

Title	Carry out special surveillance in a casino		
Level	4	Credits	6

Purpose	People credited with this unit standard are able to: determine special surveillance policies for events; manage and evaluate casino surveillance information, records, evidence, and exhibits; produce casino surveillance investigation intelligence and analysis; and produce casino surveillance investigation assessments and reports.
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Classification	Tourism > Casino Surveillance
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Available grade	Achieved
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Guidance Information

1 Definitions

Analysis refers to the systematic examination, synthesis, and organisation of information in an investigation to identify the cause, effect, and nature of the matter(s) under investigation and to meet investigation requirements.

Assessment refers to the evaluation of information, evidence, and other material against investigation requirements, other information and criteria, to establish facts, value, and credibility, and to establish whether sufficient material is available to support the purpose of the investigation and to indicate further information requirements.

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

Duty of care refers to a legal obligation imposed on a person when carrying out actions that are likely to affect others. If the actions of a person are not made with watchfulness, attention, caution, and prudence, their actions may be considered negligent, in the event of harm arising to an affected person.

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.

Intelligence refers to a product derived from information processed to meet a specific requirement; processing information involves its systematic collection, recording and collation, analysis, evaluation, assessment, protection, and presentation or distribution.

Investigation refers to a planned and directed process used to establish facts, obtain and evaluate evidence and information, and develop intelligence, in support of prosecution, litigation, prevention, recovery, discovery, and information acquisition tasks.

Investigation requirements include but are not limited to – a defined task, defined parameters, information acquisition criteria, specified physical resources, report and review criteria, site and source access criteria, defined methodology, information processing criteria, a record and documentation system, specialised or technical support, and knowledge of legal and regulatory issues related to the investigation subject and task.

Needs assessment refers to a process involving the analysis and assessment of factors to identify resources required to complete a specific task.

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.

Special surveillance refers to surveillance that is person or area specific.

- 2 The Gambling Act 2003 is the main piece of legislation relevant to this unit standard together with associated legislation and/or regulations, including but not limited to the: Crimes Act 1961, Summary Offences Act 1981, Trespass Act 1980.
- 3 Persons intending to work as a casino surveillance operator require a Certificate of Approval issued by the Department of Internal Affairs.

Outcomes and performance criteria

Outcome 1

Determine special surveillance policies for events.

Range surveillance policy, plans, standards.

Performance criteria

- 1.1 Special surveillance requirements are determined in terms of surveillance standards for casinos.
- 1.2 Special surveillance requirements are determined in terms of management direction and industry procedures.
- 1.3 Surveillance requirements are consistent with risk assessment and industry procedures.
- 1.4 Expert advice and support are sought, when technical knowledge and competency are exceeded, in accordance with industry procedures.

Outcome 2

Manage and evaluate casino surveillance information, records, evidence, and exhibits.

Performance criteria

- 2.1 Information is acquired and evaluated consistent with investigation plans, proposals, and requirements in accordance with industry procedures, within stated authorities and consents, in accordance with legislation, and without prejudice to security and safety.
- 2.2 Information is recorded and protected to prevent unauthorised or improper disclosure and compromise in accordance with legislation and regulation, investigation requirements, customer direction, standing orders, and industry procedures.
- 2.3 Evidence and exhibits are protected and secured to preserve their integrity in accordance with legislation, rules of evidence, and industry procedures.
- 2.4 Investigation activities are conducted so as to minimise disruption and consequential damage and to prevent compromise in accordance with legislation, needs assessment, and industry procedures.
- 2.5 Life threatening and other serious situations, including unlawful acts presenting immediate danger or loss identified in, or arising from, investigation, are treated immediately in accordance with legislation and industry procedures.
- 2.6 Information and other investigation material are managed in way that demonstrates a systematic approach and the duty of care.
- 2.7 Investigation material management, treatment, and evaluation is validated by review in accordance with industry procedures.
- 2.8 Protection and treatment of investigation material are consistent with its nature and risk.

Outcome 3

Produce casino surveillance investigation intelligence and analysis.

Performance criteria

- 3.1 Valid treatment of available investigation material and the duty of care are demonstrated in terms of intelligence and analysis in accordance with legislation and industry procedures.
- 3.2 The credibility and value of critical investigation material are established consistent with their adequacy and completeness as evidence, and verified in accordance with legislation and industry procedures.
- 3.3 Progress reports and reviews are made in accordance with assignment instructions, and industry procedures.
- 3.4 Conclusions and inferences are consistent with investigation material and in accordance with task definition.

- 3.5 Intelligence and analysis are reviewed and validated in accordance with industry procedures.

Outcome 4

Produce casino surveillance investigation assessments and reports.

Performance criteria

- 4.1 All investigation material relevant to the task is incorporated in reports and assessments in accordance with assignment instructions, and other investigation requirements.
- 4.2 The assessments and reports are consistent with assignment instructions, and industry procedures.
- 4.3 Proposals and recommendations are made consistent with the investigation material, the intelligence derived from it, and assignment instructions, and in accordance with investigation requirements, and operational factors.
- 4.4 Proposals and recommendations for subsequent action are made consistent with investigation results and requirements, and known constraints, and are in accordance with assignment instructions.
- Range proposals and recommendations may include but are not limited to – criminal prosecution; civil, disciplinary, or commercial remedies; further investigation; the implementation of preventive, deterrent, recovery, or discovery measures.
- 4.5 Systematic treatment of investigation material and the application of the duty of care are demonstrated in reports and assessments in accordance with industry procedures.
- 4.6 Surveillance evaluation and report management procedures are implemented and processed in accordance with legislation and industry procedures.

Planned review date	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	22 May 2003	N/A
Review	4	19 June 2009	N/A
Revision and Rollover	5	1 November 2018	N/A
Revision and Rollover	6	29 July 2021	N/A

Consent and Moderation Requirements (CMR) reference

0112

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 if you wish to suggest changes to the content of this unit standard.