

Title	Manage patron and staff safety in a casino		
Level	4	Credits	10

Purpose	People credited with this unit standard are able to manage patron and staff safety during: casino operations; emergencies and incidents other than medical; and medical emergencies in a casino.
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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 2020, 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

Manage patron and staff safety during casino operations.

Performance criteria

- 1.1 Interactions with patrons and staff is courteous, and in accordance with assignment instructions and industry procedures.
- Range consistency, accuracy, listening skills, cultural awareness and safety.
- 1.2 Threats to the safety of staff and patrons in a casino are identified and managed in accordance with assignment instructions and industry procedures.
- Range examples of threats are 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.
- 1.3 Threats to staff and patrons' safety are reported in accordance with assignment instructions and procedures approved by the Department of Internal Affairs.

Outcome 2

Manage patron and staff safety during emergencies and incidents other than medical.

Range may include but is not limited to – fire, security threat, armed hold-ups, natural disasters, alcohol related, drug related, game related, evacuation.

Performance criteria

- 2.1 Communication of emergency to patrons and staff is prompt, courteous, and in accordance with assignment instructions and industry procedures.
- Range consistency, accuracy, listening skills.
- 2.2 Immediate reaction and response to emergencies and incidents are in accordance with assignment instructions and industry procedures.
- 2.3 Subsequent containment or counteraction is in accordance with risk assessment, assignment instructions and industry procedures.
- 2.4 Requests for assistance are made in accordance with assignment instructions and industry procedures.
- 2.5 Post-incident actions are completed in accordance with assignment instructions and industry procedures.

Outcome 3

Manage patron and staff safety during medical emergencies in a casino.

Performance criteria

- 3.1 Immediate reaction and response, to medical emergencies in a casino, are in accordance with assignment instructions and industry procedures.
- 3.2 Communication during medical emergencies is prompt, courteous, and in accordance with assignment instructions and industry procedures.
- Range consistency, accuracy, listening skills.
- 3.3 Subsequent action in medical emergencies is in accordance with assignment instructions and industry procedures.
- 3.4 Requests for assistance are made in accordance with assignment instructions, industry procedures, and the type of medical emergency.
- 3.5 Post-emergency actions are completed in accordance with assignment instructions and industry procedures.

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	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
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.