

<b>Title</b>	<b>Handle gaming related dispute(s) in a casino</b>		
<b>Level</b>	<b>5</b>	<b>Credits</b>	<b>5</b>

<b>Purpose</b>	People credited with this unit standard are able to: identify the parameters and legal implications of gaming related dispute(s); liaise with the affected casino department(s); negotiate between the parties involved in the gaming related dispute(s); and arrive at a resolution of the gaming related dispute(s).
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<b>Classification</b>	Tourism > Casino Gaming
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<b>Available grade</b>	Achieved
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## Guidance Information

### 1 Definitions

*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.

*Dispute* refers to a gaming related disagreement.

- 2 The Gambling Act 2003 is the main piece of legislation relevant to this unit standard together with any associated legislation and/or regulations.

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## Outcomes and performance criteria

### Outcome 1

Identify the parameters and legal implications of gaming related dispute(s).

### Performance criteria

- 1.1 Initial investigation ascertains the presence of a dispute, the involved parties, and the nature of the dispute(s).
- 1.2 The investigation identifies the rules and regulations that relate to the dispute(s) in terms of the Gambling Act 2003, any relevant regulations, and industry procedures.

- 1.3 The investigation identifies the desired outcome or result in accordance with the Gambling Act 2003, any relevant regulations, and industry procedures.

## **Outcome 2**

Liaise with the affected casino department(s).

### **Performance criteria**

- 2.1 An analysis of affected department(s) establishes the manner and extent to which it is affected by the dispute(s).
- 2.2 Communication with the affected department(s) is established and directed to personnel responsible for resolving gaming related dispute(s).

## **Outcome 3**

Negotiate between the parties involved in the gaming related dispute(s).

### **Performance criteria**

- 3.1 The negotiation process identifies, if necessary, the need for translation services in dispute negotiation and resolution.
- 3.2 The explanation provided to the affected parties identifies and clarifies the regulatory and legal implications of the dispute(s).
- 3.3 The suggested outcome provides a solution to the dispute(s) in accordance with the regulatory and legal requirements.
- 3.4 Feedback obtained from the affected parties confirms their understanding of the suggested outcome.
- 3.5 The explanation of the appeal process is in accordance with regulatory and legal requirements, and industry procedures.
- 3.6 The process and repetitions of the process, where resolution was not immediately achievable, are in accordance with regulatory and legal requirements, and industry procedures.
- 3.7 Procedures implemented in the event of non-agreement by the affected parties are in accordance with industry procedures.

## **Outcome 4**

Arrive at a resolution of the gaming related dispute(s).

### **Performance criteria**

- 4.1 The resolution obtained is explained to all affected parties.

- 4.2 The resolution obtained is in accordance with regulatory and legal requirements, and industry procedures.

<b>Planned review date</b>	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	25 July 1999	N/A
Revision	2	24 February 2003	N/A
Review	3	23 January 2009	N/A
Revision and Rollover	4	1 November 2018	N/A
Revision and Rollover	5	29 July 2021	N/A

<b>Consent and Moderation Requirements (CMR) reference</b>	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](mailto:qualifications@serviceiq.org.nz) if you wish to suggest changes to the content of this unit standard.