

Title	Carry out security patrols in a casino		
Level	3	Credits	4

Purpose	People credited with this unit standard are able to: carry out security patrols in casino properties; ensure casino security; and respond to patron enquiries and complaints.
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Classification	Tourism > Casino Security
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Available grade	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.

5 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

Carry out security patrols in casino properties.

Range back of house, exteriors, front of house.

Performance criteria

- 1.1 Threats to security and safety in a casino are identified in accordance with industry procedures.
- Range criminal, negligent and/or accidental acts or events including but not limited to – theft, burglary, vandalism, assault, fraud, cheating, fire, hazardous substances, flood, breakage, damage, trespass.
- 1.2 Patrol task instructions are acquired in accordance with assignment instructions and industry procedures.
- 1.3 Equipment is checked for serviceability in accordance with assignment instructions, industry procedures, and the operating instructions for the equipment.
- 1.4 Patrol is carried out in accordance with assignment instructions and industry procedures.
- 1.5 Communication equipment is operated in accordance with its operating instructions, assignment instructions, and industry procedures; in particular that sensitive communications are secure, and equipment is not operated in hazardous circumstances.
- 1.6 Alternative communication facilities are employed in accordance with risk assessment, assignment instructions, and industry procedures.

Outcome 2

Ensure casino security.

Performance criteria

- 2.1 Risk assessment is completed in accordance with assignment instructions and industry procedures.
- 2.2 Safety checks are made in accordance with assignment instructions and industry procedures.
- 2.3 Critical equipment, associated events, equipment malfunctions, and deficiencies are managed and reported in accordance with assignment instructions and industry procedures.

- 2.4 Equipment is confirmed as being serviced and maintained in accordance with the equipment operating instructions and industry procedures.
- 2.5 Site security checks are completed in accordance with assignment instructions and industry procedures.
- Range physical, electrical and electronic security systems may include but are not limited to – security lighting, fencing and gates, doors, windows and other structural access points; alarm systems.
- 2.6 Patrols are conducted in accordance with assignment instructions and industry procedures.
- 2.7 Security and safety breaches, incidents, and hazards are identified, managed, and reported in accordance with assignment instructions, industry procedures, and procedures approved by the Department of Internal Affairs.
- 2.8 Reports and site records are completed in accordance with assignment instructions and industry procedures.
- Range security officer's notebook, casino security reports.

Outcome 3

Respond to patron enquiries and complaints.

Performance criteria

- 3.1 Response is prompt, courteous, and in accordance with assignment instructions and industry procedures.
- Range consistency, accuracy, listening skills, cultural awareness, safety.
- 3.2 Information is exchanged and noted in accordance with assignment instructions and industry procedures.
- Range minimal requirements include – identity confirmation; time, nature and substance of interaction noted; accuracy and relevance.
- 3.3 Records and reports of each interaction are made in accordance with procedures approved by the Department of Internal Affairs.
- 3.4 The requirements under the Gambling Act 2003 are identified in terms of the role of Gambling Inspectors in gaming related complaints.

Planned review date	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	18 November 1997	N/A
Revision	2	20 April 2001	N/A
Review	3	21 May 2008	N/A
Revision and Rollover	4	1 November 2018	N/A

Consent and Moderation Requirements (CMR) reference

0078

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.