

A LEARNING PORTFOLIO OF NINE COURSES BUILT FOR THE FUTURE OF GAMBLING



**EXPERT
LED**



**PRACTICAL &
RELEVANT**



**BUILT FOR
YOUR TEAM**



**STRONGER
TOGETHER**



EMERGING MARKETS & FUTURE PRODUCTS

1



Esports Betting & Responsible Gambling

Helps you understand one of the fastest-growing sectors in gambling. Your teams explore customer motivations, emerging behavioural risks and effective approaches to customer protection in a rapidly evolving betting environment.

2



Crypto Betting & Digital Assets

Prepares your organisation for the growing influence of cryptocurrency, blockchain technology and digital assets. Teams examine affordability, anti-money laundering challenges, consumer protection considerations and future regulatory developments.

3



Prediction Markets & Consumer Protection

Explores the convergence of gambling, trading and financial markets. Your team will gain practical insight into emerging products, behavioural risks and governance frameworks that will shape future regulation and operational practice.



MARKETING, INFLUENCE & REPUTATION

4



Responsible Influencer Marketing & Black Market Risk Management

Helps operators navigate one of the most significant modern marketing challenges. Your team will learn how to develop responsible influencer campaigns, minimise regulatory risk, protect vulnerable consumers and reduce exposure to illegal gambling activity promoted through digital channels.



FUTURE-READY
Stay ahead of emerging trends, technologies and consumer risks.



PRACTICAL IMPACT
Apply learning to strengthen decision-making, compliance and customer protection.



STRONGER OUTCOMES
Build capability, confidence and a culture of responsibility across your organisation.



MEASURABLE RESULTS
Drive safer gambling, reduce risk and protect your brand and customers.



**INVEST IN KNOWLEDGE.
DRIVE SAFER GAMBLING.**



BOOK A WORKSHOP TODAY

✉ hello@immersive-insight.com

🌐 <https://www.immersive-insight.com/>



COMPLIANCE, RISK & DECISION-MAKING

5



Balancing Compliance, Ethics & Commercial Drivers

Helps your teams navigate the increasingly complex relationship between customer protection, commercial growth and regulatory responsibility. Team members will develop the confidence to make balanced decisions, challenge constructively and maintain professional integrity when faced with competing priorities.

6



Compliance: Taking a Risk-Based Approach

Moves beyond rulebooks and checklists to develop practical risk-based decision-making capabilities. Teams learn how to assess risk proportionately, build defensible audit trails and communicate effectively with senior leadership and regulators.

7



Identify, Act, Evaluate: Customer Interaction Requirements & Guidance

Equips customer-facing teams with practical frameworks for recognising vulnerability, delivering meaningful interventions and evaluating effectiveness. The programme transforms customer interaction requirements into practical, measurable customer protection outcomes.



CUSTOMER PROTECTION & SAFER GAMBLING

8



Educating New Customers: Ethical Customer Education & Safer Gambling

Explores how customer onboarding can become a powerful customer protection tool. Participants learn how to improve gambling literacy, strengthen customer understanding and embed safer gambling principles throughout the customer journey.

9



Keeping Colleagues & Customers Safe in a Land-Based Gambling Environment

Develops practical skills in safeguarding, conflict management, customer welfare, venue safety and responsible gambling. Through immersive learning experiences, employees build confidence in handling challenging real-world situations safely and professionally.

