

Title	Ensure staff compliance with procedures for gaming chips handling, transfer and processing in a casino cashiering area		
Level	4	Credits	4

Purpose	People credited with this unit standard are able to, in a casino cashiering area, ensure staff compliance with procedures for: gaming chips handling and transfer, and processing gaming chips.
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Classification	Tourism > Casino Cashiering
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Available grade	Achieved
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Guidance Information

- 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 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 the associated regulations, including but not limited to the Gambling (Harm Prevention and Minimisation) Regulations 2004 and Gambling (Prohibited Property) Regulations 2005, and their subsequent amendments.

Outcomes and performance criteria

Outcome 1

Ensure staff compliance with procedures for gaming chips handling and transfer in a casino cashiering area.

Performance criteria

- Procedures followed by staff for handling gaming chips are verified as being in accordance with industry procedures.

Range	factors – fluid hand movements, clean hands, gaming chip cutting action, identify counterfeit chips.
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- 1.2 Staff stance and presentation when handling gaming chips are verified as being in accordance with industry procedures.

Range factors – eye contact, standing position, posture.

- 1.3 Procedures followed by staff for the transfer of gaming chips are verified as being in accordance with industry procedures.

Outcome 2

Ensure staff compliance with procedures for processing gaming chips in a casino cashiering area.

Range process – counting, balancing, collecting, storage.

Performance criteria

- 2.1 Procedures followed by staff for processing gaming chips are verified as being 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	30 July 1998	N/A
Revision	2	25 September 2001	N/A
Review	3	23 April 2008	N/A
Revision and Rollover	4	1 November 2018	N/A
Revision and Rollover	5	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.