

Title	Operate a security control room in a casino		
Level	4	Credits	12

Purpose	People credited with this unit standard are able to: assign and coordinate tasks from a security control room in a casino; use security systems to gather and disseminate security information in a casino security control room; operate casino evacuation systems; handle security emergencies and incidents from a security control room in a casino; secure evidential information from a security control room; complete security documentation in a security control room in a casino; and maintain control room health and safety standards 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; Accident 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

Assign and coordinate tasks from a security control room in a casino.

Performance criteria

- 1.1 Tasks are assigned, from a casino security control room in accordance with assignment instructions and procedures approved by the Department of Internal Affairs.
- 1.2 Coordination of assigned tasks is in accordance with assignment instructions, industry procedures, and available human resources.
- 1.3 Coordination of assigned tasks enables information to be gathered and disseminated in accordance with legislation and industry procedures.

Outcome 2

Use security systems to gather and disseminate security information in a casino security control room.

Range television monitors, radio communications, computer systems, fire control.

Performance criteria

- 2.1 The purpose and principal characteristics of physical and electronic security systems used in a casino security control room are described.
- 2.2 Systems status is set and maintained in accordance with system operating instructions, controls, and procedures.

Range security control system, fire control, evacuation, lifts.
- 2.3 Systems are operated in accordance with system operating instructions, assignment instructions, and procedures approved by the Department of Internal Affairs.
- 2.4 System activation, malfunctions, and faults are identified and managed in accordance with system operating instructions and assignment instructions.

- 2.5 Security data storage media are managed in accordance with system operating instructions, assignment instructions, and industry procedures to protect data and evidence.
- Range video tapes, computer records, computer data and printouts.
- 2.6 Changes in the operational effectiveness of site security systems, breaches, interference, or attempts at interference are managed and reported in accordance with system operating instructions, assignment instructions, and industry procedures.
- 2.7 Reports and records are made in accordance with system operating instructions and industry procedures.
- 2.8 Malfunctions are clarified with the relevant authority in accordance with industry procedures and procedures approved by the Department of Internal Affairs.

Outcome 3

Operate casino evacuation systems.

Range fire, natural disaster, bomb, threats to safety.

Performance criteria

- 3.1 Evacuation procedures are implemented in accordance with risk assessment, and health and safety procedures.
- 3.2 Liaison is established with the relevant emergency services in accordance with industry procedures.

Outcome 4

Handle security emergencies and incidents from a security control room in a casino.

Performance criteria

- 4.1 Communication of emergency to patrons' and staff is prompt, courteous, and in accordance with assignment instructions and procedures approved by the Department of Internal Affairs.
- 4.2 Immediate reaction and response to emergencies and incidents are in accordance with assignment instructions and industry procedures.
- 4.3 Subsequent containment or counteraction is in accordance with risk assessment, assignment instructions and industry procedures.
- 4.4 Requests for assistance are made in accordance with assignment instructions and industry procedures.
- 4.5 Post-incident actions are completed in accordance with assignment instructions and industry procedures.

Outcome 5

Secure evidential information from a security control room.

Performance criteria

- 5.1 Physical evidence is protected, secured, and processed in accordance with risk assessment, assignment instructions, and industry procedures.
- 5.2 Reports and records of physical evidence are made in accordance with assignment instructions and industry procedures.

Outcome 6

Complete security documentation in a security control room in a casino.

Performance criteria

- 6.1 Reports and records of incidents and emergencies are made in accordance with assignment instructions, other authorised instructions, and industry procedures.
- 6.2 Routine reports and records are dealt with and maintained in accordance with assignment instructions and industry procedures.

Outcome 7

Maintain control room health and safety standards in a casino.

Performance criteria

- 7.1 Control room health and safety standards are managed in accordance with site health and safety plans, industry procedures, and risk assessment.
- 7.2 All tasks and duties are executed in accordance with occupational health and safety legislation, industry procedures, and procedures approved by the Department of Internal Affairs.

Range legislation includes selected sections from – Health and Safety at Work Act 2015; Accident Compensation Act 2001.

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

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.