

<b>Title</b>	<b>Demonstrate knowledge of procedures for dealing with emergencies in a casino</b>		
<b>Level</b>	<b>3</b>	<b>Credits</b>	<b>4</b>

<b>Purpose</b>	People credited with this unit standard are able to describe: the types of emergencies likely to be encountered in a casino; preventative measures for each type of emergency situation; and the procedures for dealing with each type of emergency situation.
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<b>Classification</b>	Tourism > Casino Security
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<b>Available grade</b>	Achieved
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## Guidance Information

- 1 Definitions
 

*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 1993, Fire Safety and Evacuation of Buildings Regulations 2006, Official Information Act 1982, New Zealand Bill of Rights Act 1990, Crimes Act 1961, Summary Offences Act 1981, Trespass Act 1980, 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 Persons intending to work as a casino security officer require a Certificate of Approval issued by the Department of Internal Affairs.

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## Outcomes and performance criteria

### Outcome 1

Describe the types of emergencies likely to be encountered in a casino.

**Range** examples of emergencies are those related to fires, in standard international fire classifications A, B, C, D, E and F; personal accident, injury, or death; natural disasters; power failure; leakage or spillage of hazardous substances; flooding, or leakage of water; bomb and other threats to persons and property, location, or identification of suspicious objects or packages; crime scenes, criminal and/or other dangerous activities; and any other emergency affecting the operation of casino gaming; evidence of any five types of emergencies is required.

### Performance criteria

1.1 Emergencies likely to be encountered in a casino are described in terms of the type of emergency.

### Outcome 2

Describe preventative measures for each type of emergency situation.

**Range** examples of emergencies are those related to – fires, in standard international fire classifications A, B, C, D, E and F; work situations involving personal accident, injury, or death; natural disasters; power failure; leakage or spillage of hazardous substances; flooding, or leakage of water; bomb and other threats to persons and property, location, or identification of suspicious objects or packages; crime scenes, criminal and/or other dangerous activities; and any other emergency affecting the operation of casino gaming; evidence of any five types of emergencies is required.

### Performance criteria

2.1 Preventative measures for each type of emergency situation are described in accordance with industry procedures.

2.2 Preventative measures for each type of emergency situation are described in terms of the roles and responsibilities of security officers in their interaction with external authorities or emergency agencies, and is in accordance with their controls and procedures.

2.3 Preventative measures for each type of emergency situation are described in accordance with relevant legislation.

### Outcome 3

Describe the procedures for dealing with each type of emergency situation.

**Performance criteria**

- 3.1 Procedures for initial response are described in accordance with risk assessment, assignment instructions, industry procedures, security procedures, and the type of emergency.
- 3.2 Emergency services and other agencies, organisations, or persons to be notified are identified in accordance with risk assessment, security procedures, assignment instructions, and industry procedures.
- 3.3 The role of relevant authorities is identified in terms of the type of emergency.
- Range relevant authorities may include but are not limited to – emergency services, supervisor, site management, Gambling Inspectors.
- 3.4 Evaluation procedures are identified in accordance with risk assessment and health and safety procedures, and the instructions of relevant authorities.
- Range relevant authorities may include but are not limited to – emergency services, supervisor, site management, Gambling Inspectors.
- 3.5 Damage control, containment, or suppression methods are described in terms of risk assessment, equipment operating instructions, assignment instructions, industry procedures, and health and safety procedures for the type of emergency.
- 3.6 Reports and records to be completed are identified in accordance with assignment instructions, industry procedures, and health and safety procedures for the type of emergency.
- 3.7 Post-emergency actions are detailed in accordance with assignment instructions, industry procedures, and health and safety procedures for the type of emergency.

<b>Planned review date</b>	31 December 2020
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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	12 December 2008	N/A
Revision and Rollover	4	1 November 2018	N/A

<b>Consent and Moderation Requirements (CMR) reference</b>	0078
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

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**Comments on this unit standard**

Please contact ServiceIQ [qualifications@serviceiq.org.nz](mailto:qualifications@serviceiq.org.nz) if you wish to suggest changes to the content of this unit standard.