatory Reporting • Case studies
US SPORTSBOOK MASTERCLASS *Full course description*	Examining the US sports betting market post-PASPA: a high-level overview covering the US regulatory landscape, key product strategies and operational structures that underpin success.	• History of sports betting in the US • Overview of US Sports betting regulation landscape - Pre and post PASPA verdict • The role of AI and risk management • Case study in New Jersey • Introduction to Sports betting - How to place bets and calculate returns • Odds compilation – How are odds compiled? What are the key factors and how does a sportsbook make money? • Understanding key US Sportsbook products

MGA KEY FUNCTION TRAINING

Personnel responsible for carrying out key functions in gambling companies who hold a Malta Gambling Authority (MGA) licence are required to remain up to date with regulations, compliance requirements and industry standards. As a general competency criterion, Key Persons must demonstrate academic qualification and professional experience applicable to their roles.

TITLE	SUMMARY	LEARNING OBJECTIVES
ADHERENCE TO APPLICABLE LEGISALTION RELATING TO DATA PROTECTION AND PRIVACY *Full course description*	This course aims to provide attendees with a comprehensive understanding of the General Data Protection Regulation (GDPR) and its key terms. Attendees will learn about the requirements, the implementation and how to remain GDPR compliant in their organisations specially designed to meet the MGA requirements.	• Principles of GDPR • Practical data protection implementation in organizations • Enforcement trends in privacy regulations • The evolving landscape of global privacy regulations • Privacy in the age of emerging technologies • Data sovereignty and cross-border data transfers • Stay tuned with GDPR as key function
MANAGEMENT OF THE OPERATIONS OF THE AUTHORISED PERSON *Full course description*	This course will provide an overview of a subject person's obligations when it comes to gambling operations, industry and regulatory trends, globally and in the EU.	• MGA regulatory updates & stats 2024-2025 (also suitable for compliance & AML) - B2B/B2C • MICA (Markets in Crypto-Assets) overview (also suitable for compliance & AML) - B2B/B2C • AMLA and EU single rulebook overview (also suitable for compliance & AML) - B2B/B2C • Corporate governance, key function roles (also suitable for compliance & AML) - B2B/B2C • Responsible gaming regulations (also suitable for compliance) - B2B/B2C • Reliance and outsourcing (MGA requirements) (also suitable for compliance) - B2B/B2C • Entering business relationship with suppliers / operators (also suitable for compliance) - B2B/B2C • Data protection & record keeping in iGaming (also suitable for compliance) - B2B/B2C • NIS2 (Directive on Security of Network and Information Systems) overview (also suitable for compliance) - B2B/B2C • DORA (Digital Operations Resilience Act) overview (also suitable for compliance) - B2B/B2C • Responsible advertising regulations (also suitable for compliance) - B2C • Customer interaction requirements (also suitable for compliance) - B2C • Player communication techniques (also suitable for compliance) - B2C • Suicide awareness in iGaming (also suitable for compliance) - B2C • Sports integrity & fraud prevention in sportsbook (also suitable for compliance) - B2C

MGA KEY FUNCTION TRAINING

TITLE	SUMMARY	LEARNING OBJECTIVES
COMPLIANCE WITH THE OBLIGATIONS OF THE AUTHORISED PERSON *Full course description*	This course will provide an overview of a subject person's obligations when it comes to gambling operations, industry and regulatory trends, globally and in the EU.	• MGA regulatory updates & stats 2024-2025 (also suitable for AML & operations) - B2B/B2C • MICA (Markets in Crypto-Assets) overview (also suitable for AML & operations) - B2B/B2C • AMLA and EU single rulebook overview (also suitable for AML & operations) - B2B/B2C • Corporate governance, key function roles (also suitable for AML & operations) - B2B/B2C • Responsible gaming regulations (also suitable for operations) - B2B/B2C • Reliance and outsourcing (MGA requirements) (also suitable for operations) - B2B/B2C • Entering business relationship with suppliers / operators (also suitable for operations) - B2B/B2C • Data protection & record keeping in iGaming (also suitable for operations) - B2B/B2C • NIS2 (Directive on Security of Network and Information Systems) overview (also suitable for operations) - B2B/B2C • DORA (Digital Operations Resilience Act) overview (also suitable for operations) - B2B/B2C • Responsible advertising regulations (also suitable for operations) - B2C • Customer interaction requirements (also suitable for operations) - B2C • Player communication techniques (also suitable for operations) - B2C • Suicide awareness in iGaming (also suitable for operations) - B2C • Sports integrity & fraud prevention in sportsbook (also suitable for operations) - B2C
PREVENTION OF MONEY LAUNDERING AND THE FINANCING OF TERRORISM *Full course description*	This course will provide an overview of a subject person's AML & financing of terrorism obligations when it comes to gambling operations, industry and regulatory trends, globally and in the EU.	• MGA regulatory updates & stats 2024-2025 (also suitable for compliance & operations) - B2B/B2C • MICA (Markets in Crypto-Assets) overview (also suitable for compliance & operations) - B2B/B2C • AMLA and EU single rulebook overview (also suitable for compliance & operations) - B2B/B2C • Corporate governance, key function roles (also suitable for compliance & operations) - B2B/B2C • The role of the MLRO - B2C • Embedding AML in the business: 3 lines of defence, governance and board responsibilities, structuring an AML team - B2C • AML regulatory framework: Malta and EU - B2C • Sanctions/PEP/adverse media screening - B2C • Money laundering typologies for gaming, predicate offences, terrorist financing, proliferation financing - B2C • MLRO masterclass - B2C (click for more info)

MGA KEY FUNCTION TRAINING

TITLE	SUMMARY	LEARNING OBJECTIVES
LEGAL AFFAIRS OF THE AUTHORISED PERSON *Full course description*	The course focuses on the essential aspects of the Maltese Gaming Act and the workings of the Malta Gaming Authority. It will also look at Traditional and Alternative Dispute Resolution Procedures covering the most commonly used by commercial entities such as the courts, mediation, arbitration and specialised bodies. Attendees shall be given an in-depth look at the elements and components of Commercial Contracts as well as be given a solid understanding of how to draft such.	• Gaming regulations with a focus on B2C • Gaming regulations with a focus on B2B • The use/acceptance of crypto-assets by gaming companies • Employment law • Company law with a focus on share capital, transfers, allotments, and similar matters • Company law with a focus on the role of directors and corporate governance • Intellectual property • Mergers and acquisitions - dealing with a legal due diligence • GDPR for lawyers by lawyers (also suitable for data protection) • Contract law • The world of payments and e-money regulations and practical aspects of dealing with payment providers • Practical aspects of being an in-house lawyer
TECHNOLOGICAL AFFAIRS OF THE AUTHORISED PERSON *Full course description*	Learn the technical requirements an iGaming company needs to adhere to from a technological landscape. The course will go through the technical setup, system architecture, system and application security and internal technical controls needed to ensure the business is compliant technologically.	• Generic principles of iGaming technology • Cyber security essentials for iGaming: basics of CSA, common threats & vulnerabilities in the iGaming space, security protocols & encryption, authentication mechanisms & access control • Cyber security essentials for iGaming: common cyber attacks targeting iGaming platforms, security measures to protect against cyber threats, incident response & disaster recovery planning, intrusion detection/prevention systems, VPNs & secure communication, secure payment gateways & transaction monitoring • Regulations and compliance technical requirements in iGaming • IT risk management in iGaming • ISO 27001:2022 implementation in iGaming
CEO WORKSHOP *Full course description*	Suitable for CEO's and Directors of MGA licensed gambling operators, this interactive workshop will review all key business areas, relevant requirements and theoretical models relating to leading a gambling company.	This interactive workshop will include high-level discussions on business models, operations, organisational infrastructure and legal requirements. Discussions and in-depth brainstorming will take place throughout the day on best practice and how they work and improve.
INTERNAL AUDIT *Full course description*	In this course, you will learn the key principles and practices of conducting an internal audit and/or being audited. It focuses on the fundamental concepts of auditing and aims to equip auditors with the knowledge and skills needed to conduct an effective audit. Participants will gain an understanding of the terminology used during the audit and the process to conduct an audit, starting off from the planning, execution, reporting and follow-up.	• General principles of internal auditing in iGaming • Understanding iGaming regulations and compliance • Risk management & internal controls • IT & cybersecurity audits in iGaming • Player protection & responsible gaming audits • Fraud detection & prevention in iGaming • Ethics & corporate social responsibility (CSR) in iGaming audits

LEADERSHIP

TITLE	SUMMARY	LEARNING OBJECTIVES
LEADING PROJECTS TO SUCCESS (THE WHAT) *Full course description*	Master stakeholder engagement and strategic decision-making to break down projects into manageable phases, ensuring seamless execution and high-impact results. Develop effective communication skills to handle objections confidently and transform individuals into a cohesive, high-performing team.	• Creating a common understanding of a problem and its solution • Breaking down the problem-solving process into manageable phases • Development of clear work steps within a structured work plan • Providing a framework for setting clear work priorities • Effective communication of project results to different stakeholders • Dealing with pushback and difficult situations
DRIVE PROCESS EFFICIENCY (THE HOW) *Full course description*	Learn to implement top-notch time management tools, and delegate tasks efficiently to maintain energy and composure under pressure. Gain skills to lead virtual teams effectively and embrace change, ensuring you can navigate and thrive in any business environment.	• Managing personal time-wasting patterns • Prioritization, delegation and time-boxing techniques • Tools to stay calm and energetic – even in stressful times • Fundamental principles of agile leadership • Dealing with change and ambiguity • Leading teams remotely towards desired results
DRIVING TEAMS TO HIGH PERFORMANCE (THE WHO) *Full course description*	Enhance your interpersonal skills, resolve conflicts with finesse, and create an environment of trust and inspiration to foster growth. Build solid, trusting relationships, leverage diverse personalities, and apply value-based leadership to drive your team towards peak performance and success.	• How to review others' work and give constructive feedback • Communicating to team members and stakeholders "with the end in mind" • Ability to build trusting relationships with your team • Leaving a lasting impression with others – that endures beyond the project • Building, maintaining and leveraging internal and external networks

WHY iGAMING ACADEMY?

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