

<b>Title</b>	<b>Monitor and review the performance of the gaming resource</b>		
<b>Level</b>	<b>6</b>	<b>Credits</b>	<b>10</b>

<b>Purpose</b>	People credited with this unit standard are able to: determine potential revenue by applying mathematics to casino games; draw up an operational plan related to the selected gaming resource; develop and implement an implementation plan for the selected gaming resource; review the performance of the selected gaming resource against the plan; and amend the operational plan related to the selected gaming resource.
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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

*Casino game* refers to any game approved by the Department of Internal Affairs and/or Gambling Commission.

*Gaming resource* refers to personnel, table games, gaming machines.

*Gazetted rules* refer to the Rules of Casino Table Games, which are published in the New Zealand Gazette.

*Probability theory* refers to the branch of mathematics that studies the likelihood of the occurrence of random events in order to predict the behaviour of defined systems.

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

### 3 For outcomes 2-5, evidence is required for any one casino game.

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## Outcomes and performance criteria

### Outcome 1

Determine potential revenue by applying mathematics to casino games.

### Performance criteria

#### 1.1 An understanding of probability theory and odds calculation is demonstrated in the context of a casino.

Range            the formula for calculating odds.

- 1.2 The application of the probability formula establishes the odds for each casino game.
- 1.3 The definition of the terms hold, win and drop and the relationship between them is consistent with casino operations.
- Range examples include but are not limited to – Bernoulli Utility Function, Cramer’s Utility Function.
- 1.4 Recognition of variations to hold percentages are consistent with casino gaming operations.
- 1.5 Identification of potential causes of variations to hold percentages are consistent with casino gaming operations.
- 1.6 Identification and explanation of methods of investigating causes of variations to hold percentages are consistent with casino gaming operations.

## Outcome 2

Draw up an operational plan related to the selected gaming resource.

### Performance criteria

- 2.1 The identification of potential customer demand facilitates the operational planning process.
- Range may include but is not limited to – historical data, calendar of events and holidays, business research.
- 2.2 Table game or gaming machine type mix selected is in accordance with the previously identified potential customer demand and anticipated returns.
- 2.3 Estimates of returns on the planned operation are derived based on probability of winnings and utilisation of quantitative analysis methods.
- 2.4 Analysis identifies the desired employee skill levels in terms of the planned gaming resource.
- 2.5 The operational planning process and the operational plan comply with relevant legislation and the gazetted rules.
- Range Gambling Act 2003 and any relevant regulations.
- 2.6 The operational plan includes a floor plan of a casino gaming layout in accordance with the planned gaming resource.

## Outcome 3

Develop and implement an implementation plan for the selected gaming resource.

**Performance criteria**

- 3.1 The implementation plan developed is consistent with the developed operational plan.
- 3.2 The implementation process identifies and minimises the effects of the introduction of the operational plan in terms of staff, gaming operations, and patrons.

**Outcome 4**

Review the performance of the selected gaming resource against the plan.

**Performance criteria**

- 4.1 The review compares the actual financial performance or executed plan with the expected financial performance results identified in the operational plan.
- 4.2 The review gathers and analyses data on the response of customers in terms of the performance of the gaming resource.
- 4.3 The review report provides a summary of the performance of the gaming resource in comparison with the estimates of returns identified in the operational plan.

**Outcome 5**

Amend the operational plan related to the selected gaming resource.

**Performance criteria**

- 5.1 Amendments made to the operational plan reflect inconsistencies between the reviewed performance and the expected performance identified in the operational plan.
- 5.2 Amendments made to the operational plan provide the means of improving performance which did not meet the expected results.

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<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

**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](mailto:qualifications@serviceiq.org.nz) if you wish to suggest changes to the content of this unit standard.