

<b>Title</b>	<b>Maintain gaming machine hardware and security in a Class 4 gambling environment</b>		
<b>Level</b>	<b>3</b>	<b>Credits</b>	<b>4</b>

<b>Purpose</b>	People credited with this unit standard are able to, in a Class 4 gambling environment: identify and describe gaming machine faults; take action to rectify gaming machine faults; maintain gaming machine care and cleanliness; maintain security and safety in the gaming area; and maintain security of keys, passwords, and master-system cards related to the gaming area.
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<b>Classification</b>	Hospitality > Hospitality - Gambling
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<b>Available grade</b>	Achieved
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### Explanatory notes

#### 1 Definitions

*Class 4* – the category of gambling defined in the Gambling Act 2003.

*Licence conditions* – refer to conditions set by the Department of Internal Affairs to maintain a licence to operate Class 4 gambling.

*Good housekeeping* – when the gaming area and gaming machines are clean and tidy, with particular reference to presence of liquids on or around machines, fire danger from electrical faults, or smoking.

*Establishment requirements* – any policy, procedure, or agreed requirement, either written or oral, that is made known to the candidate prior to assessment against this unit standard.

*Gaming machine* – as defined in the Gambling Act 2003.

*Operating manuals* – the instruction booklets or other instructions supplied by the equipment manufacturer, distributor, or supplier.

*Game Rules* – those prescribed in Game Rules 2016, pursuant to the Gambling Act 2003.

- 2 Faults may include but are not limited to – coin, banknote and/or card jams, faulty locks in doors, hopper and coin diverter malfunctions and jams, blown lamps or fluorescent tubes, video monitor or display faults, hard meters not incrementing.
- 3 Any relevant acts, regulations, and bylaws must be complied with during assessment against this standard.

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## Outcomes and evidence requirements

### Outcome 1

Identify and describe gaming machine faults in a Class 4 gambling environment.

#### Evidence requirements

- 1.1 Parts of a gaming machine where common faults occur are located and described in terms of their purpose and function.
- 1.2 Gaming machines are checked for faults in accordance with operating manuals and establishment requirements.
- 1.3 A minimum of six faults in gaming machine hardware is recognised in accordance with operating manuals and establishment requirements.
- 1.4 Faults and malfunction conditions are distinguished from those conditions that may be normal operating characteristics of the machine or device in accordance with the operating manuals and establishment requirements.
- 1.5 Minor repairs and/or corrections, which can be safely carried out by the supervisor and/or candidate, are distinguished from those that require an authorised technician in accordance with Game Rules, operating manuals, and establishment requirements.
- 1.6 The consequences of not identifying gaming machine faults are described in terms of potential impact on gaming operations.

### Outcome 2

Take action to rectify gaming machine faults.

Range evidence is required for a minimum of six different faults.

#### Evidence requirements

- 2.1 Where a fault requires, components of machinery are removed, obstructions checked, unwanted objects removed, components restored to correct place in machine, correct functioning checked, and lockups cleared in accordance with the operating manual.
- 2.2 All activities are in compliance with safety practices in accordance with the operating manual and establishment requirements.
- 2.3 Gaming machine faults, and any malfunctions which cannot be rectified, are actioned in accordance with Game Rules, the operating manual, and establishment requirements.
- 2.4 Fault related documentation required by Game Rules is completed and filed in accordance regulatory and establishment requirements.

- 2.5 The consequences of not rectifying gaming machine faults are described in terms of potential impact on gaming operations.

### **Outcome 3**

Maintain gaming machine care and cleanliness in a Class 4 gambling environment.

#### **Evidence requirements**

- 3.1 Button lamps and artwork illumination are confirmed as being in working order in accordance with the operating manual.
- 3.2 Machine maintenance service schedules, where applicable, are adhered to in accordance with manufacturers' warranties or service contracts.
- 3.3 Gaming machine and environment presentation is in accordance with good housekeeping and customer requirements.
- 3.4 Signage required by the Gambling Act is verified as being in place, legible, and visible and the consequences of incorrect signage are explained in terms of potential impact on gaming operations.

### **Outcome 4**

Maintain security and safety in the gaming area in a Class 4 gambling environment

#### **Evidence requirements**

- 4.1 Security measures specified in Game Rules are checked and verified as ensuring the safety of the gaming area in accordance with establishment requirements.
- 4.2 Security measures ensure the safety of persons in the gaming machine area in accordance with establishment requirements and Games Rules.
- 4.3 Security and safety measures are checked and verified as ensuring that all gaming machines and site controllers are secured and secure. Where fitted, jackpot controllers are located inside a locked secure area.
- 4.4 Security and safety breaches are notified in accordance with Game Rules and establishment requirements.

### **Outcome 5**

Maintain security of keys, passwords, and master-system cards related to the gaming area in a Class 4 gambling environment.

#### **Evidence requirements**

- 5.1 Keys, passwords and master-system card access requirements are adhered to in accordance with Game Rules, licence conditions, and establishment requirements.

- 5.2 All keys, passwords, and master-system cards are stored in a secure place or dealt with in a manner that prevents unauthorised persons from gaining access to them, and enables their whereabouts to be accounted for at all times.
- 5.3 Breaches of security and/or access requirements are notified in accordance with Game Rules and/or establishment requirements.
- 5.4 The consequences of poor key, password, and master-system card access controls are explained in terms of potential impact on gaming operations.
- 5.5 All keys and master-system cards are confirmed as being accounted for at least at the beginning and end of each working day in accordance with Game Rules and establishment requirements.

<b>Planned review date</b>	31 December 2017
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#### Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	21 March 2001	31 December 2017
Review	2	26 April 2005	31 December 2017
Revision	3	25 June 2007	31 December 2017
Review	4	20 November 2009	N/A
Rollover and Revision	5	16 June 2016	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>.

#### Please note

Providers must be granted consent to assess against standards (accredited) by NZQA, before they can report credits from assessment against unit standards or deliver courses of study leading to that assessment.

Industry Training Organisations must be granted consent to assess against standards by NZQA before they can register credits from assessment against unit standards.

Providers and Industry Training Organisations, which have been granted consent and which are assessing against unit standards must engage with the moderation system that applies to those standards.

Requirements for consent to assess and an outline of the moderation system that applies to this standard are outlined in the Consent and Moderation Requirements (CMRs). The CMR also includes useful information about special requirements for organisations wishing to develop education and training programmes, such as minimum qualifications for tutors and assessors, and special resource requirements.

### **Comments on this unit standard**

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