

Title	Perform host responsibilities in a casino		
Level	3	Credits	5

Purpose	People credited with this unit standard are able to, in a casino: provide information to customers about playing gaming machines; provide information to customers related to host responsibilities for gaming machines; demonstrate knowledge of host responsibilities relating to minors; demonstrate knowledge of host responsibilities relating to alcohol consumption; and deal with situations that may lead to disputes related to gaming machines.
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Classification	Tourism > Casino Gaming
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Available grade	Achieved
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Prerequisites	To undertake this unit standard, people must meet the minimum age requirement for entry into a casino.
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Guidance Information

- 1 **Definition**
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. Industry procedures may also include procedures specific to an enterprise involved in the casino gaming industry. These additional enterprise procedures may include quality assurance, documentation, security, communications, health and safety, and personal behaviour.
- 2 The Gambling Act 2003 is the main piece of legislation relevant to this unit standard together with any associated legislation and/or regulations.
- 3 *Gaming machines* are also known as slots.
- 4 Recommended for entry: Unit 9906, Provide service to customers in a casino.

Outcomes and performance criteria

Outcome 1

Provide information to customers about playing gaming machines in a casino.

Performance criteria

- 1.1 The cost of play is explained to customers in terms of gaming options in accordance with the gaming machine features and set-up.
- Range may include but is not limited to – credits, number of games, amount of bet, lines played, gamble options, maximum bet.
- 1.2 The button panel and/or touch screen are explained to customers in terms of the function of all buttons and/or features in accordance with the gaming machine features and set-up.
- 1.3 Methods of payment are explained to customers in accordance with machine features.
- Range hopper pay, hand pay.
- 1.4 The occasions when hand pays are made are explained to customers in accordance with industry procedures.
- Range cancelled credits, jackpots, short pays.
- 1.5 Jackpot link features are explained to customers and supporting information is made available in accordance with the characteristics of the system.
- Range may include but is not limited to – means of winner notification, jackpot identification number, player instruction notices.
- 1.6 Gaming machine artwork and features are explained to customers in terms of results.
- Range free spins, features;
how a machine pays (left to right, and/or right to left, pay any);
substitute symbol(s), scatters.

Outcome 2

Provide information to customers related to host responsibilities for gaming machines in a casino.

Range information may include but is not limited to – help line number, pamphlets, minors in a casino, gaming when intoxicated.

Performance criteria

- 2.1 Host responsibilities are identified in terms of providing and displaying information on problem gambling.
- 2.2 Information related to problem gambling is displayed in accordance with industry procedures.

Outcome 3

Demonstrate knowledge of host responsibilities relating to minors in a casino.

- 3.1 Legal requirements relating to minors in a casino are identified and steps are taken to enforce the requirements, where required, in accordance with industry procedures.

Outcome 4

Demonstrate knowledge of host responsibilities relating to alcohol consumption in a casino.

- 4.1 Host responsibilities are identified in terms of monitoring alcohol consumption as related to gaming in a casino.

Outcome 5

Deal with situations that may lead to disputes related to gaming machines in a casino.

Performance criteria

- 5.1 Situations that may lead to disputes in gaming machine areas are identified.
- 5.2 Customer disputes in a gaming machine area are dealt with in accordance with 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	26 September 2001	N/A
Review	2	12 December 2008	N/A
Revision and Rollover	3	1 November 2018	N/A
Revision and Rollover	4	29 July 2021	N/A

Consent and Moderation Requirements (CMR) reference	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 if you wish to suggest changes to the content of this unit standard.