

Title	Protect self and others in a threatening situation in a casino		
Level	4	Credits	10

Purpose	People credited with this unit standard are able to: minimise the risk of violence to self and others in a casino; respond to violence in a casino; complete post-casino security incident procedures; manage threats to personal security and safety in a casino; and maintain health and safety standards in protection of self and others within 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 *Threatening situation*, in the context of this unit standard, includes but is not limited to – aggression, violence, abuse.
- 4 It is recommended that people seeking credit for this unit standard complete a self-defence course either prior to or concurrent with this unit standard.

- 5 Security duties, roles, and responsibilities are governed by a range of standard and special instructions or orders.
- 6 Persons intending to work as a casino security officer require a Certificate of Approval issued by the Department of Internal Affairs.
- 7 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

Minimise the risk of violence to self and others in a casino.

Performance criteria

- 1.1 Preventive measures and safety precautions are taken commensurate with risk assessment and in accordance with assignment instructions and industry procedures.
- 1.2 Responses to indications of violence, threats to use violence, or situations in which violence is likely to occur, are commensurate with risk assessment and in accordance with assignment instructions and industry procedures.
- 1.3 Actions liable to excite violence, provoke or aggravate an attack, or inhibit response, are avoided to reduce risk.
- 1.4 Interaction is initiated to reduce the risk of physical violence and/or diffuse critical situations in accordance with industry procedures.

Range interaction includes – verbal communication, basic negotiation, body language, acknowledgement of cultural diversity.

Outcome 2

Respond to violence in a casino.

Range legislation includes selected sections from – Crimes Act 1961, Summary Offences Act 1981, Trespass Act 1980.

Performance criteria

- 2.1 Response to the threat or use of violence is commensurate with risk assessment, is in accordance with legislation and the principle of minimum force, assignment instructions, and industry procedures.

Outcome 3

Complete post-casino security incident procedures.

Performance criteria

- 3.1 Reports and records of incidents involving violence are made in accordance with legislation, assignment instructions, and industry procedures.
- 3.2 Evidence, witnesses, crime scenes, and suspects are managed in accordance with legislation, assignment instructions, and industry procedures.
- 3.3 Actual and suspected personal injuries and post-event stress reactions are managed in accordance with health and safety legislation, assignment instructions, and industry procedures.

Range legislation includes selected sections from – Health and Safety at Work Act 2015.

Outcome 4

Manage threats to personal security and safety in a casino.

Range may include but is not limited to – threatened, potential, and/or actual physical attacks, and/or verbal attacks by others; dangerous or life-threatening situations caused by the accidental, negligent, or deliberate act of others.

Performance criteria

- 4.1 Immediate reaction and response are in accordance with industry procedures.
- 4.2 Containment or counteraction is in accordance with risk assessment, assignment instructions, and industry procedures.
- 4.3 Requests for assistance are made in accordance with risk assessment and industry procedures.
- 4.4 Reports and records are made in accordance with risk assessment and industry procedures.
- 4.5 Post-incident actions are completed in accordance with industry procedures.

Outcome 5

Maintain health and safety standards in protection of self and others within a casino.

Performance criteria

- 5.1 Health and safety issues are managed in accordance with health and safety procedures, assignment instructions, industry procedures, and risk assessment.
- 5.2 Tasks and duties are executed in accordance with occupational health and safety legislation, and industry procedures.

Range legislation includes selected sections from – Health and Safety at Work Act 2015.

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.