

Title	Carry out a security review of a casino		
Level	6	Credits	15

Purpose	People credited with this unit standard are able to: identify and evaluate casino security review requirements; produce casino security review plans and proposals; review procedures for security in a casino; and plan and implement procedures for security 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

Casino Management refers to the actual management of a casino.

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.

Outcomes and performance criteria

Outcome 1

Identify and evaluate casino security review requirements.

Range technology and procedures for casino security.

Performance criteria

- 1.1 Purpose, scope, cost, task, and limitations of the review are defined in accordance with directions and assignment instructions, and industry procedures.
- 1.2 Review requirements, consistent with needs assessment and task definition, are specified in accordance with procedures approved by the Department of Internal Affairs.
- 1.3 Background information, consistent with needs assessment and task definition, is analysed and developed.
- 1.4 Review security and safety criteria are developed, consistent with needs assessment and task definition, and agreement is negotiated in accordance with procedures approved by the Department of Internal Affairs.
- 1.5 Special requirements consistent with needs assessment and task definition, are identified.

Range special requirements may include but are not limited to – specialist technical support, liaison and consultation, communications, cultural needs and expectations.
- 1.6 Legal and regulatory issues consistent with needs assessment, advice, and task definition are identified and evaluated.
- 1.7 Standards and criteria used to evaluate treatment and management options presented in reports and assessments are defined, in accordance with needs assessment and procedures approved by the Department of Internal Affairs.

Outcome 2

Produce casino security review plans and proposals.

Performance criteria

- 2.1 Plans and proposals are consistent with task definition, needs assessment, assignment instructions, and industry procedures.
- 2.2 Constraints that impact on the conduct and viability of the review are identified and communicated in accordance with needs assessment, assignment instructions, and industry procedures.

2.3 Authority or consent is obtained to conduct identified review activities that require specific authority or consent in accordance with legislation, needs assessment, assignment instructions, industry procedures, and procedures approved by the Department of Internal Affairs.

Range review activities requiring specific authority or consent include but are not limited to – search, interview, consultation, access to and use of information, surveillance.

2.4 Specified review outcomes are consistent with task definition, other review requirements, assignment instructions, industry procedures, and procedures approved by the Department of Internal Affairs.

2.5 Plans and proposals are communicated in accordance with customer direction, needs assessment, and procedures approved by the Department of Internal Affairs.

Outcome 3

Review procedures for security in a casino.

Performance criteria

3.1 Information is acquired, recorded, and evaluated in accordance with needs assessment, review plans and requirements, within stated authorities and consents, and without prejudice to security and safety.

3.2 Information is protected to prevent unauthorised access or improper disclosure, in accordance with legislation and regulation, needs assessment, and industry procedures.

3.3 Security, safety, and business continuance risks, standards, and issues are identified and evaluated according to task definition, and in accordance with other review requirements, assignment instructions, industry procedures, and procedures approved by the Department of Internal Affairs.

3.4 Review activities are conducted in a manner that minimises disruption and consequential damage, and in accordance with assignment instructions and industry procedures.

3.5 Unlawful acts and life threatening or other situations, presenting immediate danger or loss, identified in or arising from the review are identified, evaluated, and reported immediately to the competent authority and in accordance with legislation, assignment instructions, and industry procedures.

3.6 Review activities are conducted without compromise to the duty of care.

3.7 Assessments incorporate consideration of all available information and are consistent with customer direction, task definition, other review requirements, needs assessment, and assignment instructions.

- 3.8 Identified risks are assessed against agreed standards and are consistent with task definition, other review requirements, and in accordance with procedures approved by the Department of Internal Affairs.

Outcome 4

Plan and implement procedures for security in a casino.

Performance criteria

- 4.1 Security standards are developed for casinos in accordance with legislation, management direction, and industry procedures.
- Range legislation includes selected sections from – Health and Safety at Work Act 2015, New Zealand Bill of Rights Act 1990, Privacy Act 2020.
- 4.2 Security standards are consistent with risk assessment and casino workplace factors.
- Range factors include but are not limited to – vulnerabilities, security risks and hazards, workplace functions, operations and processes, workforce size and other characteristics, physical conditions, buildings, layout, organisational structure, local environmental factors.
- 4.3 Contingency and emergency plans and arrangements are specified, consistent with legislation, risk assessment, and resources.
- 4.4 Security standards are consistent with regional, local, and enterprise specific instructions and guidance issued by emergency services, regional, and local authorities.
- 4.5 Expert advice and support are sought when technical knowledge and competency are exceeded.
- 4.6 Production and security arrangements for security standards are consistent with risk analysis, resources, and workplace conditions.
- 4.7 Proposals and recommendations are consistent with the assessment of risks identified in the review, assignment instructions, industry procedures, task definition, other review requirements, needs assessment, and operational factors.
- 4.8 The form of reports and assessments satisfies casino management needs and direction and is consistent with task definition, other review requirements, assignment instructions, industry procedures, needs assessment, and procedures approved by the Department of Internal Affairs.
- 4.9 Plans, diagrams, and other graphics included in review assessments and reports are fit for purpose and are produced in accordance with assignment instructions and industry procedures.

- 4.10 Nothing within any report or assessment compromises the requirement for the duty of care.

Range assessment covers content, presentation, style, timeliness.

- 4.11 Audit, reporting, and communication procedures are developed in accordance with legislation, management direction, industry procedures, and risk assessment.

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 ServicelQ qualifications@serviceiq.org.nz if you wish to suggest changes to the content of this unit standard.