

<b>Title</b>	<b>Manage issues relating to casino shift work</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: demonstrate knowledge of the issues relating to shift work in a casino; develop guidelines to address issues relating to shift work in a casino; and manage issues relating to shift work in a casino.
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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

*Healthy sleep* refers to undisturbed sleeping conditions providing adequate amounts of REM (rapid eye movement) and delta sleep.

*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.

- 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

Demonstrate knowledge of the issues relating to shift work in a casino.

### Performance criteria

- 1.1 The issues relating to sleep patterns and sleep deprivation are identified in terms of their effect on shift workers' well-being.

Range          sleep patterns include – delta sleep, rapid eye movement (REM) sleep, night sleep, day sleep, alert wake, relaxed wake.

1.2 The effects of shift work and resulting health issues in the casino gaming industry are identified.

Range examples include – chronic fatigue, stomach and/or eating disorders, mood swings, drug and alcohol abuse, accidents, relationship dysfunction – work and personal.

1.3 The impact of shift work on the creation of rosters and selection of roster model is identified.

Range time off between shifts, benefits and disadvantages of rotational versus permanent fixed rosters, the effect of changes to rosters on staff, the need to publicise the roster in advance, consecutive days off, flexibility for changes – weddings, deaths, effects on domestic arrangements, contract compliance.

## Outcome 2

Develop guidelines to address issues relating to shift work in a casino.

### Performance criteria

2.1 Consultation is undertaken with affected parties and secures quality input and participation.

Range affected parties may include but are not limited to – shift workers, supervisors, managers.

2.2 Guidelines are developed in relation to shift work and are consistent with the results of consultation, and address identified issues.

2.3 Guidelines are developed in relation to shift work and address biological and social effects resulting from shift work.

2.4 Guidelines developed in relation to shift work address industry requirements.

## Outcome 3

Manage issues relating to shift work in a casino.

### Performance criteria

3.1 Content and intent of guidelines is disseminated to affected parties in accordance with industry procedures.

3.2 Guidelines are translated into policies and procedures to ensure issues are addressed in accordance with industry procedures.

3.3 Policies and procedures developed from guidelines are reviewed and remedial action is taken to re-address any unresolved issues in accordance with 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.