

Title	Demonstrate knowledge of industry procedures in relation to host responsibility in a casino		
Level	3	Credits	2

Purpose	People credited with this unit standard are able to demonstrate knowledge of industry procedures in relation to host responsibility in a casino.
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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, including but not limited to the Human Rights Act 1993, Trespass Act 1980, Privacy Act 2020, and their subsequent amendments.

Outcomes and performance criteria

Outcome 1

Demonstrate knowledge of industry procedures in relation to host responsibility in a casino.

Range may include but is not limited to – indicative behaviours, service to other customers, community and organisational requirements, benefits, operators.

Performance criteria

- 1.1 Industry procedures that relate to host responsibility in a casino are described in terms of creating a responsible gambling environment.

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Status information and last date for assessment for superseded versions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	11 April 1997	N/A
Review	2	30 April 2001	N/A
Review	3	25 February 2003	N/A
Review	4	12 December 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.