

| | | | |
|--------------|--|----------------|----------|
| Title | Demonstrate knowledge of the psychology of gaming as it relates to casino gaming management | | |
| Level | 5 | Credits | 4 |

| | |
|----------------|--|
| Purpose | People credited with this unit standard are able to demonstrate knowledge of: types and profiles of casino gamblers; reasons people gamble in casinos; and detection and treatment of problem gambling in casinos. |
|----------------|--|

| | |
|-----------------------|-------------------------|
| Classification | Tourism > Casino Gaming |
|-----------------------|-------------------------|

| | |
|------------------------|----------|
| Available grade | Achieved |
|------------------------|----------|

Guidance Information

- 1 The Gambling Act 2003 is the main piece of legislation relevant to this unit standard together with any associated legislation and/or regulations.
- 2 Examples of reference texts are:
Ghezzi, P.M., Lyons, C.A., Dixon, M.A., & Wilson, G.R. *Gambling: Behaviour Theory, Research, and Application*. (Oakland, California: New Harbinger, 2006);
Twerski, A.J. *Compulsive Gambling: More than Dreidel*. (Pittsburgh, Pennsylvania: Mirkov Publications, 2006);
Aasved, M.J. *The Psychodynamics and Psychology of Gambling: The Gambler's Mind*. (Springfield, Illinois: Charles C. Thomas, 2002).

Outcomes and performance criteria

Outcome 1

Demonstrate knowledge of the types and profiles of casino gamblers.

Performance criteria

- 1.1 Identification of gamblers by type is in accordance with those identified in texts relating to casino gaming behaviour.

Range types of gamblers – social, problem, pathological.
- 1.2 A profile of each type of gambler analyses behaviours and attitudes common to each type in accordance with those identified in texts relating to casino gaming behaviour.

1.3 Personal issues identified for problem and pathological gamblers are in accordance with texts relating to casino gaming behaviour.

Range issues may include but are not limited to – social, relationship, financial.

1.4 Issues identified for the casino in relation to problem and pathological gamblers are in accordance with those contained in the in-house and regulatory incident reports.

Range complimentaries policy, release from self-barring.

Outcome 2

Demonstrate knowledge of the reasons people gamble in casinos.

Performance criteria

2.1 The factors identified that trigger the desire of social gamblers to gamble are in accordance with those identified in texts relating to casino gaming behaviour.

Range socialisation, leisure pursuit, search for reward, instant gratification, retreat from loneliness, participation in other gambling pursuits, environmental factors – promotions, encouraging return visits.

2.2 The factors identified that trigger the desire of problem or pathological gamblers to gamble are in accordance with those identified in texts relating to casino gaming behaviour.

Range may include but is not limited to – disease, addiction, desperation, financial problems.

Outcome 3

Demonstrate knowledge of the detection and treatment of problem gambling in casinos.

Performance criteria

3.1 The criteria for detection are explained in accordance with potential problem and pathological gamblers in a casino.

3.2 The description explains the way in which detection is applied in the context of potential problem and pathological gamblers in a casino.

- 3.3 Treatment options, and procedures for each treatment option for problem and pathological gamblers, are outlined in accordance with the options offered regionally and nationally.

Range treatment options may include but are not limited to – referrals, gamblers anonymous, sponsorship, barring, trespass, rebuilding trust;
evidence is required for four treatment options.

| | |
|----------------------------|------------------|
| Planned review date | 31 December 2023 |
|----------------------------|------------------|

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 if you wish to suggest changes to the content of this unit standard.