

Title	Operate a surveillance system in a casino		
Level	4	Credits	20

Purpose	People credited with this unit standard are able to: carry out casino surveillance using CCTV and gaming machines monitoring systems; assign and coordinate casino surveillance tasks; monitor and control access to a casino surveillance area; use surveillance methods to gather information in a casino; respond to requests for information obtained from surveillance operations; maintain casino surveillance records; monitor site surveillance in a casino; and secure evidential information on casino incidents.
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Classification	Tourism > Casino Surveillance
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Available grade	Achieved
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Guidance Information

- Definitions**
Assignment instructions refer to orders and/or instructions issued to govern the performance of surveillance tasks, duties, and responsibilities in a specific assignment.
CCTV refers to closed circuit television.
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.
- The Gambling Act 2003 is the main piece of legislation relevant to this unit standard together with associated legislation and/or regulations.
- 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

Carry out casino surveillance using CCTV and gaming machines monitoring systems.

Performance criteria

- 1.1 Systems are operated in accordance with system operating instructions, assignment instructions, other authorised instructions, and industry procedures.
- Range includes but is not limited to – gaming activity, cashiering, security operations, surveillance cover, food and beverage operations, other departmental operations.
- 1.2 Immediate reaction and response to emergencies and incidents are in accordance with assignment instructions and industry procedures.
- 1.3 The application of the Gambling Act to casino operations is monitored in accordance with industry procedures.

Outcome 2

Assign and coordinate casino surveillance tasks.

Performance criteria

- 2.1 Tasks are assigned in casino surveillance in accordance with assignment instructions, the context, and industry procedures.
- Range context includes but is not limited to – time, specific casino operations, normal casino operations, on-site event specials, human resources.
- 2.2 Coordination of assigned tasks enables information to be gathered and disseminated in accordance with industry procedures.
- Range includes but is not limited to – gaming activity, cashiering, security operations, surveillance cover, food and beverage operations, other departmental operations.

Outcome 3

Monitor and control access to a casino surveillance area.

Performance criteria

- 3.1 The identity and/or purpose of all persons entering the surveillance area is validated in accordance with assignment instructions and industry procedures.
- Range method of monitoring includes but is not limited to – visual assessment and identification, access control level verification.
- 3.2 Unauthorised persons, or persons attempting to pass through the access control point without valid reason or purpose, are identified, and action is taken in accordance with assignment instructions and industry procedures.

- 3.3 Access to control records and reports is made in accordance with assignment instructions and industry procedures.

Range records and reports include but are not limited to – access logs (electronic or manual).

- 3.4 Visitors are escorted or monitored in accordance with legislation, assignment instructions, and industry procedures.

Outcome 4

Use surveillance methods to gather information in a casino.

Range includes but is not limited to – gaming activity, cashiering, security operations, surveillance cover, food and beverage operations, and other departmental operations;
methods include – CCTV, communication equipment, computer systems, covert surveillance.

Performance criteria

- 4.1 System activation, malfunctions, faults, and failure are identified and managed in accordance with assignment instructions and industry procedures.
- 4.2 Data storage media are managed in accordance with system operating instructions, assignment instructions, and industry procedures to protect data and evidence.
- Range includes but is not limited to – recorded footage, computer records, computer data.
- 4.3 Changes in the operational effectiveness of site surveillance systems, breaches, interference, or attempts at interference are managed and reported in accordance with system operating instructions, assignment instructions, and industry procedures.
- 4.4 Reports and records are made in accordance with system operating instructions and industry procedures.
- 4.5 Clarification is sought when required from the competent authority in accordance with industry procedures.

Outcome 5

Respond to requests for information obtained from surveillance operations.

Range consistency, accuracy, communication skills.

Performance criteria

- 5.1 Response to requests for specific information is prompt and courteous, and in accordance with assignment instructions and industry procedures.

Outcome 6

Maintain casino surveillance records.

Performance criteria

- 6.1 Reports and records of incidents and emergencies are made in accordance with assignment instructions, other authorised instructions, and industry procedures.
- 6.2 Routine reports and records are maintained in accordance with assignment instructions and industry procedures.

Outcome 7

Monitor site surveillance in a casino.

Performance criteria

- 7.1 Common threats to security and safety in a casino are identified in accordance with industry procedures.

Range evidence of three events is required.
- 7.2 Communication equipment is operated in accordance with its operating instructions, assignment instructions, and industry procedures.

Range includes but is not limited to – communications are secure; equipment is not operated in hazardous circumstances.
- 7.3 Malfunctions and deficiencies of critical equipment and associated events are managed and reported in accordance with assignment instructions and industry procedures.
- 7.4 Equipment is confirmed as operational in accordance with the equipment operating instructions and industry procedures.
- 7.5 Procedural breaches, incidents, and threats are detected, managed, and reported in accordance with assignment instructions and industry procedures.
- 7.6 Surveillance reports and site records are completed in accordance with assignment instructions and industry procedures.

Outcome 8

Secure evidential information on casino incidents.

Performance criteria

- 8.1 Physical evidence is protected, secured, and processed in accordance with industry procedures.

- 8.2 Reports and records of physical evidence are made 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	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
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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.