

<b>Title</b>	<b>Develop and modify an operating procedures manual for a specified activity of a casino</b>		
<b>Level</b>	<b>5</b>	<b>Credits</b>	<b>4</b>

<b>Purpose</b>	People credited with this unit standard are able to: identify the requirements for development and/or modification of an operation procedures manual for a specified activity of a casino; develop a draft operating procedures manual for a specified activity in a casino; and produce a final draft of the operating procedures manual for a specified activity in a casino and submit for approval.
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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

*Specified activity* refers to any defined task associated with a gaming related area of a casino for which a procedures manual is required. Examples include – table games, gaming machines.

*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.

### 3 A written specification or brief defining the parameters of the area of concern in terms of the gazetted rules and the aims of the casino must be supplied to the candidate by the management of the casino. Evidence is required for one of – gaming tables, gaming machines, cash desks, surveillance, security.

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## Outcomes and performance criteria

### Outcome 1

Identify the requirements for development and/or modification of an operation procedures manual for a specified activity of a casino.

#### Performance criteria

- 1.1 The requirements identified for development and/or modification of an operating procedures manual for a specified casino activity are consistent with information obtained through the review process.
- 1.2 A description of key controls is consistent with those applying to the specified activity.
- 1.3 An analysis of the legislative and regulatory requirements for the operations of the specified area establishes the requirements for inclusion in the operating procedures manual.
- 1.4 The applicability of the rules and procedures governing each area is determined in accordance with requirements for development and/or modification of the operating procedures manual.

### Outcome 2

Develop a draft operating procedures manual for a specified activity in a casino.

#### Performance criteria

- 2.1 Where the required investigation or research cannot be provided by the resources of the casino, external technical experts are consulted against a written specification or brief, in accordance with industry procedures.
- 2.2 The reports and recommendations of external technical experts are critically evaluated for cogency and feasibility in the development of the operating procedures manual in accordance with industry procedures.
- 2.3 Proposed objectives, policies, and plans incorporated in the operating procedures manual are in accordance with those identified in consultation with relevant stakeholders, experts, and key informants during plan preparation.
- 2.4 Customer, market, and relevant stakeholders' needs are identified and addressed in the draft of the operating procedures manual.
- 2.5 Planning options and alternative strategies requiring choice and decision are defined and selected in accordance to their relevance to the requirements of the operating procedures manual.

**Outcome 3**

Produce a final draft of the operating procedures manual for a specified activity in a casino and submit for approval.

**Performance criteria**

- 3.1 The final draft of the operating procedures manual is in accordance with legal and regulatory requirements.
- 3.2 The final draft of the operating procedures manual is in accordance with the information gained through the review process.
- 3.3 The final draft of the operating procedures manual includes recommendations from technical experts where their validity and feasibility are confirmed by critical analysis.
- 3.4 The final draft of the operating procedures manual is documented and submitted in accordance with the requirements of the Department of Internal Affairs.

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