

Title	Ensure staff compliance with emergency procedures for a casino cashiering area		
Level	4	Credits	6

Purpose	People credited with this unit standard are able to, in a casino cashiering area, ensure staff compliance with the procedures for a simulated: robbery; and evacuation in an emergency situation.
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Classification	Tourism > Casino Cashiering
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Available grade	Achieved
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Guidance Information

- Definitions**
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.
Robbery refers to both armed and unarmed stealing of property from a person by using or threatening to use force.
- 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.
- It is anticipated that people will be assessed in simulated emergency situations. However, if a real event occurs, this can be used for the purpose of the assessment and the term *real* can be substituted for *simulated*.

Outcomes and performance criteria

Outcome 1

Ensure staff compliance with the procedures for a simulated robbery in a casino cashiering area.

Performance criteria

- 1.1 Procedures followed by staff for minimising risk are verified as being in accordance with industry procedures.
- 1.2 Procedures followed by staff for reporting and completion of incident documentation are verified as being in accordance with industry procedures.
- 1.3 Procedures followed by staff for isolation of cashiering area involved in robbery are verified as being in accordance with industry procedures.
- 1.4 Procedures followed by staff for post-incident identification are verified as being in accordance with industry procedures.
- 1.5 Procedures followed by staff for identifying post-incident stress or trauma are verified as being in accordance with industry procedures.

Outcome 2

Ensure staff compliance with the procedures for a simulated evacuation of a casino cashiering area in an emergency situation.

Performance criteria

- 2.1 Procedures followed by staff for evacuation are verified as being in accordance with industry procedures.

Range fire and bomb threat.
- 2.2 Procedures followed by staff for minimising risk are verified as being in accordance with industry procedures.
- 2.3 Procedures followed by staff for securing cashiering area are verified as being in accordance with industry procedures.

Range fire and bomb threat.
- 2.4 Procedures followed by staff for identification of fire wardens are verified as in accordance with industry procedures.
- 2.5 Procedures followed by staff for familiarisation with the use of fire extinguishers are verified as being in accordance with industry procedures.
- 2.6 Post-incident procedures followed by staff are verified as being in accordance with industry procedures.

Range fire and bomb threat.

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.