

Review of *Tourism* unit standards

Subfield	Domain	ID
Tourism	Casino Cashiering	14687-14699
	Casino Gaming	9871-9879, 9882-9889, 9894-9897, 9900-9903, 9905-9906, 9909-9912, 15701-15716, 18475-18482, 25106, 25107
	Casino Security	12774-12787, 19713
	Casino Surveillance	12789, 12791-12793, 12795, 12797, 12799, 25672

The Toi Mai Workforce Development Council has completed the review of the unit standards listed above.

Date new versions published

July 2024

Summary

This review was undertaken in collaboration with Ringa Hora as part of regular scheduled maintenance of the standards. Meetings were held with key stakeholders in November 2023 and April 2024 to ascertain the future need for standards in these areas. Public consultation was then carried out via the Toi Mai website and email. Due to the lack of usage of the standards over the last five years and their lack of alignment with current training the standards have been designated expiring.

Any future workforce training needs, including the potential for skill standards and/or micro-credentials, will be developed with the sector as required.

Main changes

- All ninety-four standards will be expired without replacement.
- Standard setting body was changed from ServiselQ to Toi Mai Workforce Development Council.

Category D unit standards will expire at the end of December 2024

Detailed list of unit standards – classification, title, level, and credits

Key to review category	
A	Dates changed, but no other changes are made - the new version of the standard carries the same ID and a new version number
B	Changes made, but the overall outcome remains the same - the new version of the standard carries the same ID and a new version number
C	Major changes that necessitate the registration of a replacement standard with a new ID
D	Standard will expire and not be replaced

Service Sector > Tourism > Casino Cashiering

ID	Title	Level	Credit	Review Category
14687	Handle, transfer and process gaming chips in a casino cashiering area	3	4	D
14688	Carry out non-cash dealings in a casino cashiering area	3	6	D
14689	Deal with coin and cash in a casino cashiering area	3	6	D

ID	Title	Level	Credit	Review Category
14690	Handle foreign currency in a casino cashiering area	3	6	D
14691	Follow emergency procedures for a casino cashiering area	3	4	D
14692	Operate a deposit and cheque handling facility in a casino cashiering area	3	8	D
14693	Ensure staff compliance with procedures for gaming chips handling, transfer and processing in a casino cashiering area	4	4	D
14694	Ensure staff compliance with procedures for carrying out non-cash dealings in a casino cashiering area	4	8	D
14695	Ensure staff compliance with procedures for dealing with coin and cash in a casino cashiering area	4	6	D
14696	Ensure staff compliance with procedures for handling foreign currency in a casino cashiering area	4	8	D
14697	Ensure staff compliance with emergency procedures for a casino cashiering area	4	6	D
14698	Ensure staff compliance with deposit and cheque handling procedures in a casino cashiering area	4	10	D
14699	Establish, suspend, and cancel cheque cashing facilities in a casino cashiering area	5	10	D

Service Sector > Tourism > Casino Gaming

ID	Title	Level	Credit	Review Category
9871	Demonstrate knowledge of the rules, procedures, and organisational structure of a casino	3	5	D
9872	Demonstrate knowledge of the Gambling Act 2003	4	5	D
9873	Operate the game of pai gow	3	8	D
9874	Ensure compliance with the rules and procedures for the game of pai gow	4	5	D
9875	Use chips in casino table games	3	6	D
9876	Operate the game of blackjack	3	8	D
9877	Ensure compliance with the rules and procedures for the game of blackjack	4	5	D
9878	Operate the game of roulette	3	8	D
9879	Ensure compliance with the rules and procedures for the game of roulette	4	5	D
9882	Operate the game of baccarat	3	8	D
9883	Ensure compliance with the rules and procedures for the game of baccarat	4	5	D
9884	Operate the game of Caribbean stud poker	3	4	D
9885	Ensure compliance with the rules and procedures for the game of Caribbean stud poker	4	2	D
9886	Operate the game of tai sai	3	4	D
9887	Ensure compliance with the rules and procedures for the game of tai sai	4	2	D
9888	Operate the game of money wheel	3	4	D
9889	Ensure compliance with the rules and procedures for the game of money wheel	4	2	D
9894	Handle and process coin, cash, and chips in a casino	3	3	D
9895	Ensure compliance in financial transactions and reporting in a casino	5	3	D
9896	Handle hard cash count in a casino	3	8	D

ID	Title	Level	Credit	Review Category
9897	Handle soft cash count in a casino	3	8	D
9900	Demonstrate knowledge of rules and terms related to table games in a casino	3	3	D
9901	Supervise casino table games	4	5	D
9902	Supervise and ensure maintenance of gaming machines in a casino	4	5	D
9903	Ensure technical compliance of gaming machines in a casino	5	20	D
9905	Receive and report complaints in a casino	4	2	D
9906	Provide service to customers in a casino	3	8	D
9909	Operate the game of craps	3	12	D
9910	Ensure compliance with the rules and procedures for the game of craps	4	8	D
9911	Use a casino management system	4	8	D
9912	Demonstrate knowledge of industry procedures in relation to host responsibility in a casino	3	2	D
15701	Handle gaming related dispute(s) in a casino	5	5	D
15702	Monitor and review the performance of the gaming resource	6	10	D
15703	Plan, develop, and implement a casino player recruitment and retention strategy	6	6	D
15704	Manage stakeholder relationships for a casino	5	5	D
15705	Demonstrate knowledge of trends and developments in casino gaming, technology, and regulatory models	6	10	D
15706	Apply legislation to casino gaming operations	5	5	D
15707	Manage risk factors in casino gaming operations	6	15	D
15708	Manage issues relating to casino shift work	5	5	D
15709	Develop and assess the viability of a floor plan for a casino gaming layout for a small casino	5	5	D
15710	Develop strategies to address the issues raised in a social impact report of a casino	5	10	D
15711	Demonstrate knowledge of the psychology of gaming as it relates to casino gaming management	5	4	D
15712	Develop and modify an operating procedures manual for a specified activity of a casino	5	4	D
15713	Develop and/or modify gazetted rules for a casino	5	4	D
15714	Identify, develop, and present an audit and inspection plan for a specific area of casino operations	5	10	D
15715	Develop and manage a budget for casino inspection and monitoring services	5	8	D
15716	Review a rules and procedures manual for a specified area of casino operations	5	4	D
18475	Perform host responsibilities in a casino	3	5	D
18476	Demonstrate knowledge of rules and maintain gaming machines in a casino	3	10	D
18477	Maintain security and safety of gaming machines and the gaming area in a casino	3	4	D
18478	Interpret and apply procedures related to the use of casino gaming machines	3	8	D
18479	Supervise customer service and deal with customer complaints in a casino gaming machine area	4	5	D
18480	Ensure security and safety of gaming machines and staff is maintained in a casino	4	5	D

ID	Title	Level	Credit	Review Category
18481	Ensure compliance with the procedures for gaming machines	4	5	D
18482	Ensure compliance in financial transactions in a casino gaming machine area	4	3	D
25106	Operate the game of poker	3	8	D
25107	Ensure compliance with the rules and procedures for the game of poker	4	5	D

Service Sector > Tourism > Casino Security

ID	Title	Level	Credit	Review Category
12774	Demonstrate knowledge of legislative and regulatory requirements for casino security	3	2	D
12775	Demonstrate knowledge of procedures for dealing with emergencies in a casino	3	4	D
12776	Carry out security escort in a casino	3	2	D
12777	Demonstrate knowledge of casino internal controls and accounting procedures for security purposes	3	5	D
12778	Carry out security patrols in a casino	3	4	D
12779	Manage patron and staff safety in a casino	4	10	D
12780	Maintain security and safety in a casino	3	10	D
12781	Operate a security control room in a casino	4	12	D
12782	Supervise the operations of casino security staff	4	10	D
12783	Plan, implement, manage, and document casino event security	4	8	D
12784	Carry out a security review of a casino	6	15	D
12785	Investigate a security incident in a casino	4	15	D
12786	Carry out lost and found property security tasks in a casino	3	3	D
12787	Protect self and others in a threatening situation in a casino	4	10	D
19713	Identify the requirements for a responsible drinking environment in a casino	2	2	D

Service Sector > Tourism > Casino Surveillance

ID	Title	Level	Credit	Review Category
12789	Demonstrate knowledge of casino game protection	4	15	D
12791	Operate a surveillance system in a casino	4	20	D
12792	Supervise the operations of casino surveillance	5	12	D
12793	Carry out special surveillance in a casino	4	6	D
12795	Control evidential material gathered during casino surveillance procedures	4	6	D
12797	Demonstrate knowledge of presenting evidence in court on a casino incident	5	6	D
12798	Develop, implement, and manage casino surveillance standards	6	30	D
12799	Carry out a surveillance review of a casino	6	30	D
25672	Ensure compliance with internal controls for casino surveillance purposes	4	20	D