

<b>Title</b>	<b>Supervise the operations of casino security staff</b>		
<b>Level</b>	<b>4</b>	<b>Credits</b>	<b>10</b>

<b>Purpose</b>	People credited with this unit standard are able to: brief staff on casino security issues; maintain casino security staff support systems in the case of security incidents and breaches; and provide performance feedback to casino staff.
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<b>Classification</b>	Tourism > Casino Security
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<b>Available grade</b>	Achieved
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### Guidance Information

#### 1 Definitions

*Casino Management* refers to the actual management of a casino.

*Industry procedures* refer to all workplace requirements in operation in casinos.

These may include, but are not limited to, relevant statutory and regulatory requirements, Minimum Operating Standards, Gazetted Rules, Licence Conditions, and procedures described in training courses for the conduct of games, as approved by the Department of Internal Affairs or the Gambling Commission respectively. Industry procedures may also include procedures specific to an enterprise involved in the casino gaming industry. These additional enterprise procedures may include, without limitation, quality assurance, documentation, security, communications, health and safety, and personal behaviour.

*Assignment instructions* refer to orders and/or instructions issued to govern the performance of security tasks, duties, and responsibilities in a specific assignment.

*Risk assessment* refers to the process used to assess risks in any sensitive, critical, potentially dangerous, or challenging situation; to assess the possible outcomes of various courses of action; and to select the best plan or course of action.

- 2 The Gambling Act 2003 is the principle piece of legislation relevant to this unit standard. Other relevant legislation may include but is not limited to – Health and Safety at Work Act 2015, Privacy Act 2020, Official Information Act 1982, New Zealand Bill of Rights Act 1990, Crimes Act 1961, Summary Offences Act 1981, Trespass Act 1980, and their subsequent amendments and regulations.
- 3 Security duties, roles, and responsibilities are governed by a range of standard and special instructions or orders.
- 4 Persons intending to work as a casino security officer require a Certificate of Approval issued by the Department of Internal Affairs.

- 5 This unit standard may be assessed against in a casino environment when appropriate situations arise, or in a training environment if simulated workplace conditions are able to be provided that reflect the standards of a casino workplace.

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## Outcomes and performance criteria

### Outcome 1

Brief staff on casino security issues.

#### Performance criteria

- 1.1 Incidents and breaches of security likely to be encountered in a casino are described to staff in accordance with agreed criteria and procedures approved by the Department of Internal Affairs, and casino management.
- Range criteria include but are not limited to – indication, probability, cause, nature, characteristics, effect.
- 1.2 Immediate and consequential risks arising from incidents and breaches in casino security are explained to staff.
- Range risks include those which threaten personal safety, the safety of others, property.
- 1.3 The consequences of incidents and breaches are explained to staff in terms of the risk and needs assessment, and in accordance with legislation and procedures approved by the Department of Internal Affairs, and casino management.

### Outcome 2

Maintain casino security staff support systems in the case of security incidents and breaches.

#### Performance criteria

- 2.1 Immediate action taken to control and contain damage resulting from incidents and breaches is consistent with risk and needs assessment, and in accordance with procedures approved by the Department of Internal Affairs, and casino management.
- 2.2 Personal safety and the safety of others are at all times accorded priority over any other requirement in accordance with legislation, and procedures approved by the Department of Internal Affairs, and casino management.
- 2.3 Staff are advised of the importance and the process of protecting evidence, crime scenes, and other indications of the incident or breach from interference, in order to preserve their integrity and prevent compromise.

- 2.4 Support and counselling provided in the case of breaches or incidents are consistent with the situation and are in accordance with legislation and procedures approved by the Department of Internal Affairs, and casino management.

### Outcome 3

Provide performance feedback to casino staff.

#### Performance criteria

- 3.1 Information related to the breaches and incidents is noted in accordance with procedures approved by the Department of Internal Affairs, and casino management.
- 3.2 Post-incident procedure is consistent with needs assessment and completed in accordance with procedures approved by the Department of Internal Affairs, and casino management.
- 3.3 Post-incident support and advice to staff are consistent with the nature of the breach or incident and industry procedures.

<b>Planned review date</b>	31 December 2023
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#### Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	18 November 1997	N/A
Revision	2	20 April 2001	N/A
Review	3	21 November 2001	N/A
Review	4	21 May 2008	N/A
Revision and Rollover	5	1 November 2018	N/A
Revision and Rollover	6	29 July 2021	N/A

<b>Consent and Moderation Requirements (CMR) reference</b>	0112
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

#### Comments on this unit standard

Please contact ServiceIQ [qualifications@serviceiq.org.nz](mailto:qualifications@serviceiq.org.nz) if you wish to suggest changes to the content of this unit standard.