

Title	Investigate a security incident in a casino		
Level	4	Credits	15

Purpose	People credited with this unit standard are able to: demonstrate knowledge of legal requirements for investigating security incidents in a casino; collect, and secure evidence and exhibits in a casino security incident; interview witnesses and suspects in a casino; liaise with casino internal and external controls; and complete casino security incident reports and documentation.
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Classification	Tourism > Casino Security
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Available grade	Achieved
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Guidance Information

1 Definitions

Casino Management refers to the actual management of a casino.

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

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.

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, Fire and Emergency New Zealand (Fire Safety, Evacuation Procedures, and Evacuation Schemes) Regulations 2018, Official Information Act 1982, New Zealand Bill of Rights Act 1990, Crimes Act 1961, Summary Offences Act 1981, Trespass Act 1980, Evidence Act 2006, 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 Powers of search and arrest, and the use of force, are limited to those available under legislation, and in accordance with codes of practice and other applicable instructions including industry procedures.
- 5 Persons intending to work as a casino security officer require a Certificate of Approval issued by the Department of Internal Affairs.
- 6 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.

Outcomes and performance criteria

Outcome 1

Demonstrate knowledge of legal requirements for investigating security incidents in a casino.

Range security incidents include – internal breaches, and accidents.

Performance criteria

- 1.1 Legislation that impacts on investigation of security incidents is identified in terms of the actions, rights, and powers of security officers.
- 1.2 The impact of identified legislation is described in terms of its application to specific security incidents.

Outcome 2

Collect, and secure evidence and exhibits in a casino security incident.

Range crime scenes, prohibited items, dangerous weapons and other incriminating material found, suspected stolen goods.

Performance criteria

- 2.1 Crime scenes are protected to preserve evidence and prevent contamination in accordance with industry procedures.
- 2.2 Evidence is collected in accordance with risk assessment, assignment instructions, and industry procedures.
- 2.3 Physical evidence is protected in accordance with risk assessment, assignment instructions, and industry procedures.
- 2.4 Reports and records of physical evidence are made in accordance with assignment instructions and industry procedures.
- 2.5 Technical expertise is accessed to meet the requirements for supporting evidence in accordance with industry procedures and procedures approved by the Department of Internal Affairs, and casino management.

Outcome 3

Interview witnesses and suspects in a casino.

Performance criteria

- 3.1 Witnesses and suspects are interviewed in accordance with legislation, risk assessment, assignment instructions, other authorised instructions, and industry procedures.
- 3.2 Witnesses and suspects are treated in an appropriate manner to prevent self-injury and the destruction of evidence in accordance with legislation, other authorised instructions, and industry procedures.
- 3.3 Detention is made only when required, with assistance, and in accordance with legislation, risk assessment, assignment instructions, other authorised instructions, and industry procedures.
- 3.4 Force is applied only when necessary and to the extent required for its purpose in accordance with legislation, risk assessment, assignment instructions, and industry procedures.
- 3.5 Reports and records of detention are made in accordance with assignment instructions, other authorised instructions, and industry procedures.

Outcome 4

Liaise with casino internal and external controls.

Performance criteria

- 4.1 Contact with internal and external controls is prompt, courteous, and in accordance with assignment instructions and industry procedures.

Range consistency, accuracy, listening skills, cultural awareness and safety.
- 4.2 Information is exchanged and noted in accordance with assignment instructions and industry procedures.

Range minimal requirements include – identity confirmed; time, nature, and substance of interaction noted; accuracy and relevance.
- 4.3 Interactions with patrons' and staff is courteous and in accordance with assignment instructions and industry procedures.

Range consistency, accuracy, listening skills, cultural awareness and safety.

Outcome 5

Complete casino security incident reports and documentation.

Performance criteria

- 5.1 Reports and records of security incidents and emergencies are made in accordance with assignment instructions, other authorised instructions, and industry procedures.
- 5.2 Reports and records are maintained in accordance with assignment instructions 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	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

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.