

Title	Maintain security and safety in a casino		
Level	3	Credits	10

Purpose	People credited with this unit standard are able to: maintain security and safety on the gaming floor; secure staff entry back of house in a casino; secure public entry points in a casino; manage unauthorised access and trespass in a casino; and investigate routine security incidents 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 1993, Official Information Act 1982, New Zealand Bill of Rights Act 1990, Crimes Act 1961, Summary Offences Act 1981, Trespass Act 1980; Injury Prevention, Rehabilitation, and Compensation Act 2001, 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

Maintain security and safety on the gaming floor.

Performance criteria

- 1.1 Threats to security and safety on the gaming floor, and security incidents, are identified and managed in accordance with legislation, assignment instructions, and industry procedures.

Range threats include those related to – fire, flood, natural disaster, electronic control failures, security breaches; criminal and other illegal activity; negligent, accidental, or deliberate behaviour that threatens or is likely to threaten; security and safety.

- 1.2 Threats to security and safety on the gaming floor, security incidents, and other security and safety matters are reported and recorded in accordance with assignment instructions, industry procedures, and risk assessment.

Range reporting media may include but is not limited to – notebooks, report formats, telephone, assignment record, log and/or register, radio telephone, cell phone; reports and records are accurate, relevant, clear, and timely.

- 1.3 Special tasks comply with the requirements of the Department of Internal Affairs.

- 1.4 Losses, faults and/or malfunctions of security equipment are rectified and/or reported in accordance with assignment instructions and industry procedures.

- 1.5 Health and safety issues are managed in accordance with the occupational health and safety legislation, assignment instructions, and industry procedures.

Range legislation includes selected sections from – Health and Safety at Work Act 2015; Injury Prevention, Rehabilitation, and Compensation Act 2001.

- 1.6 Security and safety breaches, incidents, and hazards are identified, managed, and reported in accordance with assignment instructions and industry procedures.

- 1.7 Reports and site records are completed in accordance with assignment instructions and industry procedures.

Range patrol officer's notebook, site security records, patrol standing order formats.

Outcome 2

Secure staff entry back of house in a casino.

Performance criteria

- 2.1 The identity and/or purpose of all persons passing through the staff entry are validated in accordance with assignment instructions and industry procedures.
- Range methods include – visual assessment and identification, identity cards, passes, work permits, verbal requests, filtering and priority processes during peak; normal and out of working hour periods.
- 2.2 The issue, receipt, recording, and storage of passes and/or identity devices are managed in accordance with assignment instructions and industry procedures.
- 2.3 Specified access control tasks, duties, and responsibilities are executed in accordance with assignment instructions and procedures approved by the Department of Internal Affairs.
- 2.4 Unauthorised persons, or persons attempting to pass through the access control point without valid reason or purpose are identified, and action is taken in accordance with assignment instructions and procedures approved by the Department of Internal Affairs.
- Range illegal entry for criminal and/or illegal purposes, casual visitors, disturbed or disruptive persons, delivery and/or pick up of goods and documents; site employees, customers.
- 2.5 Incidents with site employees and/or visitors are managed and reported in accordance with assignment instructions and procedures approved by the Department of Internal Affairs.
- Range incidents may include but are not limited to – refusal to comply with entry and/or exit procedures; failure to produce identity or entry documents; visitor enquiries and requests; carriage of unauthorised, dangerous, prohibited or suspicious goods; containers, other articles.
- 2.6 Control records and reports are accessed in accordance with assignment instructions and procedures approved by the Department of Internal Affairs.
- Range recording and reporting media includes – telephone, oral, record books, registers, computer entry, notebooks.
- 2.7 Visitors are escorted or monitored in accordance with assignment instructions and procedures approved by the Department of Internal Affairs.

Outcome 3

Secure public entry points in a casino.

Performance criteria

- 3.1 Unauthorised persons, or persons attempting to pass through the public entrances without valid reason or purpose, are identified, and action is taken in accordance with assignment instructions and procedures approved by the Department of Internal Affairs.
- Range illegal entry for criminal or illegal purposes; persons who do not meet the house requirements of dress, age, and sobriety; self-barred and/or house-barred people; disturbed or disruptive persons; delivery and pick up of goods and documents; site employees.
- 3.2 Incidents with site employees or visitors at the front entrance are managed and reported in accordance with assignment instructions and industry procedures.
- Range incidents may include but are not limited to – refusal to comply with entry and/or exit procedures; failure to produce identity or entry documents when requested; visitor enquiries and requests; carriage of unauthorised, dangerous, prohibited, or suspicious goods, containers, other articles.
- 3.3 Visitor entry is monitored in accordance with assignment instructions and procedures approved by the Department of Internal Affairs.
- 3.4 Specified access control tasks, duties, and responsibilities are executed in accordance with assignment instructions, industry procedures, and procedures approved by the Department of Internal Affairs.
- 3.5 Incident records and reports are accessed in accordance with assignment instructions and industry procedures.
- Range recording and reporting media includes – telephone, oral, record books, registers, computer entry, notebooks.

Outcome 4

Manage unauthorised access and trespass in a casino.

Performance criteria

- 4.1 Unauthorised access and trespass is identified in accordance with legislation, assignment instructions, and industry procedures.
- 4.2 Persons suspected of unauthorised access and/or trespass are managed within stated limits of authority, and in accordance with legislation, risk assessment, assignment instructions, other authorised instructions, and industry procedures.

4.3 Force is applied only when necessary and to the extent required for its purpose in accordance with legislation, risk assessment, assignment instructions, and industry procedures.

Range legislation includes selected sections from – Trespass Act 1980, Crimes Act 1961.

4.4 Reports and records of unauthorised access and trespass are made in accordance with assignment instructions, other authorised instructions, and industry procedures.

Outcome 5

Investigate routine security incidents in a casino.

Performance criteria

5.1 Crime scenes are protected to preserve evidence and prevent contamination in accordance with assignment instructions and industry procedures.

Range prohibited items, dangerous weapons, incriminating material found from incident, suspected stolen goods.

5.2 Physical evidence is protected, secured, and processed in accordance with risk assessment, assignment instructions, and industry procedures.

5.3 Reports and records of physical evidence are made in accordance with assignment instructions and industry procedures.

5.4 Witnesses and suspects are approached and interviewed in accordance with legislation, risk assessment, assignment instructions, other authorised instructions, and industry procedures.

5.5 Witnesses and suspects are treated humanely at all times to prevent self-injury and the destruction of evidence in accordance with legislation, other authorised instructions, and industry procedures.

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
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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.